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## BUAN 0120

### Elicitation & Collaboration

## Assignment 2: Case Study

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ABC Consulting is an accounting firm located in Winnipeg, Manitoba. ABC Consulting was founded in 2010 and has experienced some strong growth over the years. The firm currently employs over 20 accountants and 11 support staff. As the company has grown, the needs of the business have also changed.

John Reese, the founder of ABC Consulting, is increasingly concerned with the cost of administrative overhead, saying "What worked for us to keep five accountants organized just isn't working for twenty accountants." Administrative costs for the company are growing too rapidly. John has chartered a project to develop a time and billing system, which is a system that will be used by the accountants to log their time to specific jobs. The system will produce invoices and timesheets and will be developed by Simply Agile Business Consulting, a software development firm where you are the BA.

You have prepared and conducted elicitation with John and key stakeholders in ABC Consulting. You have documented your elicitation results and findings, as follows:

ABC Consulting needs to automate the management of employee timesheets. This need is aligned with the goal of holding a position of operational excellence in the industry. This project will reduce average cost to administer a timesheet by 75% in the next nine months, and will produce the following outcomes:

- › increased customer satisfaction; and
- › reduced administration costs.

The project will be executed by Simply Agile Business Consulting and focus on requirements and business analysis. The cost for this project is \$200,000, and the annual savings are \$100,000, plus additional benefits.

**BUSINESS NEED:** Automate timesheet management.

**GOAL:** Hold a position of operational excellence in the industry.

**OBJECTIVE:** Reduce average cost to administer timesheets by 75% the next nine months.

**BUSINESS PROBLEM:** Timesheet management is too costly.

**DESIRED OUTCOMES:** Project will produce increased customer satisfaction and reduced administration costs.

## Case Study Questions

In a Word document, not exceeding four pages and following APA formatting, complete the assignment according to the following instructions.

1. In your own words, briefly describe the documented elicitation results by the business analyst.
2. List and explain 2 guidelines and tools, as described by the BABOK, that the business analyst can use to confirm the elicitation results.
3. Identify 2 techniques that will be most beneficial in confirming the elicitation results from John and the ABC Consulting stakeholders and provide justification for your response.
4. Judging by the documented elicited result above, do you think that the business analyst has gathered enough information to uncover all the business needs and problems? Justify your position.

5. Provide personal examples and references to the BABOK or course materials, where needed, to justify your arguments.

## Grading

Case Study Evaluation	3	2	1
In your own words, briefly describe the documented elicitation results by the business analyst.	Student describes the documented elicitation results, highlighting the business need and problem.	Student describes the documented elicitation results, highlighting the business need or problem only.	Student describes the documented elicitation results, but there is no reference to the business need or problem.
List and explain 2 guidelines and tools, as described by the BABOK, that the business analyst can use to confirm the elicitation results.	Student recommends 2 guidelines and tools and provides explanation for each.	Student recommends 1 guideline and tools and provides explanation for it.	Student recommends 2 guidelines and tools, but provides no explanation for them.
Identify 2 techniques that will be most beneficial in confirming the elicitation results from John and the ABC Consulting stakeholders and provide justification for your response.	Student identifies 2 techniques and provides justification for each.	Student identifies 1 technique and provides a rationale.	Student identifies 2 techniques, but fails to provide justification.
Judging by the documented elicited result above, do you think that the business analyst has gathered enough information to uncover all the		Student takes a position on the question and provides clear justification for the position.	Student takes a position on the question, but lacks clear justification for the position.

business needs and problems? Justify your response.			
Assignment includes appropriate examples and references.		Student uses 3 or more personal examples or references to the BABOK or course materials and provides a rationale for the arguments.	Student uses 2 or less personal examples or references to the BABOK or course materials and provides rationale for the arguments.
Writing is clear.		Student expresses opinions clearly and with minimal errors in spelling and grammar.	Student expresses opinions relatively clearly with several errors in spelling and grammar, but the message remains understood by the reader.
Total	15		



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