

Lead Business Analyst – Roles & Responsibilities

Envigo

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LEAD BUSINESS ANALYST

ROLE TASKS

SCOPE

The Lead Business Analyst is responsible for overseeing all business analyst operations within a project. In essence, a lead business analyst manages entire projects for multiple teams within an organization. As a Lead Business Analyst, you'll possess strong planning, communication and presentation skills; the capability to listen and influence, and be proficient in project quality management.

Has sound knowledge of the industry best practices with respect to software product development (including user experience) and good know-how on the customer industry-specific compliance requirements

Contribute to the success of others by providing them with guidance, motivation, and assistance in finding solutions. Moreover, he is aware of his colleagues' availability to assign new projects and has a plan for all the pipeline projects that are upcoming.

PROCESS IMPROVEMENT

- Have 1-on-1 meetings with Project Managers to get feedback on the performance of Business Analysts and seek inputs for improvements.
- Keep yourself up-to-date with the progress and status of each project in the organization.
- Define Business Analysis best practices within the organization and make sure it is followed throughout the duration of the project cycle.
- Develop standard templates for documents like Proposal, BRD, FRS, SRS, etc. Regularly upgrade the templates with new add-on features.
- Manage and avoid scope creep. Discuss with the client and team on the impact of the change on the overall project and its timelines.
- Verify the efficiency and effectiveness of existing projects and develop strategies for improving the projects.

- Review the proposals, estimates, wireframes, user stories, documentation prepared by the team for consistency and accuracy, and provide valuable feedback.
- Measure the day-to-day task and risk associated with it in daily stand-up with the BA team.
- Make sure all the sprint ceremonies are followed in all the projects:
 - Sprint Planning
 - Daily Stand-Up
 - Sprint Review
 - Sprint Retrospective
- Drive organisational wide initiatives for improving business knowledge and best practices specific to the industry.

TEAM MANAGEMENT

- Manage and mentor the team of Business Analysts. Needs to serve as an ongoing coach and advisor to the team.
- Oversee the progress of each project assigned to other Business Analysts.
- Recognize each team member's interest, strength, weakness and career goals. Understanding the team will help to make assignment decisions smoothly.
- Conduct regular 1-on-1 meetings with other Business Analysts, allowing them the opportunity to voice specific areas of concern.
- Should be the focal point of contact for the BA team for all the escalations related to BA activity.
- Resolve conflicts among team members.
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REQUIREMENT GATHERING AND SPRINT MANAGEMENT

- Conduct research and analysis on the business domain and you should be the subject matter expert for the customer during requirement elicitation.

- Document requirements - Once you gather the requirements, make sure you document them in a concise and well-organized format in an organization defined template.
- Make sure you get the approval on the wireframes and user stories with minimum feedback from the client.
- After every client meeting, MOM (minutes of meeting) to be circulated within the stakeholders. The MOM should contain all the points discussed in the meeting, along with the action item and its ownership.
- Don't always say Yes to all client requirements. If something is not feasible, convince the client with proper documents, data/statistics and provide alternate solutions. Should be able to negotiate effectively with the client and should have the patience to convince them to adopt your suggestions.
- Write effective user stories – The user stories must be simple and easy to understand. Acceptance criteria must avoid ambiguity as to what the expected outcome is.
 - Make sure the user stories have all the scenarios covered
 - Make sure less time is spent in explaining the user stories to the developers
- Prioritize product backlog – Prioritize the items in the product backlog according to business objectives and overall go to market strategy.
- Always be ready with the plan for the next 2 sprints. For Fixed Price Project recommend to have clarity until first release.
- Conduct sprint grooming sessions at least once every sprint. Make sure the backlog is up to date, stories are prioritized and prepare the team for upcoming sprints.
- Raise risks / issues with clients upfront. Do not wait for the client to find the issue and report back to us.

INNOVATION

- Conducting research to identify business trends that could impact the company's operations or products
- Know the technical and industrial compliances and policies while developing a product. (e.g GDPR, HIPPA, Data Privacy, Apple and Google Guidelines etc.)

- A sound understanding of features and limitations of relevant 3rd Party / SAAS products that is being used in the product development (eg. DocuSign) - Ensure new product features are understood and documented well.
- Conduct SAAS product comparisons and document results to effectively help customers make quick decisions.
- Track and understand compliance or law changes in the specific industry to trigger blueprints and marketing efforts.
- Strong Contributions to the marketing content preparations for the process and value additions.

PROCESS ADHERENCE

- Proactively inform the leaves and availability of the line manager and it should be planned well and applied upfront in HRone. Inform the same PM if you are in an emergency situation
- Maintain 40 Hrs and clock the efforts to the Time Management tool accurately and on time.

COMPETENCY LEVEL

Star 1	The resource who knows the Basic Knowledge about Business Analysis or other skills.
Star 2	The resource who knows the Basic Knowledge about Business Analysis or other skills. Who can perform/execute the business analysis tasks with the help of a senior person.
Star 3	The resource who knows the Basic Knowledge about Business Analysis or other skills. Who can perform/execute the business analysis tasks without the help of others.
Star 4	The resource who knows Thorough Knowledge about Business Analysis or other skills. Who can perform/execute the business analysis tasks using best BA practices. Who can help others to perform/execute BA activities, and review/suggest the analytic methods and practices.

Star 5	<p>The resource who knows Thorough Knowledge about Business Analysis or other skills.</p> <p>Who can perform/execute the business analysis tasks using best BA practices.</p> <p>Who can help others to perform/execute BA activities, and review/suggest the analytic methods and practices.</p> <p>Who can define the best practices and approaches to guide the team members.</p> <p>Who should have a piece of good knowledge of product domain and technical aspects.</p>
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LEVEL 1 - COMPETENCY REQUIRED

Iceberg Elements	Competency Attributes List (Weightage)
Skills (Proficiency)	<ol style="list-style-type: none"> Effective Communication (5) <ul style="list-style-type: none"> Strong persuasive verbal communication and exquisite written skills in English Listening Skills (5) Analytical & Critical Analysis (4) <ul style="list-style-type: none"> Knowing the Objectives Well Approach challenges in a consistent and systematic way Problem-Solving Skills (4) <ul style="list-style-type: none"> Analyze the problem, identify the root cause, develop alternate solutions, implement the right solution Time Management (4) <ul style="list-style-type: none"> Organized and Effective Time Management to cater multiple initiatives in parallel Management & Leadership (4) <ul style="list-style-type: none"> Charismatic Leader and able to influence behavior of the team in a positive way Provide guidance, advice, feedback, and support to the mentee
Knowledge (Proficiency)	<ol style="list-style-type: none"> Technical Knowhow (4) <ul style="list-style-type: none"> A good understanding of the latest technologies and 3rd party integration that can be used and its limitations. User Experience Design (4) <ul style="list-style-type: none"> A good understanding of concepts and the latest trends on the user experience Analytical thinking (4) <ul style="list-style-type: none"> Business analysts should be able to analyze complex data, identify trends and patterns, and make informed decisions based on data-driven insights. Industry and Domain Knowledge (4) <ul style="list-style-type: none"> Good knowledge of the inner workings, processes, procedures, and other key aspects of the product or domain

	<ol style="list-style-type: none"> 5. BA Tools (4) <ul style="list-style-type: none"> ○ MIRO ○ Figma ○ Jira 6. Project Management Best Practices (4) <ul style="list-style-type: none"> ○ Good understanding of Best Practices of Product Development, IT Industry, and Agile Processes ○ Resource Management and Utilization ○ Scope Control Process ○ Estimation vs Actuals ○ Collection of Adequate data to aid decision making and lessons learned.
Self-Image (Perspective)	<ol style="list-style-type: none"> 1. Confident and Passionate 2. Empathetic and a people person 3. Enjoys getting into minute details. 4. Leadership
Traits (Perspective)	<ol style="list-style-type: none"> 1. Good Listener 2. Patience 3. Adaptability - Willingness to learn and adapt in fast-paced environment 4. Positive Attitude and continue to see the good side of the team. 5. Accept Failures and Take Lessons 6. Empathic 7. Honest 8. Approachable and Friendly
Motives (Perspective)	<ol style="list-style-type: none"> 1. Make a Difference 2. Delivery Values - Finds joy in impacting lives of people and organization in a positive way. 3. Finds satisfaction in taking up challenges and executing them 4. Passionate about growth by helping organization to achieve its goals

LEVEL 1 - PERFORMANCE MANAGEMENT GOALS

Goals are categorized into 3 sections

Category	Details	Weightage
Business Outcome	Goals Defined below in detail.	70%

Proficiency	Showcase growth in Knowledge and skills This will be done in the Skills-Base Tool. You would do a self-assessment and for the given role we will have a desired level of competency against each skill and knowledge.	10%
Perspective	Your Attitude and Traits are assessed by 360 Degree Feedback. We'll take a cross-section of your direct team, your manager, your peers and dotted lined employees to get feedback. This would be part of the appraisal life cycle.	20%

LEVEL 1 - GOALS – BUSINESS OUTCOME

Category	Weightage100	Weightage70	Details
Process Improvement	20%	13%	Individual Detailed KPIs would be derived from the role sheet
Team Management	30%	20%	
Requirement Gathering and Sprint Management	30%	20%	
Innovation	20%	12%	
Process Adherence		5%	

LEVEL 2 - COMPETENCY REQUIRED

Iceberg Elements	Competency Attributes List (Weightage)
Skills (Proficiency)	<ol style="list-style-type: none"> Effective Communication (5) <ul style="list-style-type: none"> Strong persuasive verbal communication and exquisite written skills in English Listening Skills (5) Analytical & Critical Analysis (5) <ul style="list-style-type: none"> Knowing the Objectives Well Approach challenges in a consistent and systematic way Problem-Solving Skills (5)

	<ul style="list-style-type: none"> ○ Analyze the problem, identify the root cause, develop alternate solutions, implement the right solution <ol style="list-style-type: none"> 5. Time Management (4) <ul style="list-style-type: none"> ○ Organized and Effective Time Management to cater multiple initiatives in parallel 6. Management & Leadership (4) <ul style="list-style-type: none"> ○ Charismatic Leader and able to influence behavior of the team in a positive way ○ Provide guidance, advice, feedback, and support to the mentee
Knowledge (Proficiency)	<ol style="list-style-type: none"> 1. Technical Knowhow (4) <ul style="list-style-type: none"> ○ A good understanding of the latest technologies and 3rd party integration that can be used and its limitations. 2. User Experience Design (5) <ul style="list-style-type: none"> ○ A good understanding of concepts and the latest trends on the user experience 3. Analytical thinking (5) <ul style="list-style-type: none"> ○ Business analysts should be able to analyze complex data, identify trends and patterns, and make informed decisions based on data-driven insights. 4. Industry and Domain Knowledge (4) <ul style="list-style-type: none"> ○ Good knowledge of the inner workings, processes, procedures, and other key aspects of the product or domain 5. BA Tools (5) <ul style="list-style-type: none"> ○ MIRO ○ Figma ○ Jira 6. Project Management Best Practices (4) <ul style="list-style-type: none"> ○ Good understanding of Best Practices of Product Development, IT Industry, and Agile Processes ○ Resource Management and Utilization ○ Scope Control Process ○ Estimation vs Actuals ○ Collection of Adequate data to aid decision making and lessons learned.
Self-Image (Perspective)	<ol style="list-style-type: none"> 1. Confident and Passionate 2. Empathetic and a people person 3. Enjoys getting into minute details. 4. Leadership
Traits (Perspective)	<ol style="list-style-type: none"> 1. Good Listener 2. Patience 3. Adaptability - Willingness to learn and adapt in fast-paced environment 4. Positive Attitude and continue to see the good side of the team. 5. Accept Failures and Take Lessons 6. Empathic

	<ul style="list-style-type: none"> 7. Honest 8. Approachable and Friendly
Motives (Perspective)	<ul style="list-style-type: none"> 1. Make a Difference 2. Delivery Values - Finds joy in impacting lives of people and organization in a positive way. 3. Finds satisfaction in taking up challenges and executing them 4. Passionate about growth by helping organization to achieve its goals

LEVEL 2 - PERFORMANCE MANAGEMENT GOALS

Goals are categorized into 3 sections

Category	Details	Weightage
Business Outcome	Goals Defined below in detail.	70%
Proficiency	Showcase growth in Knowledge and skills This will be done in the Skills-Base Tool. You would do a self-assessment and for the given role we will have a desired level of competency against each skill and knowledge.	10%
Perspective	Your Attitude and Traits are assessed by 360 Degree Feedback. We'll take a cross-section of your direct team, your manager, your peers and dotted lined employees to get feedback. This would be part of the appraisal life cycle.	20%

LEVEL 2 - GOALS – BUSINESS OUTCOME

Category	Weightage 70	Details
Process Improvement	17%	Individual Detailed KPIs would be derived from the role sheet
Team Management	17%	
Requirement Gathering and Sprint Management	16%	
Innovation	15%	
Process Adherence	5%	

LEVEL 3 - COMPETENCY REQUIRED

Iceberg Elements	Competency Attributes List (Weightage)
Skills (Proficiency)	<ol style="list-style-type: none"> Effective Communication (5) <ul style="list-style-type: none"> Strong persuasive verbal communication and exquisite written skills in English Listening Skills (5) Analytical & Critical Analysis (5) <ul style="list-style-type: none"> Knowing the Objectives Well Approach challenges in a consistent and systematic way Problem-Solving Skills (5) <ul style="list-style-type: none"> Analyze the problem, identify the root cause, develop alternate solutions, implement the right solution Time Management (5) <ul style="list-style-type: none"> Organized and Effective Time Management to cater multiple initiatives in parallel Management & Leadership (5) <ul style="list-style-type: none"> Charismatic Leader and able to influence behavior of the team in a positive way Provide guidance, advice, feedback, and support to the mentee

Knowledge (Proficiency)	<ol style="list-style-type: none"> 1. Technical Knowhow (5) <ul style="list-style-type: none"> ○ A good understanding of the latest technologies and 3rd party integration that can be used and its limitations. 2. User Experience Design (5) <ul style="list-style-type: none"> ○ A good understanding of concepts and the latest trends on the user experience 3. Analytical thinking (5) <ul style="list-style-type: none"> ○ Business analysts should be able to analyze complex data, identify trends and patterns, and make informed decisions based on data-driven insights. 4. Industry and Domain Knowledge (5) <ul style="list-style-type: none"> ○ Good knowledge of the inner workings, processes, procedures, and other key aspects of the product or domain 5. BA Tools (5) <ul style="list-style-type: none"> ○ MIRO ○ Figma ○ Jira 6. Project Management Best Practices (5) <ul style="list-style-type: none"> ○ Good understanding of Best Practices of Product Development, IT Industry, and Agile Processes ○ Resource Management and Utilization ○ Scope Control Process ○ Estimation vs Actuals ○ Collection of Adequate data to aid decision making and lessons learned.
Self-Image (Perspective)	<ol style="list-style-type: none"> 5. Confident and Passionate 6. Empathetic and a people person 7. Enjoys getting into minute details. 8. Leadership
Traits (Perspective)	<ol style="list-style-type: none"> 9. Good Listener 10. Patience 11. Adaptability - Willingness to learn and adapt in fast-paced environment 12. Positive Attitude and continue to see the good side of the team. 13. Accept Failures and Take Lessons 14. Empathic 15. Honest 16. Approachable and Friendly
Motives (Perspective)	<ol style="list-style-type: none"> 5. Make a Difference 6. Delivery Values - Finds joy in impacting lives of people and organization in a positive way. 7. Finds satisfaction in taking up challenges and executing them 8. Passionate about growth by helping organization to achieve its goals

LEVEL 3 - PERFORMANCE MANAGEMENT GOALS

Goals are categorized into 3 sections

Category	Details	Weightage
Business Outcome	Goals Defined below in detail.	70%
Proficiency	Showcase growth in Knowledge and skills This will be done in the Skills-Base Tool. You would do a self-assessment and for the given role we will have a desired level of competency against each skill and knowledge.	10%
Perspective	Your Attitude and Traits are assessed by 360 Degree Feedback. We'll take a cross-section of your direct team, your manager, your peers and dotted lined employees to get feedback. This would be part of the appraisal life cycle.	20%

LEVEL 3 - GOALS – BUSINESS OUTCOME

Category	Weightage 100	Weightage 70	Details
Process Improvement	30%	20%	Individual Detailed KPIs would be derived from the role sheet
Team Management	30%	20%	
Requirement Gathering and Sprint Management	10%	6%	
Innovation	30%	19%	
Process Adherence		5%	

NEXT STEPS

If you are reading this for the first time, We recommend you take a Self-Assessment to understand where you stand according to this expectation by talking to your HR SPOC.

PERFORMANCE REVIEW

Category	Tool	Responsible	Details
Business Outcome	HRONE	Goals would be divided to multiple people for Review e.g. HR Related Goals would be HR Manager	Self-Evaluation from Sep 1 to Sep 15 Mar 1 to Mar 15 Review Session would be scheduled by HR SPOC/Manager. Meeting will include <ol style="list-style-type: none">1. Reporting Manager2. Business Analyst - Head3. HR SPOC (Optional) All concerned reviewers should have the ratings done and ready before the meeting. We assess together as to why these ratings and come to a consensus. 30 Minute Meeting.
Proficiency	Skills Base	Reporting Manager Technology COE RTC	Self-Assessment from Sep 1 to Sep 15 Mar 1 to Mar 15 Rating Directly taken from the Skills-base
Perspective	Survey Sparrow	Peers, Dotted Line Manager, Direct Reportees	This would be conducted from Sep 1 to Sep 15 Mar 1 to Mar 15 Rating Directly taken from the 360-degree tool.