

## Standard Job Profile

POSITION TITLE:

**BUSINESS ANALYST**  
**(BUSINESS PROCESS ANALYST, BUSINESS DESIGNER, TEST ANALYST)**

Profile-IT® Role Groups: Analyst Roles, Designer Roles

Profile-IT® Roles: Business Process Analyst, Business Designer, Test Analyst.

STANDARD DESCRIPTION:

“The Business Process Analyst is responsible for defining the business process architecture, and for defining the business processes, use cases and actors, and how they interact.”

“The Business Designer is responsible for designing and specifying a part of the business practice including the appropriate business processes, tools, systems and organizational structure to be used.”

“The Test Analyst Role is responsible for identifying and defining the required tests, monitoring detailed testing progress and results in each test cycle and evaluating the overall quality experienced as a results of testing activities. The role typically carries the responsibility for appropriately representing the needs of the stakeholders that do not have direct or regular representation on the project.”

POSITION RESPONSIBILITIES:

ITIL® Process Assignment:

- Change Management Process (Business Process Analyst, Business Designer, Test Analyst)

ITIL® Process Objectives:

Change Management Process:

- Carry out of changes in a timely manner with minimal risk and within cost constraints.

ITIL® Key Performance Indicators:

- Number of successfully introduced changes.
- Ramifications of unsuccessful changes.
- Decrease in process costs.
- Meeting deadlines.

RUP®/USDP Discipline Assignment:

- Requirements Discipline
- Analysis and Design Discipline
- Implementation Discipline
- Test Discipline

RUP®/USDP Discipline Purpose:

- Requirements Discipline
  - Obtain agreement on what the change should do.
  - Provide Implementors with better understanding of what the change must do.
  - Delimiting the system and defining the boundaries for the change.
  - Establish the basis for business process and technical planning.
  - Establishing basis for estimating cost and time for the change.
  - Define access interface for interaction with the system.

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- Analysis and Design Discipline
  - Transform business process requirements into a design for the change.
  - Evolving a robust business architecture for the change.
  - Adapt design in line with business environment constraints, like geography, language, performance, locality, etc..
- Implementation Discipline
  - Define the change's structure or framework (Use Case, Process Model, Business Meta Data Model, etc.).
  - Construct the implementation business processes, etc..
  - Test functionality.
  - Verify functional scope compliance.
- Test Discipline
  - Identify change defects in quality.
  - Demonstrate that assumptions in design is feasible for execution.
  - Validate the execution and function of the change.
  - Validate that the requirements are met.

### Interactions:

- Change Implementation Roles: Analysts, Designer Implementers, Project Management.
- Other Operations and Support Roles: Technical Administrator, Tools Specialist, Support Analyst.

### COMPETENCIES:

#### Key Personality Attributes as per Gallup International StrengthFinder® Strengths:

- **Analytical:** People strong in the Analytical theme search for reasons and causes. They have the ability to think about all the factors that might affect a situation.
- **Arranger:** People strong in the Arranger theme can organize, but they also have a flexibility that complements this ability. They like to figure out how all of the pieces and resources can be arranged for maximum productivity.
- **Deliberative:** People strong in the Deliberative theme are best described by the serious care they take in making decisions or choices. They anticipate the obstacles.
- **Focused:** People strong in the Focus theme can take a direction, follow through, and make the corrections necessary to stay on track. They prioritize, then act.
- **Maximizer:** People strong in the Maximizer theme focus on strengths as a way to stimulate personal and group excellence. They seek to transform something strong into something superb.
- **Responsibility:** People strong in the Responsibility theme take psychological ownership of what they say they will do. They are committed to stable values such as honesty and loyalty.
- **Learner:** People strong in the Learner theme have a great desire to learn and want to continuously improve. In particular, the process of learning, rather than the outcome, excites them.
- **Futuristic:** People strong in the Futuristic theme are inspired by the future and what could be. They inspire others with their visions of the future.

Please note that these are only guidelines. Different strengths may be required based on the dynamic of the team or the organization.

### Profile-IT® Role Competency:

#### Business Process Analyst Competency:

- **Analysis of Business Processes, Problems and Root Causes** “Highly competent in analysis and detailed investigation of business process problems, problem causes and in

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- techniques for identifying problem causes.”
- **Requirements Investigation and Definition:** “Highly effective in comprehensively eliciting and documenting business, functional and technical / non-functional requirements from solution users and owners.”
- **Business Domain Knowledge:** “Expert in the business domain I work in, including the strategic considerations, good operational practices, business processes knowledge, products trends, market pressures and competition.”
- **Business Process Modeling and Use Case Specifications:** “Highly competent in modeling business requirements that are verifiable, traceable, and unambiguous, thereby specifying stakeholders' expectations accurately using modeling techniques and other tools.”
- **“Cost of Poor Quality” Assessment:** “Highly effective in researching, constructing and documenting a cost of “poor quality” assessment for a solution, system, system component or business option.”
- **Assessing Business Process Maturity:** “Highly capable of researching and defining a business' processes, documenting it, measuring its outcomes and successfully identify key leverage points to improve or innovate a better process and outcome, through a continuous improvement method.”

### Business Designer Competency:

- **Business Process Modeling:** “Highly competent in modeling complex key and core business processes and representing process steps through flow charts using notations like BPML, UML, use-case diagrams and other process blue printing methods.”
- **Business Process Design of the Target Organization:** “Highly effective in designing and documenting new business processes and business use-cases according to business requirements and key business drivers gathered by analysts working with me.”
- **User Requirement Design:** “Highly effective in prioritizing significant process steps and systems elements, categorizing, and incorporating user requirements and expectations during the design of business process and use cases for a solution.”
- **Business Solution Design:** “Highly capable of identifying, selecting and constructing innovative and valuable business solutions to solve business problems.”
- **Cost Benefit Analysis and Business Case Preparation:** “Highly capable of researching, constructing and documenting a cost benefit analysis for a improving a system, system component or business option.”
- **Business Process Maturity Practice:** “Highly capable of architecting and defining business' processes, clearly documenting it, defining measurements for its outcomes and successfully identify key leverage points to improve or innovate a better process and outcome, through a continuous improvement method.”

### Test Analyst Competency:

- **Knowledge of Testing Approaches, Techniques and Tools:** “Highly capable in defining the testing approaches, testing techniques and tools used for systems testing, and monitoring the overall quality of the testing effort.”
- **Knowledge of Systems and Architectures Being Tested:** “I know the systems that I test well.”
- **Diagnosis and Problem Solving Systems and Functional Defects:** “I am highly competent in diagnosing and solving problems with system defects.”
- **Programming and De-Bugging Skills:** “I am highly competent in programming and de-

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- bugging software components.”
- **Experience in the Practice of Testing, and Common Systems failures and Faults:**  
”Competent in testing the functionality of a system and relating outcomes with the intended outcomes and role the system is to play, and I know common systems failures, faults and shortcomings of systems in meeting business value outcomes”

### TOOL KNOWLEDGE AND SKILL:

To be included as per the requirements of the Position. Include technology solutions, platforms, versions etc.