

Welcome to Solution Evaluation BABOK® v3 SERIES

PRESENTER : IBIYEMI FASIPE AKINFE
Senior Business Analyst
CEO – Nexus Edge Consulting Limited
Nexus Edge Consulting Limited – IT
Consulting company

Solution Evaluation Session

Agenda

- ❑ Introduction to Solution Evaluation
- ❑ Core Concepts of Solution Evaluation
- ❑ Solution Evaluation Tasks
- ❑ Techniques and Tools for Solution Evaluation
- ❑ Discussion, Wrap Up and Q&A

Introduction to Solution Evaluation

- ❑ **Overview:** Solution Evaluation is a crucial aspect of business analysis, focusing on assessing the implemented solutions to ensure they meet the business needs and deliver value. The Solution Evaluation knowledge area describes the tasks that business analysts perform to assess the performance of and value delivered by a solution in use by the enterprise, and to recommend removal of barriers or constraints that prevent the full realization of the value. Solution Evaluation describes tasks that analyze the actual value being delivered, identifies limitations which may be preventing value from being realized, and makes recommendations to increase the value of the solution.
- ❑ **Objectives:** Gain insights into how to measure and improve solution performance.

Solution Evaluation in stages of development

- ❑ **Prototypes or Proofs of Concept:** working but limited versions of a solution that demonstrate value.
- ❑ **Pilot or Beta releases:** limited implementations or versions of a solution used in order to work through problems and understand how well it actually delivers value before fully releasing the solution.
- ❑ **Operational releases:** full versions of a partial or completed solution used to achieve business objectives, execute a process, or fulfill a desired outcome.

Core Concepts of Solution Evaluation

- ❑ Measure Solution Performance: determines the most appropriate way to assess the performance of a solution, including how it aligns with enterprise goals and objectives, and performs the assessment.
- ❑ Analyze Performance Measures: examines information regarding the performance of a solution in order to understand the value it delivers to the enterprise and to stakeholders, and determines whether it is meeting current business needs.
- ❑ Assess Solution Limitations: investigates issues within the scope of a solution that may prevent it from meeting current business needs.
- ❑ Assess Enterprise Limitations: investigates issues outside the scope of a solution that may be preventing the enterprise from realizing the full value that a solution is capable of providing.
- ❑ Recommend Actions to Increase Solution Value: identifies and defines actions the enterprise can take to increase the value that can be delivered by a solution.

Measure Solution Performance

Performance measures determine the value of a newly deployed or existing solution. The measures used depend on the solution itself, the context, and how the organization defines value. When solutions do not have built-in performance measures, the business analyst works with stakeholders to determine and collect the measures that will best reflect the performance of a solution.

Performance may be assessed through key performance indicators (KPIs) aligned with enterprise measures, goals and objectives for a project, process performance targets, or tests for a software application.

Assess Solution Limitations

The purpose of Assess Solution Limitations is to determine the factors internal to the solution that restrict the full realization of value.

- ❑ Identify Internal Solution Component Dependencies
- ❑ Investigate Solution Problems
- ❑ Impact Assessment: Business analysts review identified problems in order to assess the effect they may have on the operation of the organization or the ability of the solution to deliver its potential value.

Assess Enterprise Limitations

The purpose of Assess Enterprise Limitations is to determine how factors external to the solution are restricting value realization.

Solutions may operate across various organizations within an enterprise, and therefore have many interactions and interdependencies. Solutions may also depend on environmental factors that are external to the enterprise. Enterprise limitations may include factors such as culture, operations, technical components, stakeholder interests, or reporting structures.

Recommend Actions to Increase Solution Value

The purpose of Recommend Actions to Increase Solution Value is to understand the factors that create differences between potential value and actual value, and to recommend a course of action to align them.

The various tasks in the Solution Evaluation knowledge area help to measure, analyze, and determine causes of unacceptable solution performance. The task Recommend Actions to Increase Solution Value focuses on understanding the aggregate of the performed assessments and identifying alternatives and actions to improve solution performance and increase value realization.

Recommendations generally identify how a solution should be replaced, retired, or enhanced. They may also consider long-term effects and contributions of the solution to stakeholders. They may include recommendations to adjust the organization to allow for maximum solution performance and value realization.

Techniques and Tools for Solution Evaluation

- ❑ **Benchmarking:** Compare solution performance with industry standards.
- ❑ **Decision Analysis:** Evaluate different solution options based on their merits and drawbacks.
- ❑ **Focus Groups and Surveys:** Collect qualitative data from stakeholders.
- ❑ **Process Analysis:** Examine processes to find inefficiencies and areas for improvement.

"In evaluating solutions, we pave the way for future success and growth."

Thank you all!
Any Questions?