



Education: Continuous Improvement Process



The Brief

The client, a large government body in the education sector with an annual budget of around \$9 billion, briefed Business Analysts Pty Ltd (BAPL) to identify and implement a range of continuous improvement activities for the major/minor enhancements process on one of their core programs of work.

The Challenge

The client faced the following challenges:

- Their previous business requirements specifications (BRS) were written in an overly technical manner and did not express the requirements of the client's business terminology.
- The approval process for a major/minor enhancement of BRS went through three layers of management—this slowed the approval process.
- The client's staff were not trained in how to use internal processes and frameworks—this meant that staff used the wrong standards, or that staff who used the correct standards were unsure how to apply them correctly.
- The client was initially unclear where to start, and how to decide what to change to make improvements.



Our Approach

With over 10 years of in-depth experience providing consulting services, BAPL are experts at building capability and delivering business analysis services within organisations. Our large team of experienced consultants has an enviable track record in delivering outcomes based on exceptional business analysis. Our consultants tailor-make your engagement to ensure you achieve true business value.

BAPL, in collaboration with the client's process assurance team, reviewed the product delivered to developers and made the decision to lead by example and take ownership of the BRS.

The BAPL team decided that the most important intervention would be to make the BRS comprehensible to the business stakeholders. BAPL decided to express requirements in the form of user stories, which proved to be a great success in assisting the business stakeholders to validate their requirements.



The Outcome

Some of the key successes included:

- a change of mindset for the business—their language moved from overly technical to business-focused
- a culture of leading by example and taking ownership, which has resulted in a dramatically improved lifecycle, financial savings, increased productivity, and throughput improvement
- reduction in approval processes from three weeks to three days—with the same approvers
- reduction in approval times for change-request specifications, leading to greater business satisfaction, increased throughput for the development team, and cost efficiencies
- developers can understand requirements more quickly, and spend less time writing code, leading to increased job satisfaction for developers
- the program overall is a more collaborative environment, with stakeholders much more willing to attend workshops.