

# TERMINATOR NEW TECH – RISE OF THE ANALYST



The impact of emerging technologies, such as Cloud, everything as a service and automation on business, and business analysis

## SUMMARY

### WILL WE ALL EVENTUALLY BE REPLACED BY SOFTWARE?

We've all seen the robots rise up against the humans in the Terminator series (if not, stop reading now and go watch). Is this what we will see from the systems we've helped create over the years that are now becoming more sophisticated and changing form... Have they outgrown us? Can the humble Business Analyst evolve and fight back? Do we have the skills buried deep down in our subconscious to co-exist with the likes of the T-800 and the T-1000 to the benefit our business stakeholders?

With emerging technologies, such as cloud technologies, everything as a service, automation and machine learning becoming more popular with organisations we are helping adopt change; what are some of the challenges they might face? do we need to adapt to continue to operate in this evolving world? Or will organisations become so efficient and informed the Business Analyst profession ceases to exist...

## KEY DISCUSSION POINTS – COME WITH ME IF YOU WANT TO LIVE...

### WILL THE BUSINESS ANALYSIS ROLE FUNDAMENTALLY CHANGE OVER THE COMING YEARS, WITH THE EMERGENCE OF NEW TECHNOLOGY?

Business Analysts are required to be a lot more versatile than what might have been expected of them in the past. In some cases, not by acting just as the business analyst but also the technical expert, security consultant, the change manager, even a software tester. Some have experienced a change in how their roles are perceived within their organisations by now being recognised as more than just a document monitor.

Business Analyst role may require a more technical focus, up-to-date product knowledge and a balanced set of skills, rather than being able to focus on just one fundamental skill such as process mapping.

We are experiencing a much greater urgency in delivering change quickly from our business stakeholders. Particularly when moving to as a service or cloud technologies. Whereas previously there was a lot more up front analysis time available to elicit the business requirements.

## WHAT CHANGE HAVE WE SEEN SO FAR AS ORGANISATIONS START TO ADOPT THESE NEW TECHNOLOGIES?

- Smaller projects and shorter lead in time to start a new piece of work.
- No ability to customise as a service software. Business process changes are required to ensure the software fits the business need.
- The business has to be aware of exactly what service they are signing up for and basing business outcomes on something they have no or little control over.
- In the past technology initiatives have been quite reactive, whereas now with these emerging technologies we find organisations moving towards a more strategic approach.
- It's easier for smaller organisations to adopt these new technologies, such as Machine Learning software due to the less perceived risk than larger organisations.

## ISSUES WE'VE FACED SO FAR IN BEING INVOLVED IN PROJECTS LOOKING TO IMPLEMENT THESE NEW TECHNOLOGIES

- Funding model – Cloud services are not an asset so it's harder to get funding in government departments.
- Considerable cost moving towards the cloud. It's not something every organisation can risk. It's not something every organisation should. At the end of the day the BA is still at the core of facilitating organisation through change and still needs to have the ability to ask Why, Why, Why, Why, Why to ensure business stakeholders can make informed decisions.
- The BA role is changing to more of a functional consultant, rather than having a process focus.

If you had the opportunity to give the younger version of yourself (yes time travel is real) advice, what advice would you give yourself with regards to business analysis?



## SHIFTING FOCUS EXAMPLE – ONLINE EXAMS VIA CLOUD PROVIDER

A secondary school French exam was selected as a pilot for online exams provided via a cloud solution. The exam had to be cancelled, as there were areas that had not been considered, such as browser translation tools in this case. There are new sets of requirements and constraints we now need to be aware of and consider now with these newer technologies. Particularly in areas such as security.

## QUOTE – “3 KEYS THINGS I’VE LEARNT”

Snippet - 3 key points I’ve learnt

1. “Focus on what your core business is”
2. “Projects are smaller & Lead time is smaller, smaller pieces of work...”
3. “Having to be aware of what the service offering is, and understand the risk that we’re now basing a business model or a business outcome on someone else’s product which we have no control over...”

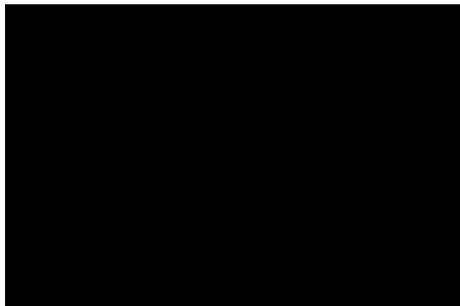
## CONCLUSION

The Business Analyst profession isn’t likely to be going anywhere anytime soon. The fundamental skills are very much still required by the organisations we assist to adopt change. The focus of our work may change as technology continues to evolve. However, as Business Analysts who work in forever changing environments helping deliver large scale change to a wide variety of organisations, we are certainly well equipped to adapt to continue to deliver what our stakeholders require.

While many organisations will benefit from these emerging technologies allowing them to focus on their core functions, they’re not suited to all organisations and come at a high cost and associated risks. The Business Analysis role is imperative in assisting organisations assess whether they’re suited to these types of technology offerings.

For those of you who are drifting towards a blog post induced slumber, here’s a topical movie recommendation from one of the session participants (no it’s not from the Terminator series) that was screened at the Sundance Film Festival.

**Most likely to succeed** - <http://www.imdb.com/title/tt4267108/>



and finally (couldn’t help myself), ...**Hasta la vista B.A.by (bee aye bee)**

Scribe: Hayden Foster

Content collated from BA Development Day 2016