BUSINESS ANALYSIS AND AGILE

BUSINESS ANALYSIS AND AGILE METHODOLOGIES ARE INTEGRAL TO MODERN PROJECT MANAGEMENT AND ORGANIZATIONAL SUCCESS. IN TODAY'S FAST-PACED BUSINESS ENVIRONMENT, THE ABILITY TO ADAPT AND RESPOND TO CHANGE IS CRUCIAL. BUSINESS ANALYSIS PROVIDES A FRAMEWORK FOR UNDERSTANDING ORGANIZATIONAL NEEDS, WHILE AGILE METHODOLOGIES OFFER FLEXIBLE APPROACHES TO PROJECT EXECUTION. THIS ARTICLE DELVES INTO THE RELATIONSHIP BETWEEN BUSINESS ANALYSIS AND AGILE PRACTICES, EXPLORING KEY CONCEPTS, METHODOLOGIES, ROLES, AND BEST PRACTICES. BY UNDERSTANDING THESE ELEMENTS, ORGANIZATIONS CAN ENHANCE THEIR PROJECT OUTCOMES, IMPROVE STAKEHOLDER ENGAGEMENT, AND DRIVE CONTINUOUS IMPROVEMENT.

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UNDERSTANDING BUSINESS ANALYSIS

BUSINESS ANALYSIS IS THE PROCESS OF IDENTIFYING BUSINESS NEEDS AND DETERMINING SOLUTIONS TO BUSINESS PROBLEMS. IT INVOLVES UNDERSTANDING THE STRUCTURE, POLICIES, AND OPERATIONS OF AN ORGANIZATION AND RECOMMENDING STRATEGIC INITIATIVES THAT CAN DRIVE GROWTH AND EFFICIENCY. THE PRIMARY GOAL OF BUSINESS ANALYSIS IS TO ENABLE ORGANIZATIONS TO ACHIEVE THEIR OBJECTIVES BY ALIGNING STRATEGIES AND OPERATIONS WITH THE MARKET DEMANDS.

KEY COMPONENTS OF BUSINESS ANALYSIS

SEVERAL KEY COMPONENTS DEFINE THE FIELD OF BUSINESS ANALYSIS, INCLUDING:

- REQUIREMENTS GATHERING: THIS INVOLVES COLLECTING INFORMATION FROM STAKEHOLDERS TO UNDERSTAND THEIR NEEDS AND EXPECTATIONS.
- STAKEHOLDER ENGAGEMENT: BUILDING RELATIONSHIPS WITH STAKEHOLDERS IS CRUCIAL FOR SUCCESSFUL BUSINESS ANALYSIS. THEIR INSIGHTS HELP SHAPE THE SOLUTIONS PROVIDED.
- PROCESS MODELING: CREATING VISUAL MODELS OF BUSINESS PROCESSES TO IDENTIFY INEFFICIENCIES AND AREAS FOR IMPROVEMENT.
- SOLUTION ASSESSMENT: EVALUATING POTENTIAL SOLUTIONS TO ENSURE THEY MEET BUSINESS NEEDS AND DELIVER VALUE.

BY FOCUSING ON THESE COMPONENTS, BUSINESS ANALYSTS CAN EFFECTIVELY BRIDGE THE GAP BETWEEN STAKEHOLDERS AND TECHNICAL TEAMS, ENSURING THAT SOLUTIONS ARE NOT ONLY FEASIBLE BUT ALSO ALIGNED WITH BUSINESS GOALS.

THE AGILE METHODOLOGY

AGILE IS A PROJECT MANAGEMENT METHODOLOGY THAT EMPHASIZES FLEXIBILITY, COLLABORATION, AND CUSTOMER-CENTRICITY. IT ALLOWS TEAMS TO RESPOND QUICKLY TO CHANGING REQUIREMENTS AND DELIVER INCREMENTAL VALUE THROUGHOUT THE PROJECT LIFECYCLE. AGILE METHODOLOGIES, SUCH AS SCRUM AND KANBAN, PROMOTE ITERATIVE DEVELOPMENT AND CONTINUOUS FEEDBACK, ENABLING TEAMS TO ADAPT THEIR STRATEGIES BASED ON REAL-TIME INSIGHTS.

CORE PRINCIPLES OF AGILE

THE AGILE MANIFESTO OUTLINES FOUR CORE VALUES AND TWELVE PRINCIPLES THAT GUIDE AGILE PRACTICES:

- INDIVIDUALS AND INTERACTIONS OVER PROCESSES AND TOOLS: EMPHASIZES THE IMPORTANCE OF TEAM COLLABORATION.
- Working software over comprehensive documentation: Prioritizes functional products over extensive paperwork.
- CUSTOMER COLLABORATION OVER CONTRACT NEGOTIATION: ENCOURAGES PARTNERSHIPS WITH CUSTOMERS TO ENSURE THEIR NEEDS ARE MET.
- RESPONDING TO CHANGE OVER FOLLOWING A PLAN: PROMOTES ADAPTABILITY IN PROJECT MANAGEMENT.

These principles highlight the necessity of being responsive to change and maintaining close relationships with stakeholders throughout the project lifecycle.

THE INTERSECTION OF BUSINESS ANALYSIS AND AGILE

Business analysis and agile methodologies complement each other in several ways. The integration of these practices ensures that business needs are continuously assessed and addressed throughout the project lifecycle. In an agile environment, business analysts play a critical role in defining requirements, facilitating communication, and ensuring that the development team stays aligned with the business objectives.

BENEFITS OF INTEGRATING BUSINESS ANALYSIS WITH AGILE

INTEGRATING BUSINESS ANALYSIS INTO AGILE PRACTICES LEADS TO NUMEROUS BENEFITS, INCLUDING:

- ENHANCED STAKEHOLDER ENGAGEMENT: CONTINUOUS ENGAGEMENT WITH STAKEHOLDERS ALLOWS FOR BETTER ALIGNMENT WITH THEIR NEEDS.
- IMPROVED REQUIREMENT CLARITY: AGILE METHODOLOGIES ENCOURAGE FREQUENT REFINEMENT OF REQUIREMENTS, REDUCING MISUNDERSTANDINGS.

- FASTER DELIVERY OF VALUE: AGILE'S ITERATIVE APPROACH ENABLES QUICKER DEPLOYMENT OF SOLUTIONS, ALLOWING BUSINESSES TO REALIZE BENEFITS SOONER.
- **CONTINUOUS IMPROVEMENT:** REGULAR FEEDBACK LOOPS LEAD TO ONGOING ENHANCEMENTS IN BOTH PROCESSES AND PRODUCTS.

THESE BENEFITS CONTRIBUTE TO A MORE DYNAMIC AND RESPONSIVE PROJECT ENVIRONMENT, WHERE BUSINESS VALUE IS CONSISTENTLY PRIORITIZED.

KEY ROLES IN BUSINESS ANALYSIS AND AGILE

SEVERAL KEY ROLES ARE ESSENTIAL IN THE INTEGRATION OF BUSINESS ANALYSIS AND AGILE METHODOLOGIES. THESE ROLES ENSURE THAT BOTH BUSINESS NEEDS AND AGILE PRINCIPLES ARE EFFECTIVELY ADDRESSED THROUGHOUT THE PROJECT LIFECYCLE.

BUSINESS ANALYST

THE BUSINESS ANALYST IS RESPONSIBLE FOR GATHERING REQUIREMENTS, FACILITATING COMMUNICATION AMONG STAKEHOLDERS, AND ENSURING THAT THE PROJECT ALIGNS WITH BUSINESS GOALS. IN AN AGILE CONTEXT, BUSINESS ANALYSTS OFTEN TAKE ON THE ROLE OF PRODUCT OWNERS, PRIORITIZING THE BACKLOG AND PROVIDING CLARITY ON REQUIREMENTS.

PRODUCT OWNER

THE PRODUCT OWNER REPRESENTS THE CUSTOMER'S INTERESTS IN AN AGILE TEAM. THEY ARE RESPONSIBLE FOR DEFINING THE VISION OF THE PRODUCT, MAINTAINING THE PRODUCT BACKLOG, AND ENSURING THAT THE DEVELOPMENT TEAM DELIVERS MAXIMUM VALUE TO THE STAKEHOLDERS.

SCRUM MASTER

THE SCRUM MASTER FACILITATES THE AGILE PROCESS, ENSURING THAT THE TEAM ADHERES TO AGILE PRINCIPLES AND PRACTICES.

THEY HELP REMOVE IMPEDIMENTS THAT MAY HINDER THE TEAM'S PROGRESS AND SUPPORT THE BUSINESS ANALYST AND PRODUCT OWNER IN ACHIEVING THEIR GOALS.

BEST PRACTICES FOR INTEGRATING BUSINESS ANALYSIS WITH AGILE

TO SUCCESSFULLY INTEGRATE BUSINESS ANALYSIS WITH AGILE METHODOLOGIES, ORGANIZATIONS SHOULD CONSIDER THE FOLLOWING BEST PRACTICES:

- EMBRACE COLLABORATION: FOSTER A CULTURE OF COLLABORATION AMONG BUSINESS ANALYSTS, PRODUCT OWNERS, AND DEVELOPMENT TEAMS TO ENSURE ALIGNMENT AND SHARED UNDERSTANDING.
- PRIORITIZE CONTINUOUS FEEDBACK: IMPLEMENT REGULAR FEEDBACK SESSIONS TO REFINE REQUIREMENTS AND ADAPT TO CHANGING BUSINESS NEEDS.

- **Utilize User Stories:** Leverage user stories to capture requirements from the user's perspective, ensuring that solutions meet real-world needs.
- Focus on Incremental Delivery: Deliver solutions in increments to allow for quick assessment and adaptation based on user feedback.

BY FOLLOWING THESE BEST PRACTICES, ORGANIZATIONS CAN ENHANCE THEIR AGILE PROCESSES AND ENSURE THAT BUSINESS ANALYSIS CONTRIBUTES EFFECTIVELY TO PROJECT SUCCESS.

CONCLUSION

BUSINESS ANALYSIS AND AGILE METHODOLOGIES ARE ESSENTIAL COMPONENTS OF SUCCESSFUL PROJECT MANAGEMENT. THE INTEGRATION OF THESE PRACTICES ENABLES ORGANIZATIONS TO ADAPT TO CHANGE, ENHANCE STAKEHOLDER ENGAGEMENT, AND DELIVER VALUE EFFICIENTLY. BY UNDERSTANDING THE ROLES, PRINCIPLES, AND BEST PRACTICES INVOLVED, BUSINESSES CAN LEVERAGE BOTH BUSINESS ANALYSIS AND AGILE TO ACHIEVE THEIR STRATEGIC GOALS AND IMPROVE THEIR OVERALL PERFORMANCE.

Q: WHAT IS THE ROLE OF A BUSINESS ANALYST IN AN AGILE ENVIRONMENT?

A: In an agile environment, a business analyst plays a crucial role in gathering requirements, facilitating communication between stakeholders, and often acting as a product owner. They ensure that the development team understands the business needs and that solutions align with organizational goals.

Q: How does agile improve business analysis practices?

A: AGILE IMPROVES BUSINESS ANALYSIS PRACTICES BY PROMOTING CONTINUOUS FEEDBACK, ITERATIVE DEVELOPMENT, AND CLOSE COLLABORATION WITH STAKEHOLDERS. THIS DYNAMIC ENVIRONMENT ALLOWS BUSINESS ANALYSTS TO REFINE REQUIREMENTS AND ADAPT SOLUTIONS BASED ON REAL-TIME INSIGHTS.

Q: WHAT ARE THE KEY BENEFITS OF COMBINING BUSINESS ANALYSIS WITH AGILE METHODOLOGIES?

A: The key benefits include enhanced stakeholder engagement, improved requirement clarity, faster delivery of value, and continuous improvement. This combination ensures that projects are aligned with business needs and can adapt to changes effectively.

Q: How can organizations implement agile methodologies successfully?

A: Organizations can implement agile methodologies successfully by fostering a culture of collaboration, prioritizing continuous feedback, utilizing user stories for requirements, and focusing on incremental delivery of solutions. Training and support for teams are also essential.

Q: WHAT TOOLS CAN BE USED FOR BUSINESS ANALYSIS IN AN AGILE CONTEXT?

A: Tools such as JIRA, Trello, and Confluence are commonly used for business analysis in agile contexts. These tools facilitate backlog management, collaboration, documentation, and tracking of project progress.

Q: CAN AGILE METHODOLOGIES WORK FOR ALL TYPES OF PROJECTS?

A: While agile methodologies are versatile and can be applied to various projects, they are particularly effective for projects with high uncertainty and rapidly changing requirements. Some projects may still benefit from traditional project management approaches, depending on their nature and scope.

Q: WHAT CHALLENGES MIGHT ARISE WHEN INTEGRATING BUSINESS ANALYSIS WITH AGILE?

A: Challenges may include resistance to change, misalignment between business and technical teams, and difficulties in maintaining clear communication. Organizations must actively address these challenges through training, workshops, and fostering a collaborative culture.

Q: HOW IMPORTANT IS STAKEHOLDER ENGAGEMENT IN THE AGILE PROCESS?

A: STAKEHOLDER ENGAGEMENT IS CRITICAL IN THE AGILE PROCESS AS IT ENSURES THAT THE PROJECT ALIGNS WITH USER NEEDS AND EXPECTATIONS. REGULAR COLLABORATION WITH STAKEHOLDERS ALLOWS FOR TIMELY FEEDBACK AND ADJUSTMENTS, LEADING TO BETTER PROJECT OUTCOMES.

Q: WHAT IS THE SIGNIFICANCE OF USER STORIES IN AGILE BUSINESS ANALYSIS?

A: User stories are significant in agile business analysis as they capture requirements from the user's perspective, ensuring that solutions are user-centric. They help prioritize features based on user value and facilitate communication among team members.

Q: WHAT ARE SOME BEST PRACTICES FOR FACILITATING EFFECTIVE COMMUNICATION IN AGILE TEAMS?

A: BEST PRACTICES FOR EFFECTIVE COMMUNICATION IN AGILE TEAMS INCLUDE HOLDING REGULAR STAND-UP MEETINGS, UTILIZING COLLABORATIVE TOOLS FOR DOCUMENTATION, ENCOURAGING OPEN DIALOGUE, AND FOSTERING A CULTURE OF FEEDBACK AND TRANSPARENCY AMONG TEAM MEMBERS.

Business Analysis And Agile

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business analysis and agile: *Business Analysis Defined* Thomas and Angela Hathaway, 2014-03-01 WHAT IS THIS BOOK ABOUT? Business Analysis in the Real World A Buddhist proverb warns, "Be mindful of intention. Intention is the seed that creates our future." In a very real sense, this statement expresses the reason for business analysis. This discipline is really all about choosing and defining a desired future because without intention (expressed in business analysis terms, "requirements"), no future is more or less desirable than another. In reality, every organization does

some form of business analysis whether it uses the term or not. For many (especially larger organizations), it is an extremely structured, managed process while others thrive on change and only do business analysis when and as needed. The perception that business analysis is only needed to develop IT solutions is inaccurate. Actually, it is a critical component of any change initiative within an organization whether software is involved or not. Current Business Analysis Techniques and Methods The book defines how business analysis is currently practiced. The authors provide insight into this fast-growing field by distinguishing strategic, tactical, and operational business analysis. It provides surveys of what Business Analysts really do and what business analysis techniques people use most often when they are the one "wearing the BA hat". You will learn what "requirements" really are and what different types of requirements exist. Because many requirements define future information technology (IT) solutions, the authors share their experience on how Waterfall, Iterative, Agile, and Experimental (aka "Chaotic") Software Development methodologies impact the business analysis responsibility. Who Needs Business Analysis Skills? Although the field of Business Analysis offers great career opportunities for those seeking employment, some level of business analysis skill is essential for any adult in the business world today. Many of the techniques used in the field evolved from earlier lessons learned in systems analysis and have proven themselves to be useful in every walk of life. We have personally experienced how business analysis techniques help even in your private life. We wrote this book for everyday people in the real world to give you a basic understanding of some core business analysis methods and concepts. If this book answers some of your questions, great. If it raises more questions than it answers (implying that it piqued your curiosity), even better. If it motivates you to learn more about this emerging and fascinating topic, it has served its purpose well. WHO WILL BENEFIT FROM READING THIS BOOK? Many distinct roles or job titles in the business community perform business needs analysis for digital solutions. They include: - Product Owners - Business Analysts -Requirements Engineers - Test Developers - Business- and Customer-side Team Members - Agile Team Members - Subject Matter Experts (SME) - Project Leaders and Managers - Systems Analysts and Designers - AND "anyone wearing the business analysis hat", meaning anyone responsible for defining a future digital solution TOM AND ANGELA'S (the authors) STORY Like all good IT stories, theirs started on a project many years ago. Tom was the super techie, Angela the super SME. They fought their way through the 3-year development of a new policy maintenance system for an insurance company. They vehemently disagreed on many aspects, but in the process discovered a fundamental truth about IT projects. The business community (Angela) should decide on the business needs while the technical team's (Tom)'s job was to make the technology deliver what the business needed. Talk about a revolutionary idea! All that was left was learning how to communicate with each other without bloodshed to make the project a resounding success. Mission accomplished. They decided this epiphany was so important that the world needed to know about it. As a result, they made it their mission (and their passion) to share this ground-breaking concept with the rest of the world. To achieve that lofty goal, they married and began the mission that still defines their life. After over 30 years of living and working together 24x7x365, they are still wildly enthusiastic about helping the victims of technology learn how to ask for and get the digital (IT) solutions they need to do their jobs better. More importantly, they are more enthusiastically in love with each other than ever before!

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outcome to define success and measure progress. use tried and true business analysis techniques to build and maintain a shared understanding of the problem your team is trying to solve. make sure decisions get made, whether you have the responsibility for deciding or not. use short feedback cycles to learn about your users needs and adjust your product accordingly. The book also explains the roles and responsibilities you may experiences and explores the impact an agile approach has on a common business analysis process. Get this book to help you demonstrate to teams in your organization why they should have you on their team. At the end of the day, isn't that really what matters?

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business analysis and agile: The Agile Business Analyst Ryland Leyton, 2015-07-25 Written with special attention to the challenges facing the IT business analyst, The Agile Business Analyst is a fresh, comprehensive introduction to the concepts and practices of Agile software development. It is also an invaluable reference for anyone in the organization who interacts with, influences, or is affected by the Agile development team. Business analysts will learn the key Agile principles plus valuable tools and techniques for the transition to Agile, including: Card writing Story decomposition How to manage cards in an Agile workflow How to successfully respond to challenges about the value of the BA practice (with an elevator pitch for quick reference) Scrum masters, iteration managers, product owners, and developers who have been suddenly thrust into a work environment with a BA will find answers to the many questions they're facing: What does a BA actually do? What's their role on the team? What should I expect from a BA? How and when should I involve a BA, and what are the limits of their responsibility? How can they help my team increase velocity and/or quality? People managers and supervisors will discover: How the BA fits into the Agile team and SDLC Crucial skills and abilities a BA will need to be successful in Agile How to get the team and the new BA off on the right foot How to explain the BA's value proposition to others How adding a BA can solve problems in an established team Executives and directors will find answers to critical questions: In an Agile world, are BAs a benefit or just a cost to my organization? How do I get value from a BA in the transition to Agile? Can I get more from my development team by using the BA as a force multiplier? What expectations should I be setting for my discipline managers? With a foreword by Barbara Carkenord, The Agile Business Analyst is a must-read for any analyst working in an Agile environment. Fresh insights, practical recommendations, and detailed examples, all presented with an entertaining and enjoyable style. Leyton shares his experience, mentoring his reader to be a more effective analyst. He has hit a home run with this book! --Barbara Carkenord, Director, Business Analysis/RMC Learning Solutions Leyton does a great job explaining the value of analysis in an Agile environment. If you are a business-analysis practitioner and need help figuring out how you add

value to your team, you'll find this book valuable. --Kupe Kupersmith, President, B2T Training

business analysis and agile: Business Analysis Steven P. Blais, 2011-11-08 The definitive guide on the roles and responsibilities of the business analyst Business Analysis offers a complete description of the process of business analysis in solving business problems. Filled with tips, tricks, techniques, and guerilla tactics to help execute the process in the face of sometimes overwhelming political or social obstacles, this guide is also filled with real world stories from the author's more than thirty years of experience working as a business analyst. Provides techniques and tips to execute the at-times tricky job of business analyst Written by an industry expert with over thirty years of experience Straightforward and insightful, Business Analysis is a valuable contribution to your ability to be successful in this role in today's business environment.

business analysis and agile: LEAN Business Analysis for Agile Teams Angela Hathaway, Thomas Hathaway, 2020-02-25 Lean Business Analysis Weaponizes the Agile Software Development Revolution With the widespread adoption of Agile, software development has gone through some serious remodeling. The changes are a seismic shift from the days of mega-projects and monolithic methodologies. Agile teams build robust products incrementally and iteratively, requiring fast feedback from the business community to define ongoing work. As a result, the process of defining IT requirements is evolving rapidly. Backlogs replace requirements definition documents. User Stories, Epics and Features replace requirement statements. Scenarios and Examples replace test cases. The timing of business analysis activities is shifting like sand. But What Is LEAN Business Analysis? Business Analysis defines the future of Information Technology (IT) in an organization. Lean Business Analysis is the essential next step that enables the business community to take advantage of the speed of software delivery. This book offers a brief overview of how you can reduce waste in Business Analysis practices to optimally support the new lean and agile software development world. Learn how lean principles: Gain business agility by shifting from Project to Product Thinking Accelerate time-to-market with a Minimum Viable Product (MVP) Combat waste in your Business Analysis Life Cycle Optimize software development with effective Product Backlogs Improve the outcome of your Business Analysis techniques Express business needs in Features, User Stories, and Scenarios Deliver product quality with Acceptance (Business-Facing) Testing The authors describe the problems and the process plaguing organizations struggling to ensure that the software development community produces the IT environment that the business community needs. They also show solutions that take advantage of Lean Manufacturing principles to capture and analyze business needs. They explain types of waste prevalent in conventional Business Analysis and suggest approaches to minimize the waste while increasing the quality of the deliverables, namely actionable Features, User Stories, and Requirements that enable Agile Teams. Who Should Read This Book? This book will help anyone who is involved with Agile Software development. In particular, it targets the neglected business roles such as Product Owners, Business Analysts, Test Developers, Business-side and Agile Team Members, Subject Matter Experts, and Product Managers. Who Wrote It? The authors, Tom and Angela Hathaway, have taught thousands of students in face-to-face training, published multiple business analysis books, produced courses available on platforms such as Udemy.com with over 30K students, and enriched the global community with millions of views on their YouTube channel baexperts.

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insight into this fast-growing field by distinguishing strategic, tactical, and operational business analysis. It is based in part on surveys of what BAs really do and what business analysis techniques people use most often when they are the one wearing the BA hat. Because of the tight relationship between requirements and information technology, the authors also share their experience on how software development methodologies impact the business analysis responsibility.

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(DoR). Podeswa presents each technique in context: what you need to know and when to apply each tool. Read this book to Master principles, frameworks, concepts, and practices of agile analysis and planning in order to maximize value delivery throughout the product's lifecycle Explore planning and analysis for short-term, long-term, and scaled agile initiatives using MVPs and data-informed learning to test hypotheses and find high-value features Split features into MMFs and small stories that deliver significant value and enable quick wins Refine, estimate, and specify features, stories, and their acceptance criteria, following ATDD/BDD guidance Address the unique analysis and planning challenges of scaled agile organizations Implement 13 practices for optimizing enterprise agility Supported by 175+ tools, techniques, examples, diagrams, templates, checklists, and other job aids, this book is a complete toolkit for every practitioner. Whatever your role, you'll find indispensable guidance on agile planning and analysis responsibilities so you can help your organization respond more nimbly to a fast-changing environment. Register your book for convenient access to downloads, updates, and/or corrections as they become available. See inside book for details.

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target that group. There is, however, an overlooked group of people essential to the development of software-as-an-asset that have been neglected. Many distinct roles or job titles in the business community perform business needs analysis for digital solutions. They include: - Product Owners -Business Analysts - Requirements Engineers - Test Developers - Business- and Customer-side Team Members - Agile Team Members - Subject Matter Experts (SME) - Project Leaders and Managers -Systems Analysts and Designers - AND "anyone wearing the business analysis hat", meaning anyone responsible for defining a future IT solution TOM AND ANGELA'S (the authors) STORY Like all good IT stories, theirs started on a project many years ago. Tom was the super techie, Angela the super SME. They fought their way through the 3-year development of a new policy maintenance system for an insurance company. They vehemently disagreed on many aspects, but in the process discovered a fundamental truth about IT projects. The business community (Angela) should decide on the business needs while the technical team's (Tom)'s job was to make the technology deliver what the business needed. Talk about a revolutionary idea! All that was left was learning how to communicate with each other without bloodshed to make the project a resounding success. Mission accomplished. They decided this epiphany was so important that the world needed to know about it. As a result, they made it their mission (and their passion) to share this ground-breaking concept with the rest of the world. To achieve that lofty goal, they married and began the mission that still defines their life. After over 30 years of living and working together 24x7x365, they are still wildly enthusiastic about helping the victims of technology learn how to ask for and get the IT solutions they need to do their jobs better. More importantly, they are more enthusiastically in love with each other than ever before!

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