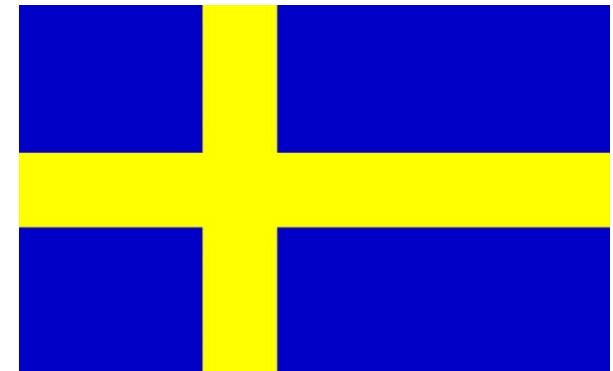# HÖGERTRA FIKOMLÄGG NINGEN

GETTING TRANSITION AND MIGRATION REQUIREMENTS RIGHT!

JEFF MORRIS – CBAP, CSPO

WHAT IS HÖGERTRAFIKOMLÄGGNINGEN?

- Dagen H or H-Day (How we will refer to it the rest of the day!)

- Literally – Right Hand Traffic Diversion

- Sweden's Nationwide Switch from Left-Hand Driving to Right-Hand Driving

- September 3, 1967

- 7.868 Million Swedes

- The Most Massive Overhaul in Driving Infrastructure the <u>WORLD HAS EVER SEEN</u>

- Change was made because neighbor countries Norway, Finland and Denmark were Right Hand Drive and Border Crossing was increasing and so were accidents home and abroad.
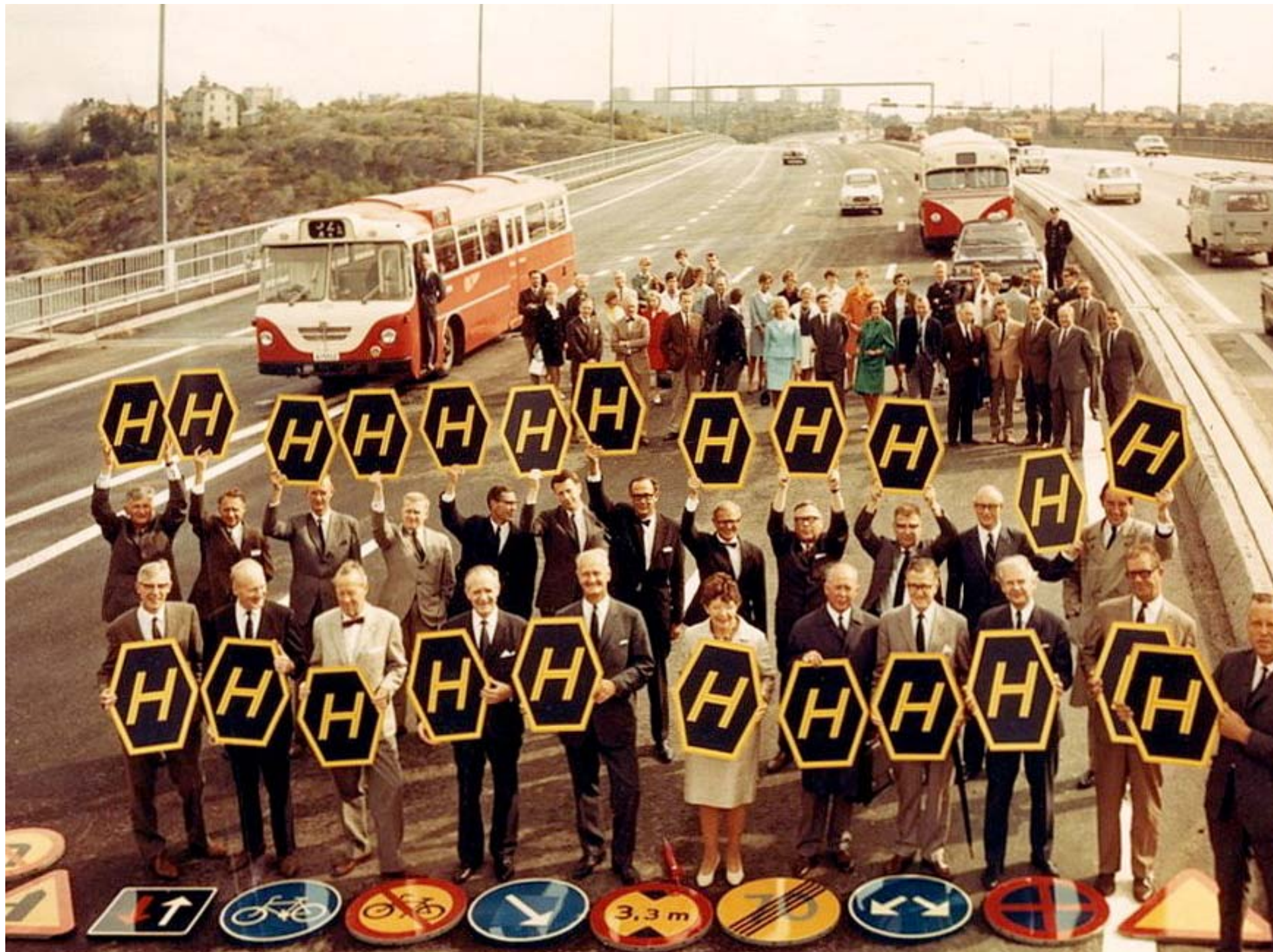
INTRODUCTIONS AND AGENDA

- ~~What is Högertrafikomläggningen?~~
- Your Presenter
- Why I LOVE being a BA!
- Transition WHY?
- Transition WHO?
- Transition HOW?
- Transition OUTCOME!
- Transition Q&A / Sharing (Time Permitting)

YOUR PRESENTER

**JEFF MORRIS
CBAP CSPO**

**Snr. Bus. Analyst
Schwab Performance
Technologies**

20 Year Career

Business Analyst

Product Owner

Product Manager

Project Manager

- **Government**

- **Non-profits**

- **Small Family
Owned
Businesses**

- **Start-ups**

- **Fortune 500**

WHY I LOVE BEING A BA

Problem Solver
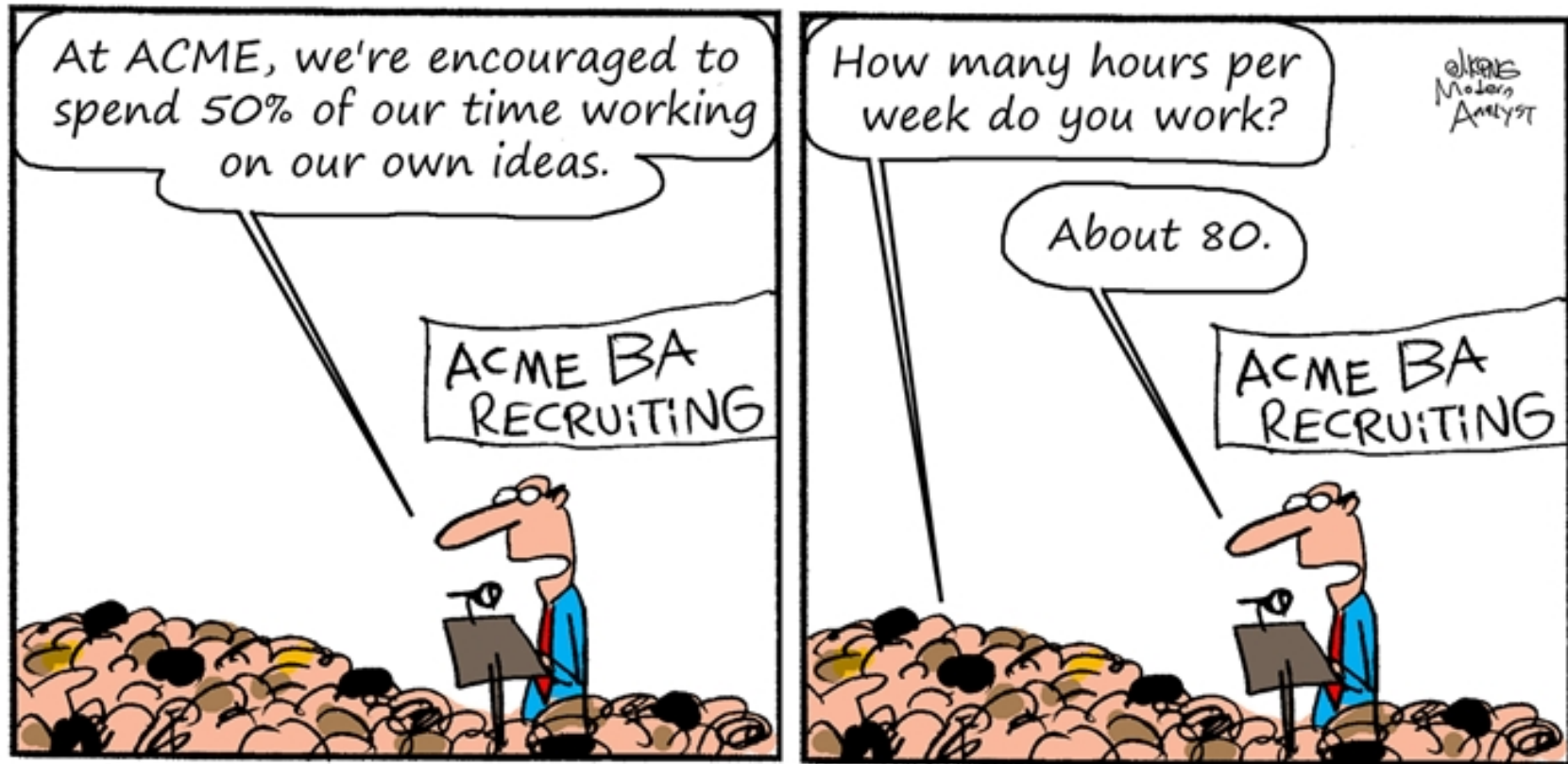
The "Diplomat" Between Business and Development
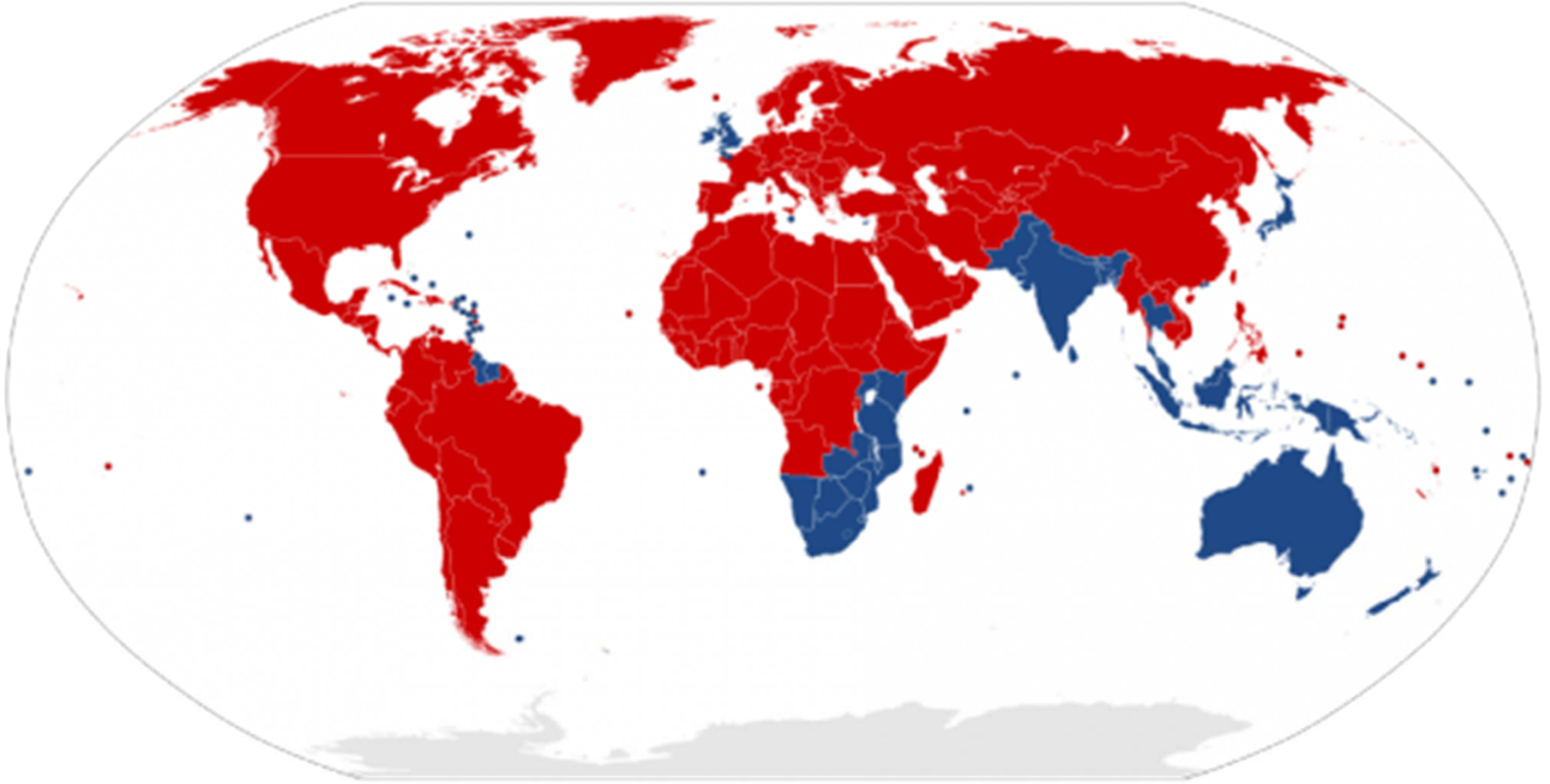
Great Opportunities to be Teachers

Numbers Numbers Numbers and more Numbers
        (Great for Excel Nerds!)

New Projects Give New Opportunities to Perfect Your Craft

<u>A Positive Agent of Change!</u>

WHY I LOVE BEING A BA

TRANSITION WHY?

TRANSITION REQUIREMENTS

Describe the capabilities that the solution must have and the conditions the solution must meet to facilitate transition from the <u>current state</u> to the <u>future state</u>, but which are not needed once the change is complete. They are differentiated from other requirements types because they are of a <u>temporary nature</u>. Transition requirements address topics such as data conversion, training, and business continuity.

BABOK 3.0
page 16

TRANSITION WHY?

- **We think about it mostly in the sense of Technology Changes**

But it can also be:

- **Program Migrations and Changes**

- **Process Migrations and Changes**

- **People Migrations and Changes**

TRANSITION WHY?

- **Obsolete Technology**
    - Windows 95 Does Not Support Hard Drives larger than 32GB
- **Software Version Upgrades**
    - New Version: SQL Server 2012 to SQL Server 2014
- **Migration from One System to Another**
    - Moving our Inventory System from the Mainframe
- **Reorganizations**
    - Moving Training Department under One Agency to Another
- **New Government Laws Compliance**
    - USA Patriot Act or Dodd-Frank Act
- **Court Orders**

TRANSITION WHY?

Sometimes the Why informs us of:

- Transition WHO

- Transition WHEN

- And the Transition HOW

Patient Protection and Affordable Care Act (PPACA) (ACA) "Obamacare"

- WHO – Uninsured

- WHEN – March 23, 2010 (Major Provisions by January 2014, Remaining Provisions by 2020)

- HOW – Individual and Business Mandates

TRANSITION WHY?

However…Most times the Why just gives us the problem.

BUSINESS ANALYSTS exist to help SOLVE THE PROBLEM.

BUSINESS ANALYSTS help define the HOW and WHEN through TRANSITION REQUIREMENT GATHERING!

BUSINESS ANALYSTS ARE AGENTS FOR POSTIVE CHANGE!

TRANSITION WHY?
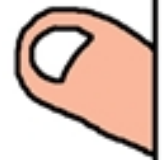
TRANSITION WHY?
H-DAY

Swedish Driving Side Referendum
October 16, 1955

Yes	400,061	15.5%
No	2,139,996	82.9%
Blank	41,630	1.6

* 53.2% Turn-out.

Eight years later, 1963 Law by the Swedish Parliament approved the switch from Left-hand to Right-hand Driving on September 3, 1967

MARCHAL 6373
FÅR EJ AVLÄGSNAS FÖRE
DEN 3 SEPT. 1967

S.E.V.
Marchal

TRANSITION WHO?

- **Who is Gathering the Requirements**

- **Who is Impacted by the Change**

- **Who are the Stake Holders**

- **Who is Doing the Work**
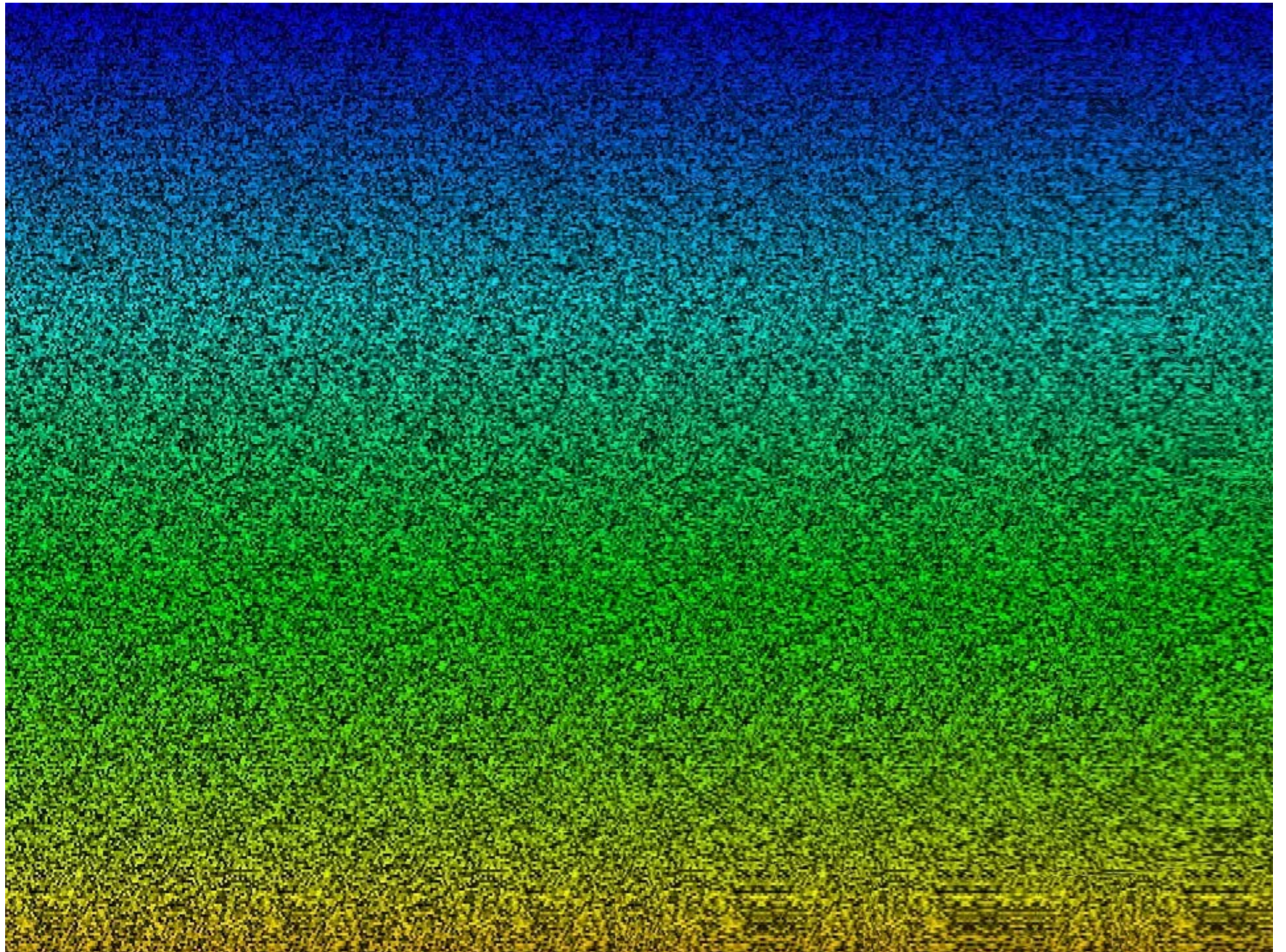
TRANSITION WHO?

BABOK 3.0 TECHNIQUE

Brainstorming (10.5)

Brainstorming is an excellent way to foster creative thinking about a problem. The aim of brainstorming is to produce numerous new ideas, and to derive from them themes for further analysis.

Gather together as a team, talk about WHO we think is impacted by the change!

TRANSITION WHO?

BABOK 3.0 TECHNIQUE

Business Cases (10.7)

A business case provides a justification for a course of action based on the benefits to be realized by using the proposed solution, as compared to the cost, effort, and other considerations to acquire and live with that solution.

Reviewing old business cases can help identify WHO was impacted and who participated when the <u>existing state</u> was originally put in place

TRANSITION WHO?

BABOK 3.0 TECHNIQUE

Document Analysis (10.18)

Document analysis is used to elicit business analysis information, including contextual understanding and requirements, by examining available materials that describe either the business environment or existing organizational assets.

Reviewing the archive of project documents can help identify WHO was impacted and who participated when the <u>existing state</u> was originally put in place

TRANSITION WHO?

BABOK 3.0 TECHNIQUE

Interviews (10.25)

An interview is a systematic approach designed to elicit business analysis information from a person or group of people by talking to the interviewee(s), asking relevant questions, and documenting the responses. The interview can also be used for establishing relationships and building trust between business analysts and stakeholders in order to increase stakeholder involvement or build support for a proposed solution.

Talk to people WHO have an interest in the change. One on one interviews sometimes yield lots of information on WHO.

TRANSITION WHO?

BABOK 3.0 TECHNIQUE

Lessons Learned (10.27)

The purpose of the lessons learned process is to compile and document successes, opportunities for improvement, failures, and recommendations for improving the performance of future projects or project phases.

I love lessons learned.   Sometimes, they give great clues as to WHO was left out of the process the last time!

TRANSITION WHO?

BABOK 3.0 TECHNIQUE

Observation (10.31)

Observation is used to elicit information by viewing and understanding activities and their context. It is used as a basis for identifying needs and opportunities, understanding a business process, setting performance standards, evaluating solution performance, or supporting training and development.

By Observing the activity in question, we can find out the WHO!

TRANSITION WHO?

BABOK 3.0 TECHNIQUE

Stakeholder List, Map, or Personas (10.31)

Stakeholder lists, maps, and personas assist the business analyst in analyzing stakeholders and their characteristics. This analysis is important in ensuring that the business analyst identifies all possible sources of requirements and that the stakeholder is fully understood so decisions made regarding stakeholder engagement, collaboration, and communication are the best choices for the stakeholder and for the success of the initiative.

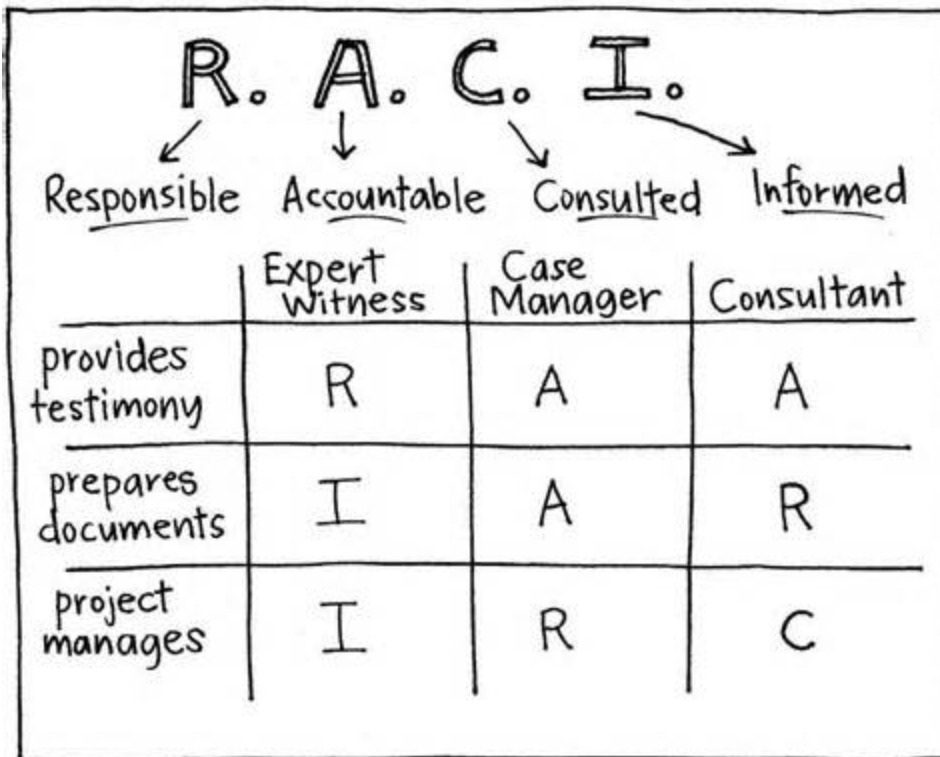**Create the list of WHO may be affected by the change!**

TRANSITION WHO?

BABOK 3.0 TECHNIQUE

Stakeholder List, Map, or Personas (10.31)

RACI Matrix (Diagram 10.43.3)

	Expert Witness	Case Manager	Consultant
provides testimony	R	A	A
prepares documents	I	A	R
project manages	I	R	C

R. A. C. I. — Responsible, Accountable, Consulted, Informed

TRANSITION WHO?

BABOK 3.0 TECHNIQUE

Stakeholder List, Map, or Personas (10.31)

RACI Matrix (Diagram 10.43.3)

<Project Name>

RACI Matrix

RACI Matrix Template

Project Deliverable (or Activity) / Rol	Project Leadership					Project Team Members					Projec	
	Executive Sponsor	Project Sponsor	Steering Committee	Advisory Committee	Role #5	Project Manager	Tech Lead	Functional Lead	SME	Project Team Member	Developer	Administrative Support
Initiate Phase Activities												
- Submit Project Request	A/C	R/A				R/A	A/C	A/C	C			
- Request Review by PMO						R						
- Research Solution	I	C				R/A	A/C	A/C	C			
- Develop Business Case	I	A/C	I	I		R/A	C	C	C			
Plan Phase Activities												

TRANSITION WHO?

BABOK 3.0 TECHNIQUE

Stakeholder List, Map, or Personas (10.31)

Stakeholder Onion Diagram (Diagram 10.43.2)
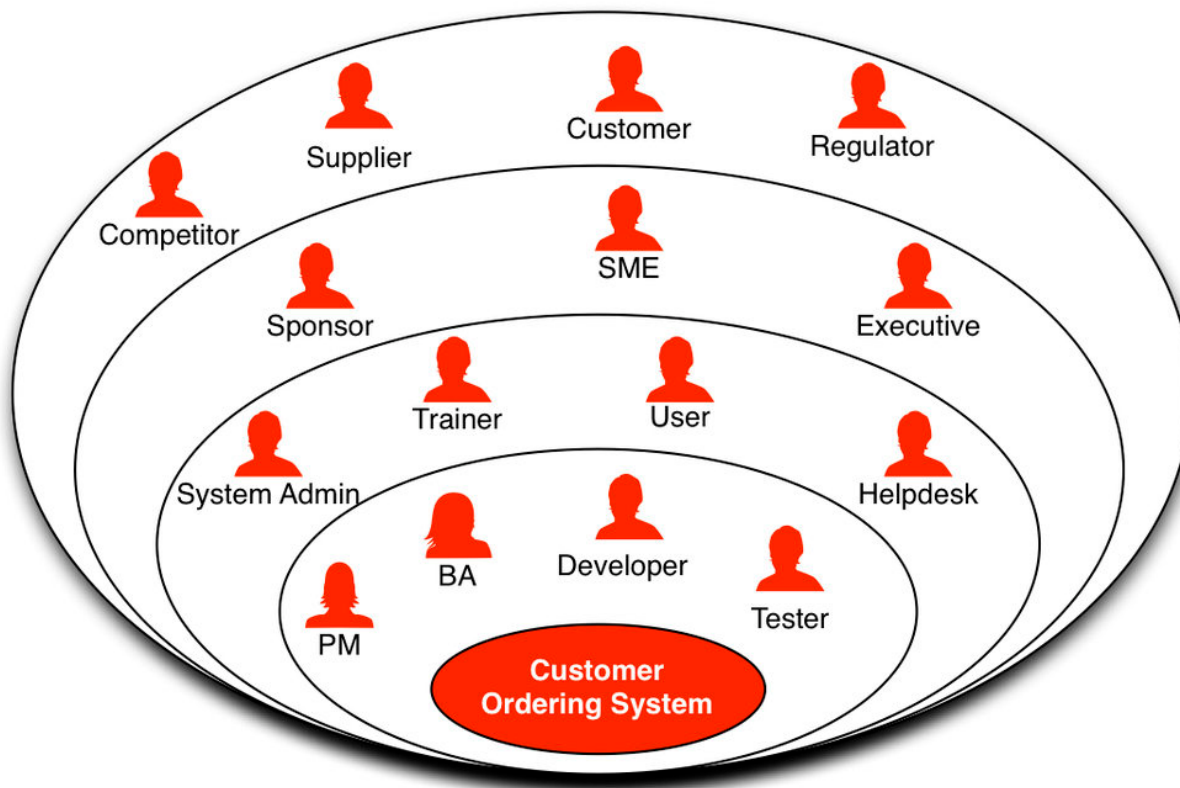
TRANSITION WHO?
H-DAY

- **Anyone who drove a car in Sweden**

  - 90% of Swedes drove Left-Hand Drive Vehicles
  - Neighbor Country Drivers Crossing the Border

- **Bus Riders**

  - Buses needed to be retrofitted so bus riders could enter/exit safely!

- **Tram Network Riders**

  - Like bus riders, tram network riders needed to be able to enter/exit safely!

- **Car Manufacturers, Police, Traffic Directors, etc!**

- **Sweden spent 4 Years informing the WHO about the Change!**

TRANSITION HOW?

Three Keys To Success

- **Identifying and Documenting Requirements**
  - Get ALL the requirements
  - An Undocumented Requirement is a Forgotten Requirement
- **Having a Strong Communication Plan**
  - Just enough information, appropriately timed
  - Communicating to the ***right people***
- **Getting Buy-in!**
  - Pulls together the WHOs WHATs and HOWs

TRANSITION HOW?
IDENTIFYING / DOCUMENTING REQUIREMENTS

BABOK 3.0 TECHNIQUE

Use Cases and Scenarios (10.47)

Use cases and scenarios describe how a person or system interacts with the solution being modelled to achieve a goal.

HOW people and systems interact with the transition. Think it through. Create an inventory.

TRANSITION HOW?
IDENTIFYING / DOCUMENTING REQUIREMENTS

BABOK 3.0 TECHNIQUE

Prototyping and Modeling (10.36)

Prototyping is used to elicit and validate stakeholder needs through an iterative process that creates a model or design of requirements. It is also used to optimize user experience, to evaluate design options, and as a basis for development of the final business solution.

HOW might it work in the future state? Can get expensive, but simple versions can reveal hidden requirements!

TRANSITION HOW?
IDENTIFYING / DOCUMENTING REQUIREMENTS

BABOK 3.0 TECHNIQUE

Backlog Management (10.2)

The backlog is used to record, track, and prioritize remaining work items.

Lots of HOWs are discussed.   Use your backlog to record the HOWs and continue to groom it / nurture it so a transition to the future state is complete!

TRANSITION HOW?
COMMUNICATION PLAN

BABOK 3.0 TECHNIQUE

Reviews (Walkthroughs) (10.2)

Reviews are used to evaluate the content of a work product.

Talk about the HOWs of the future state with right WHOs. Hold several Reviews with different WHOs.   This serves to communicate the plan and get Buy-In!

TRANSITION HOW?
COMMUNICATION PLAN

BABOK 3.0 TECHNIQUE

Mind Mapping (10.29)

Mind mapping is used to articulate and capture thoughts, ideas, and information.

WHOs can relate to Diagrams and Charts.   Mind Maps Diagrams can easily fit into a PowerPoints or other artifacts. They communicate lots of HOW and get WHOs attention!
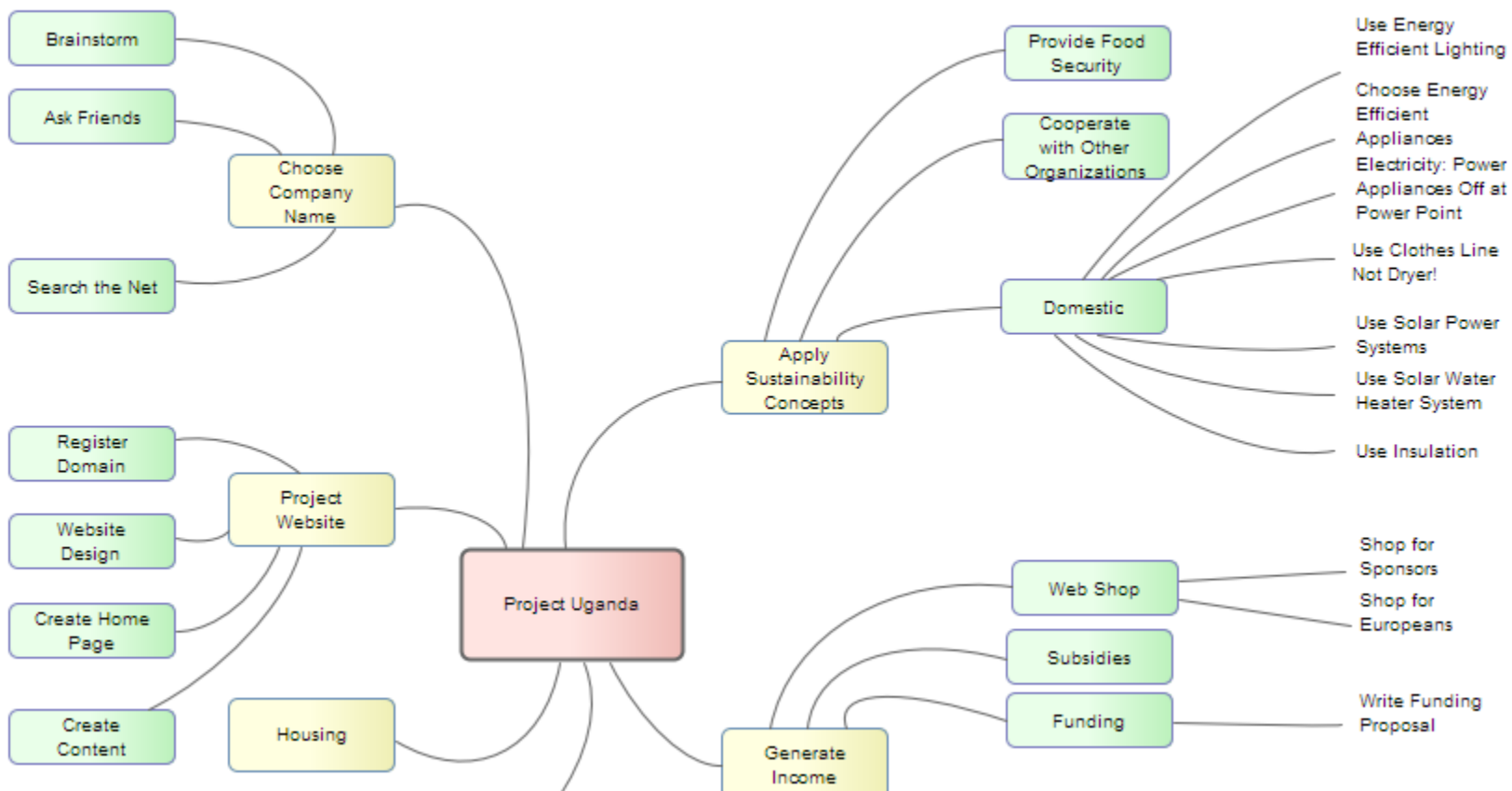
TRANSITION HOW?

COMMUNICATION PLAN

BABOK 3.0 TECHNIQUE
Mind Mapping (10.29)

TRANSITION HOW?
COMMUNICATION PLAN

BABOK 3.0 TECHNIQUE
Mind Mapping (10.29)

TRANSITION HOW?
GETTING BUY-IN

BABOK 3.0 TECHNIQUE

Collaborative Games (10.10)

Collaborative games encourage participants in an elicitation activity to collaborate in building a joint understanding of a problem or a solution.

WHO loves meetings?   No one!   Make meetings fun with Collaborative Games. Fun Meetings, communicate information and get BUY-IN!

TRANSITION HOW?
GETTING BUY-IN

BABOK 3.0 TECHNIQUE

Collaborative Games (10.10)
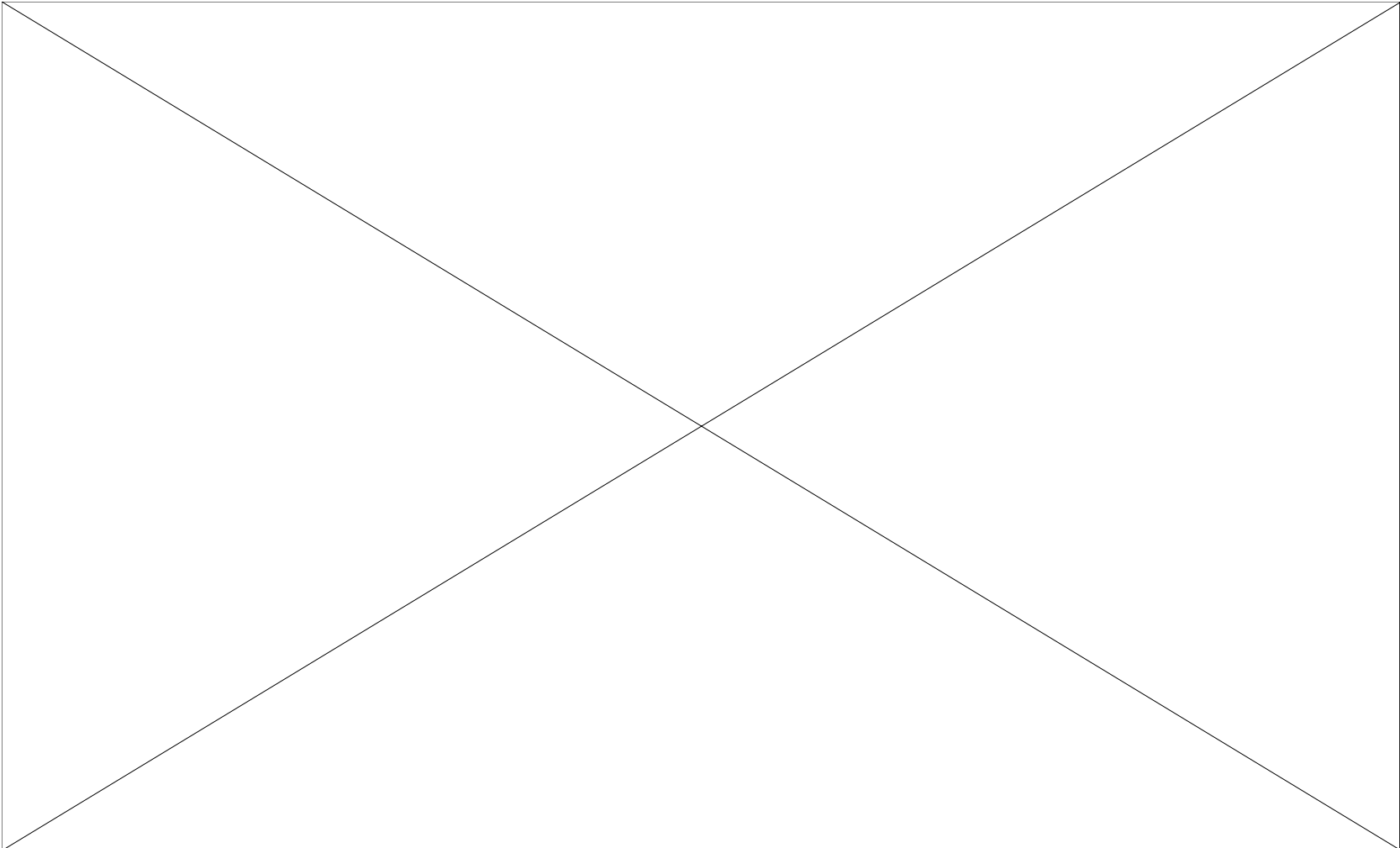
www.c3softworks.com

TRANSITION HOW?
H-DAY

The Telstars - Håll dig till höger, Svensson / Stick to the Right Svensson

TRANSITION OUTCOME!