

HEALTH CASE STUDY

The client needed us to create a Business Case to support their proposed initiative.



THE BRIEF

The client, a medium sized Health Department in New South Wales, Australia briefed Business Analysis Excellence to assist them to build a business case to automate their manual patient records management system.

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THE CHALLENGE

The client needed us to elicit business requirements, understand the current processes and establish the desired future state. We were also tasked with establishing solution options with a recommended solution to be included with financial metrics to support the business case. The primary stakeholders we had at our disposal were clinicians and general practitioners with minimal technology understanding and limited time to elaborate on business processes and requirements.

OUR APPROACH

With more than 12 years of working with business stakeholders, we have extensive experience in how best to approach a project of this nature with limited information and limited access to stakeholders.

We outlined our approach for information gathering and engagement prior to embarking on a research-based elicitation activity to minimise time required from stakeholders and maximise our knowledge of this business scenario and available market solutions. This approach enabled us to build knowledge of this business process efficiently and it provided us with a base of information that we used to validate with stakeholders in short, focussed engagement sessions.

RESULT

As part of this outcome-based task, we delivered a comprehensive and accurate business case that was ready to be presented for board approval. Our thorough current state analysis and understanding value add business requirements enabled the client to select a vendor that would deliver functionality that meets all requirements with minimal customisations required hence reducing implementation costs and remaining on budget.