

# Bringing new teams up to speed: Assurity Consulting delivers Business Analyst Capability Uplift



## CASE STUDY

In its quest to boost the value provided by a recently created Business Analyst team, a prominent New Zealand city council looked to Assurity Consulting for a Capability Uplift engagement. Over a six-month period, Assurity's Business Analysts worked closely with the Council team, creating a framework for practice consistency, a suite of standard artifacts and tools, and a confident group capable of accurately and consistently meeting the city's requirements for business insights.



## Situation

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Following a restructure at the Council, Business Analysts previously embedded within service area teams were merged into a dedicated Business Analyst (BA) team.

With several Assurity Consulting BAs engaged in the delivery of contracted work with the Council, there emerged an opportunity for formal knowledge transfer which would help the newly created team cement its value proposition and capability in the medium to long term. This approach was considered preferable to continually looking for external resources to augment the local government team.

While the original request was for guidance on establishing a way for the new team to work with the Council's business units, along with an introduction to best practices templates and processes, the engagement deepened as the Council realised there was more to gain from Assurity's expertise.

This would help the team provide a consistent service to the business, particularly with regards to translating business requirements into digital solutions for the Digital Solutions team.

With the BA unit providing a relatively new service to Digital Solutions, it is important that team members know what support is available from the analysts, who support key leads with understanding what changes need to be made and what Business as Usual will eventually look like.

## Solution

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By assigning its experienced BAs to work alongside the Council team, Assurity Consulting has transferred knowledge and skills, accelerating the capability of the newly created unit. This work is credited with shaping the BA practice and discipline, demonstrating how it engages with the business and providing.

Proven skills and experience have been exchanged by Council analysts working alongside seasoned practitioners. Reinforced with direct coaching and a co-design of templates, the work has helped create a framework spanning everything from discovery, to planning and delivery, while establishing the principles a Business Analyst should uphold.

Remarkably, much of the Capability Uplift programme was delivered during COVID-19 Level 4 Lockdown. For the organisation, the suspension of normal activity proved useful, leaving time for learning and engagement, and the space to experiment with virtual practices while engaging with tools used by Assurity Consulting – including workshops and virtual collaboration.



## Results

Thanks to the Capability Uplift programme, the Council now enjoys access to a well-defined team of BAs who offer a common understanding of terminology and practice. Set up for longer-term success, development pathways for individuals have been established, providing a defined method for assuring the provision of sound Business Analysis to Council.

The effectiveness of the team has improved markedly, moving closer towards delivering a consistent experience through a similar approach and outputs. Council executives have confidence in the services provided by the BA team, while the framework for service delivery has proven invaluable for continuity, where analysts might move rapidly from one project to another.

The Council BA team now has access to standard template artefacts and modern tools that support the lifecycle of change for projects they engage in. The exercise has also raised the profile of the dedicated team, allowing members to engage with business units across Council.

Finally, as a result of Assurity's work, the Council no longer requires the support of external Business Analysis consultants. That delivers a lower cost, along with faster time to value for executives seeking analysis services.

## At a glance

**Industry:**  
Public Sector

**Situation:**

Following a restructure at this City Council, Business Analysts previously embedded within service area teams were merged into a dedicated Business Analyst (BA) team. The City Council engaged Assurity to boost the value of their newly created BA team through capability uplift.

**Solution:**

Over a six-month period, Assurity's Business Analysts worked closely with the Council team, creating a framework for practice consistency, a suite of standard artifacts and tools, and a confident group capable of accurately and consistently meeting the city's requirements for business insights.

Proven skills and experience were exchanged by Council analysts working alongside seasoned practitioners. Reinforced with direct coaching and a co-design of templates, the work has helped create a framework spanning everything from discovery, to planning and delivery, while establishing the principles a Business Analyst should uphold. Despite the engagement taking place during the country's Covid-19 Level 4 lockdown, the delivery of the work took place seamlessly and smoothly.

**Outcomes achieved:**

Thanks to the Capability Uplift programme, the Council now enjoys access to a well-defined team of BAs who offer a common understanding of terminology and practice. Set up for longer-term success, development pathways for individuals have been established, providing a defined method for assuring the provision of sound Business Analysis to Council.