

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