

## Description of Request

Provision of Business Analysts for a period of 12 months

**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 request is for three (3) senior Business Analysts for both Agile and Waterfall projects. 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.

The BAs will be required to work closely with the Project Managers and provide analysis services and produce the required artefacts. The period required for services will be 12 months. The period will be reviewed periodically, and an assessment will be made by the Project Manager whether an extension may be necessary. The scope will include the following:

Deliverables	Description
1. Determine problems and identify business needs	<p>Investigate business opportunity/need</p> <p>Gather information requirements through engagement with relevant stakeholders</p> <p>Assess current situation and determine the actions to address the needs</p>
2. Elicit, document and manage stakeholder requirements in order to meet	<p>Facilitate sessions with all stakeholders to elicit and document high quality requirements specification</p> <p>Define, design and document business processes to support business operations</p>

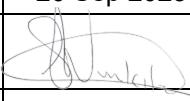
business and project objectives	Review of current processes and to-be processes
3. Identify and recommend viable solutions to those requirements	<p>Assess the current capabilities to identify suitable solution/product match to needs and/or identify alternatives</p> <p>Describe the features, functions 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.

- Hourly rates and per km rates are fixed for contract period
- All resources should have access to laptop, MS Teams and Projects online
- All resource leave to be pre-approved by Eskom and should be managed to the minimum.
- Timesheet to be kept and signed off by Eskom monthly. Only actual hours worked can be claimed. All leave will be non-billable hours.
- All travel to be pre-approved
- NDA's to be signed by all resources
- In case resource does not perform to the expected standards, Eskom will notify the vendor and request replacement with resource on better standard.
- All resources to attend the monthly departmental meeting at MWP once a month as communicated
- Afterhours and weekend work will need to be approved up front before commencing with it

**4. Approvals:**

<b>End user / requestor:</b>	<b>Name:</b>	Sibongile Venkile
	<b>Designation:</b>	Portfolio Manager
	<b>Date:</b>	20 Sep 2023
	<b>Signature:</b>	
<b>Senior Manager:</b>	<b>Name:</b>	Anthenia Phuku
	<b>Designation:</b>	Senior Manager Business Solutions Development Services
	<b>Date:</b>	22/09/2023
	<b>Signature:</b>	