



BA Manager Forum - Breakout Session 1

Requirements Tool Selection

a case study on the exercise to select a requirements tool for use across a large retail banking organisation

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Requirements Tool Selection

Who are we?



43

Over 43 years combined experience
in the Group
Syringa Camp
Neil Constable
Phran Ryder

One Way

Single BA Process
&
Job Description

57%

1 in 2 of the UK adult population
is a customer of
Lloyds Banking Group
30 million customers

2300

Business Analysts across the Group
•600 in Group IT
•1700 in Business Change

391

391 projects involving IT change in 2012

Requirements Tool Selection

Today's Agenda



*Important criteria
in the selection
process*

*Our view, gained
from our own
experience*

A mix of presentation, discussion and Q&A

- Criteria Important to Your Organisation (Preliminary Exercise)
- Our Top Selection Criteria
- Additional Factors/Barriers to Success (Follow-up Exercise)
- Our Experience – Implementation/Adoption/Embedding
- Summary/Close
- Final Q&A

Requirements Tool Selection

So you want an RM Tool?



Are you ready for a tool?

Why do you want it?

Understand the benefits

What's the impact on your organisation

Selection criteria & scoring

Requirements Tool Selection

Criteria Important to Your Organisation

What matters to you when selecting a requirements management tool?

In Groups



10 minutes



Top 5



Collate Results



Requirements Tool Selection

Selection Criteria



Non-Product

Product

Business Alignment

Operational / Process Compatibility
Use within Competencies of Staff

Financial

Product Cost
Licences
Operating Costs

Product Functionality

Requirements traceability
Requirements analysis
Security and accessibility
Portability and backend compatibility
Configuration management
Communication/Collaboration
Change management
Online publishing
Offline publishing
Usability – too complex/sophisticated
Usability – navigation
Usability – Help System
Methods support
Configurable
Multi-Brand Support

Technological

Availability
Software Reliability
Security
Compatibility
Provenness
Architectural fit
Multi-Platform Support
Performance

Vendor Strength

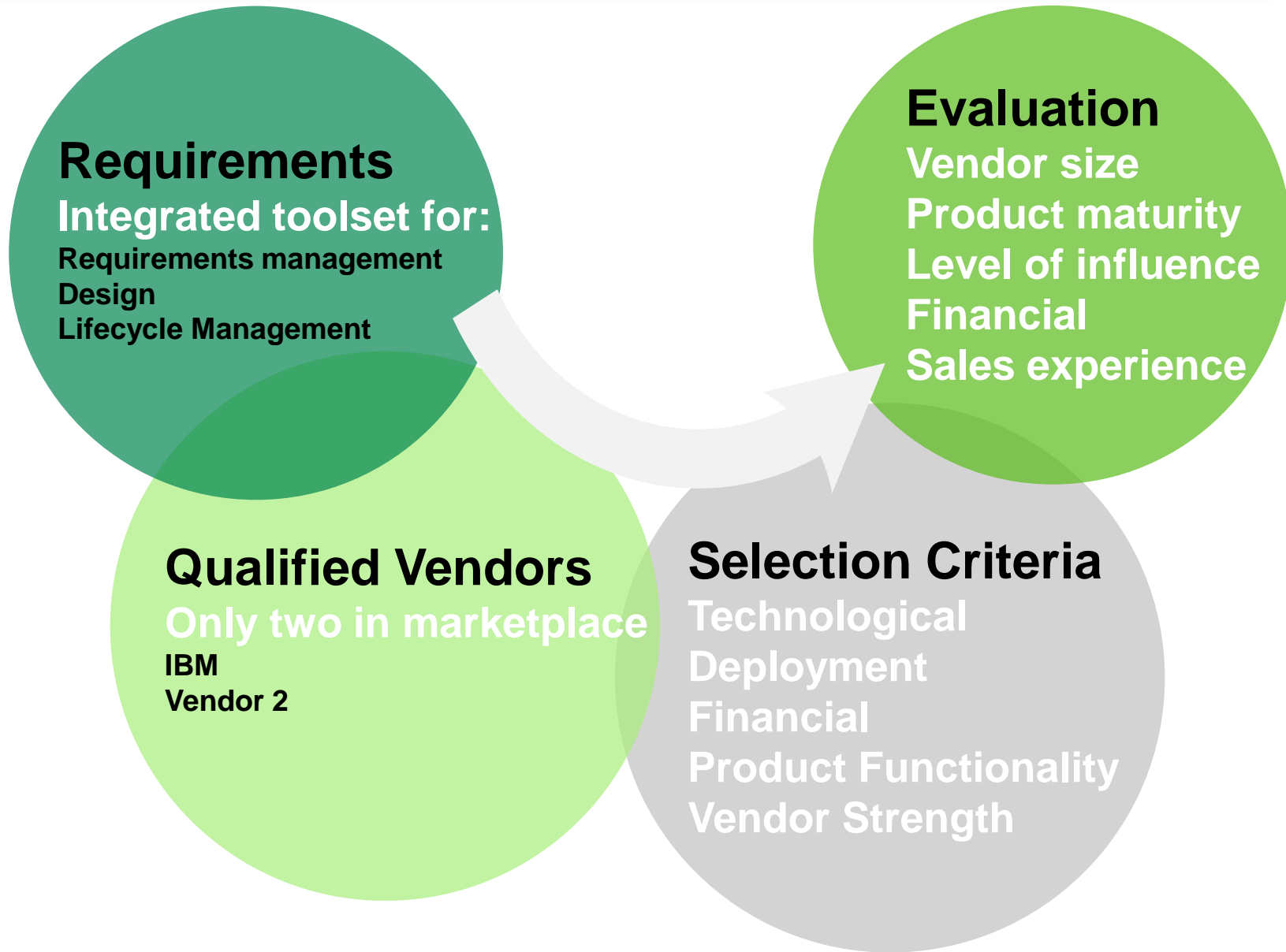
Credibility and Longevity
Product Maturity
Support Model
Scalability for Growth
Major Organisational Changes
Major Product Changes
Future Product Strategy
Comfortable with Sales Process
Training
Technical Support
Bug Fix Turnaround
Reference Sites
Size match with you organisation
Support Proof of Concept (try before buy)
Industry Benchmarks
Relationship with vendor

Deployment

Maintainability
Scalability for Growth
Customisable vs. Configurable
Upgrade Path

Requirements Tool Selection

What was important to us?



Requirements Tool Selection

Implementation Factors



What factors are important to you to ensure you get the desired benefits?

In Groups

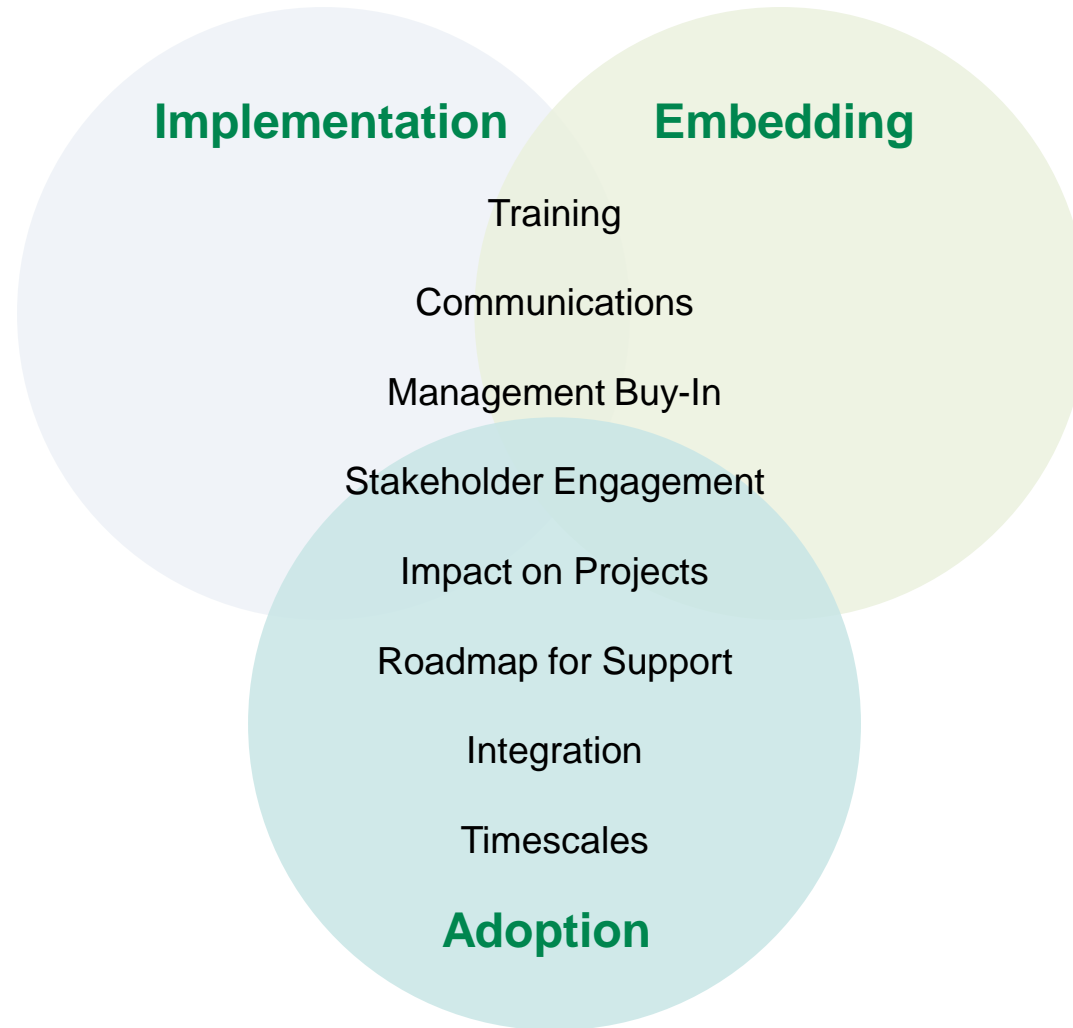


8 minutes



Requirements Tool Selection

Our Experience



Requirements Tool Selection

Summary



- **Is your organisation ready?**
- **Be realistic about the benefits**
- **Understand the impact on your organisation**
- **Consider all your stakeholders**
- **Early Adopt**

Garbage-in, Garbage Out – fix your process first

Requirements Tool Selection



LLOYDS BANKING GROUP

