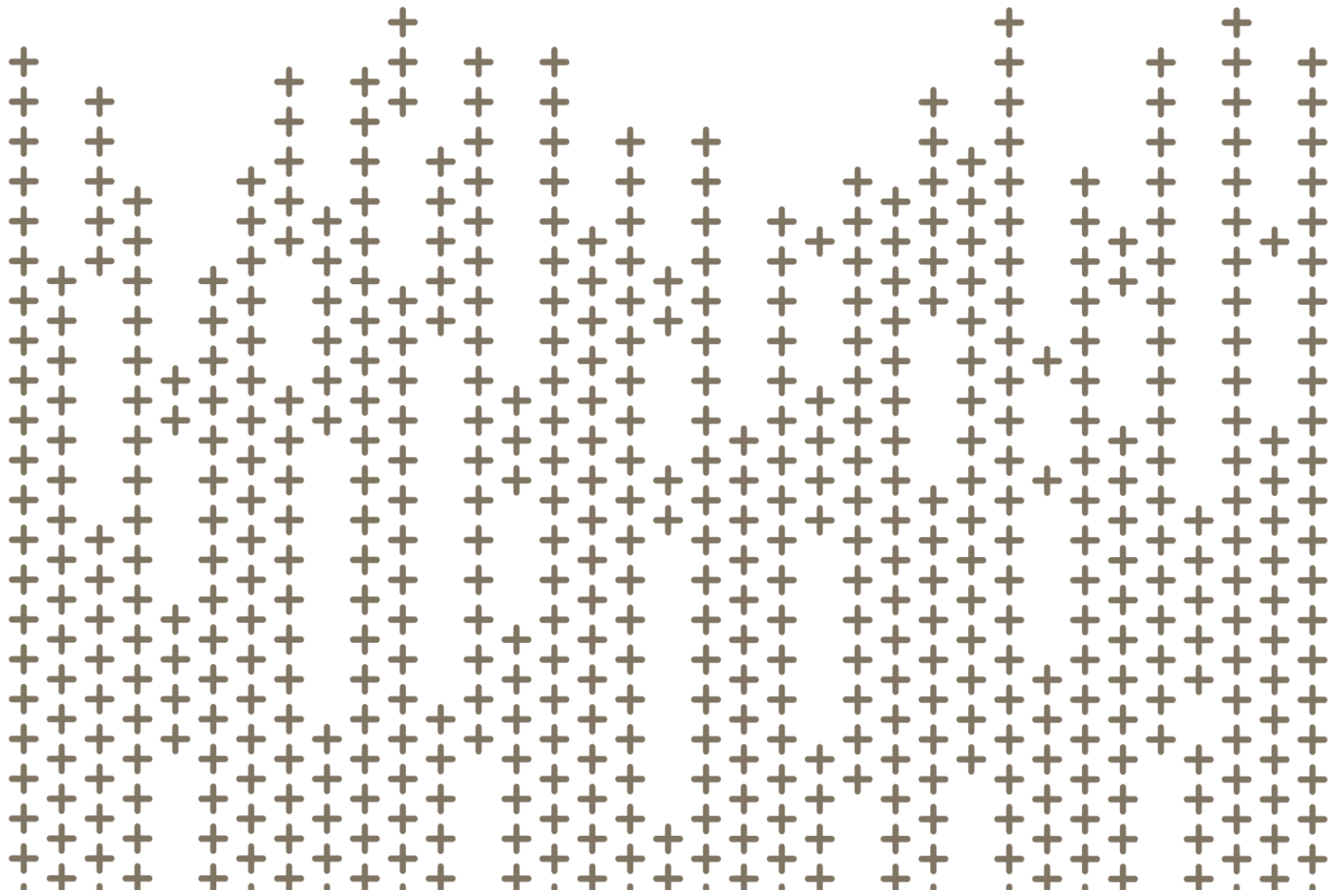


Business Analysis Capability Improvement Case Study

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Major UK Insurer – Internal Business Analysis Capability Improvement

The client is the change area within a leading UK Insurer. Positive assessed and recruited potential Business Analysts from within the operational business teams. Positive then trained and mentored the group. This allowed the client to place them on projects and bridge resourcing gaps.

Background

The client had a need to rapidly expand its analysis capability. It was constrained by a budget freeze and could not recruit externally in the contract or permanent market. They decided take business experts and give them the appropriate training, mentoring and exposure to projects.

Process and Outcome

Positive carried out the following;

- Assessed the suggested business experts and looked for the requisite behaviours.
- Worked with the client to build a model of skills and skill level required.
- Proposed and agreed contents of “Fast Track” training to bring BA skills to proposed level.
- Developed bespoke training material based on clients methodology and templates.
- Delivered tailored training to candidates.
- Established a mentoring programme to support delegates post training - this included a ‘mentor the mentor’ initiative.
- Handed over the mentoring programme after 6 months.
- Worked with the client on an ongoing basis to review analysis deliverables being produced and provide structured feedback.

Benefits

Positive ensured that the client benefited from:

- Delivering projects within their overall budget.
- The identification, training and development of business analysts from within the client’s resources.
- Tailored “Fast track” training which targeted the specific needs of the individuals to get allow them to deliver at the earliest opportunity.
- On going support and mentoring once the training had been delivered.
- Ongoing Deliverable Reviews.
- An increased business analysis capability.