

Description of Request	Provision of Business Analysis Services for a period of 12 months
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1. Background Information

Customer Experience facilitates the service delivery required by our customers through understanding the business needs and facilitating product alignment. Due to the changes in the business operations, there has been an increase in the number of requirements from Eskom divisions. As a result of this change, Customer Experience is experiencing resource constraints. There are not enough Business Analysts to deliver business requirements (BRS) and support projects. The impact is that Group IT projects are delayed and sometimes quality is compromised. There is therefore an expectation that the Business Analyst will be required to work on multiple projects concurrently.

2. Scope of work/Business requirements

The Business Analysis services required will be required for both Agile and Waterfall projects. Recommended maximum 6x Senior Business Analysts. Upon the appointment of the vendor detailed information and required timelines will be communicated.

All the Business Analysts will be required to work online using tools that are approved by Eskom as an Organisation, e.g. Microsoft Teams. Travelling to any Eskom sites other than Megawatt Park will require prior approval by the line manager. In this regard a safety file will be required to ensure compliance with the safety requirements for the site.

These Business Analysts will be required to work closely with the Project Managers and provide analysis services and produce the required artefacts. The period required for the services will be 12 months due to the complexity of the projects. The scope will include the following:

Deliverables	Description
1. Determine problems and identify business needs	Investigate business opportunity/need Gather information requirements through engagement with relevant stakeholders Assess current situation and determine the actions to address the needs
2. Elicit, document and manage stakeholder	Facilitate sessions with all stakeholders to elicit and document high quality requirements specification

requirements in order to meet business and project objectives	<p>Define, design and document business processes to support business operations</p> <p>Review of current processes and to-be processes</p>
3. Identify and recommend viable solutions to those requirements	<p>Assess the current capabilities to identify suitable solution/product match to needs and/or identify alternatives</p> <p>Describe the features, functions and characteristic of a product or solution that will meet the business and stakeholder requirements</p> <p>Describe the behaviour of the product</p> <p>Describe the environmental conditions, performance or qualities required for the product effectiveness</p>
4. Facilitate the successful implementation of the product/solution	<p>Manage requirements changes throughout the project life cycle</p> <p>Participate in development of Test Cases through engagements with Testing Centre of Excellence</p> <p>Facilitate and Perform User Acceptance Testing</p> <p>Prepare business and stakeholders for product/solution deployment and product training</p>
5. Evaluate product/solution	<p>Coordinate the development of the evaluation criteria to assess product/solution fit</p> <p>Conduct the evaluation of the product/solution based on business requirements</p>

3. Service Level Agreement requirements

The business analyst will be expected to deliver artefacts according to the timelines that will be developed by the Project Manager in consultation with other stakeholders. Failure to meet the service levels shall result in Eskom imposing a penalty of 2.5% on each invoice for the month in which the service levels were not met.

4. Approvals:

End user / requestor:	Name:	Silo Venkile
	Designation:	Acting Customer Experience Manager
	Date:	21 April 2023
	Signature:	
Senior Manager:	Name:	ANTHENIA PHUKU
	Designation:	SENIOR MANAGER BUSINESS SOLUTION DEVELOPMENT SERVICES
	Date:	24/04/2023
	Signature:	