

# Scope of Services

## **Business Analysis Training**

## **1. PURPOSE**

The aim of this scope of work is to equip selected Transnet National Ports Authority (TNPA) employees with the knowledge, information, and tools to contribute to the development of Information Technology (IT) Solutions that address business requirements.

## **2. BACKGROUND INFORMATION**

The newly appointed interns within the TNPA Information Communications Technology (ICT) department are currently being exposed to specific skills within ICT to gain traction and effectively apply themselves within the department. The interns will need to adopt Business Analysis techniques that will supply them with the knowledge in eliciting and documenting functioning, informational and non-functional requirements.

## **3. OBJECTIVES**

- 3.1 Through the Business Analysis training, TNPA wishes to achieve the following objectives:
  - 3.1.1 Employees' acquisition of advanced knowledge and techniques needed to identify business requirements and determine solutions to TNPA business problems.
  - 3.1.2 Capacitation of TNPA ICT employees to effectively assist in delivering projects.
  - 3.1.3 Provide TNPA ICT employees with the knowledge and tools to execute their jobs effectively.
  - 3.1.4 Capacitate TNPA ICT interns to be equipped for and trusted to contribute to the Business Analysis deliverables of the organization.

## **4. SCOPE OF SERVICES**

- 4.1 The course content must include the following:
  - 4.1.1 Skills on the role and key competencies of a Business Analyst within the context of TNPA
  - 4.1.2 Skills on Information Gathering and Thinking
  - 4.1.3 Skills on Problem Analysis and Problem Solving
  - 4.1.4 Skills on planning and management of requirements
  - 4.1.5 Skills on stakeholder management
  - 4.1.6 Skills on eliciting requirements and collaborating within teams
  - 4.1.7 Skills on assessing current and future state

## **5. REQUIREMENT SPECIFICATIONS FOR SERVICES**

- 5.1 The training material shall be customized to meet the following requirements:
  - 5.1.1 TNPA requires a classroom delivery method. The training must be delivered within a period of two (2) months from date of purchase order. Service providers must submit the proposed course outline indicating the following:
    - a) Course duration
    - b) Course content
    - c) Confirmation that the course is endorsed by the International Institute of Business Analysis (IIBA)
    - d) Confirmation that Certified Professional Business Analyst (CPBA) certificates will be issued to attendees after completion of the course
  - 5.1.2 The training course and the training material shall be in-line with the latest version of the Business Analysis Body of Knowledge (BABOK).
  - 5.1.3 The training course and the training material must address the training needs of staff.
  - 5.1.4 The training course must consist of theory as well as case study material.
  - 5.1.5 The training course and the training material must include interactive exercise/s where attendees interact to further develop their Business Analysis competences.
  - 5.1.6 A Certified Professional Business Analyst (CPBA) certificate must be provided to attendees upon completion of the course and must be International Institute of Business Analysis (IIBA) endorsed.
  - 5.1.7 The Training Provider must provide all required training material such as module guide etc.
  - 5.1.8 The Training Provider must maintain attendance records of all the training sessions and submit to the nominated TNPA official periodically or at the end of all the training sessions.
  - 5.1.9 The Training Provider must provide an overall close-out report on the execution of the training including but not limited to: attendance trends, staff engagement, developmental gaps in staff, assessment outcomes, overall analysis and recommendations.
  - 5.1.10 The training course should include guidance notes to assist attendees in further understanding the Business Analysis field.
  - 5.1.11 The Training Provider must be accessible to TNPA attendees for response to queries for a period of two (2) weeks after the last training session conducted (post-training follow-up and support).

## **6. DELIVERY SCHEDULE**

- 6.1 The training must be delivered physically via a classroom set-up over a period of two months.
- 6.2 The training must be delivered to seventeen (17) people over the two-month period.
- 6.3 The training must commence within three weeks of contract award.
- 6.4 The Training Provider must submit the training material for review and acceptance by TNPA within one week after contract award.

- 6.5 TNPA will review the training material and will send review feedback to the Training Provider within three (3) days after the training material is received from the Training Provider.
  - 6.6 The start date of the training shall be agreed between TNPA and the Training Provider at least one (1) week in advance of the start date, but only after acceptance by TNPA of the training material.
  - 6.7 The Training Provider shall adhere to the normal working hours of TNPA, i.e.: 8:00 – 16:00 with one (1) hour lunch break.
  - 6.8 TNPA will provide reasonable support and provide the necessary information and/or resources to the service provider as required.
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