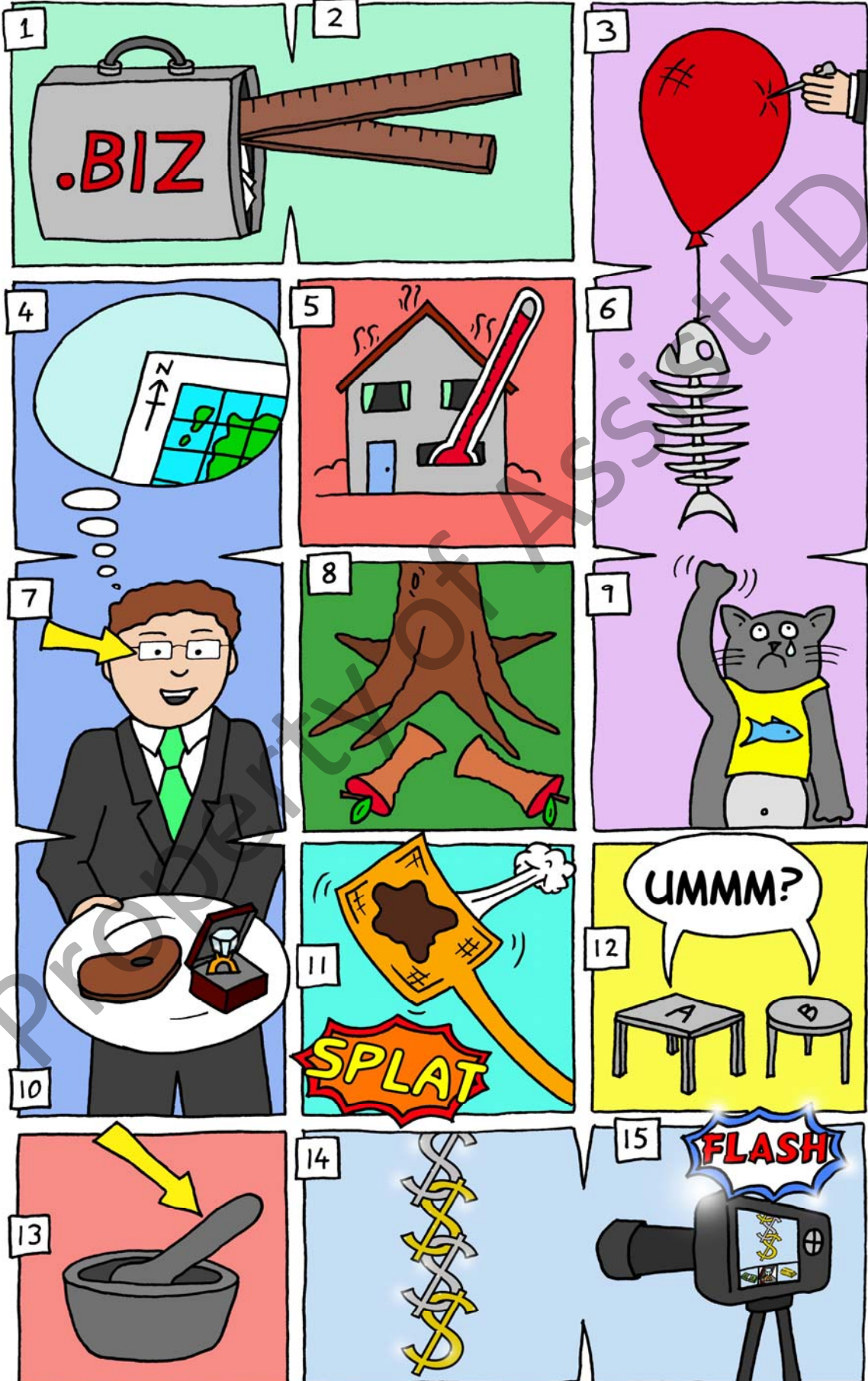


NAME THE TECHNIQUES



<p>1 BUSINESS CASE</p> <p>A document that describes the findings from a business analysis study and presents options and recommendations for senior management to consider.</p>	<p>2 BUSINESS RULES</p> <p>Business rules underpin how business processes and activities are performed, and how data is structured. It is important that these rules are considered when analysing business and IT systems.</p>	<p>3 POPIT</p> <p>AssistKD's POPIT™ model identifies the areas where change can be made within an organisation: People, Organisation, Processes, and Information and Technology.</p>
<p>4 MIND MAPS</p> <p>A structured visualisation technique that is used to document information about business situations.</p>	<p>5 HOTHOUSING</p> <p>An intensive and time-constrained workshop approach whereby participants work to prototype solutions to business problems. Hothouse workshops are typically held at off-site locations and last for three days.</p>	<p>6 FISHBONE DIAGRAM</p> <p>Fishbone or Ishikawa Diagrams are useful in helping to identify, understand, visualise and analyse potential root causes of problems.</p>
<p>7 WIREFRAMES</p> <p>Wireframes provide an outline guide of a user-interface (UI) for an IT system such as a website.</p>	<p>8 ROOT CAUSE ANALYSIS (RCA)</p> <p>Root cause analysis is a problem solving technique that seeks to uncover the causes of a business problem. This helps prevent the development of solutions that address symptoms alone.</p>	<p>9 CATWOE</p> <p>An approach devised by Peter Checkland that may be used to analyse stakeholders' perspectives. CATWOE stands for: Customer, Actor, Transformation, Worldview, Owner and Environment</p>
<p>10 STAKEHOLDER ENGAGEMENT</p> <p>Stakeholder engagement is a vital part of business analysis and involves the adoption of a range of techniques and strategies to ensure that stakeholders are kept informed and are involved in the change process. This ensures that stakeholder interests are aligned with those of the change initiative.</p>	<p>11 SWOT ANALYSIS</p> <p>Summary of the key internal strengths and weaknesses of the organisation and the external opportunities and threats facing the organisation.</p>	<p>12 DECISION TABLES</p> <p>A concise visual representation that specifies the actions to perform depending on combinations of conditions. The information expressed in a decision table could also be represented using a decision tree.</p>
<p>13 PESTLE</p> <p>A technique used to analyse the external business environment of an organisation. The technique involves the analysis of the Political, Economic, Socio-Cultural, Technological, Legal and Environmental forces that may impact upon the organisation.</p>	<p>14 VALUE CHAIN</p> <p>An approach, devised by Michael Porter, to document the primary and support activities conducted within an organisation that collectively offer a value proposition to customers.</p>	<p>15 RICH PICTURES</p> <p>A visualisation technique that is used to document all aspects of a business situation. Rich pictures do not use a specific notation set and part of the strength of the technique lies in its freedom of approach.</p>