

## Template: Analyze Business Needs and Gaps in a Business Solution

Use this template to enter your solution. You may modify the template to include more information.

### Solution

#### Task 1: Understanding BABOK principles

The Business Analysis Body of Knowledge (BABOK) outlines the key knowledge areas for effective business analysis. In this case, the following knowledge areas will be utilized to evaluate the CRM solution:

Key knowledge areas	Application

*Refer to the instructions for task 1 in the lab instructions.*

#### Task 2: Analyze the case study

**Step 1:** Identify key stakeholders and document their concerns. *Refer to the instructions for task 2 in the lab instructions.*

Stakeholder	Interests/Concerns

**Step 2:** Define business needs by identifying core issues and documenting operational gaps.

*Refer to the instructions for task 2 in the lab instructions.*

Core issues	Description

Gaps in current operations

**Step 3:** Document requirements to address business needs. *Refer to the instructions for task 2 in the lab instructions.*

Expected requirements	Business need addressed