

**SKILLS FRAMEWORK FOR FINANCIAL SERVICES  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Business Development and Strategy Management					
<b>TSC</b>	Business Requirements Mapping					
<b>TSC Description</b>	Map business requirements to existing processes to identify gaps or opportunities for possible solutions and evaluate impact of solutions against requirements to propose adjustments as needed					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
			<b>FSE-BIN-3139-1.1</b>	<b>FSE-BIN-4139-1.1</b>	<b>FSE-BIN-5139-1.1</b>	
			Analyse relevant information from stakeholders and map business requirements to existing processes to identify gaps and/or opportunities	Evaluate factors and ideas to identify key business requirements and objectives to be achieved. Test relevant solutions or programmes and impact of solutions and/or programmes against identified business requirements to propose adjustments	Define overall strategies, objectives and priorities to underscore business requirement mapping activities and assess alignment between solutions, requirements and eventual outcomes	
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>Sources of structured and unstructured data for business requirements</li> <li>Stakeholder identification techniques</li> <li>Information gathering and critical questioning techniques</li> <li>Business process mapping methodologies</li> <li>Evaluation techniques</li> <li>Methods for gap and opportunity identification</li> </ul>	<ul style="list-style-type: none"> <li>Data interpretation and analysis techniques</li> <li>Stakeholder management techniques</li> <li>Solution testing and evaluation methods</li> <li>Causes of business requirement misalignment</li> </ul>	<ul style="list-style-type: none"> <li>Organisational goals</li> <li>Business domains</li> <li>Business models and tools</li> <li>Criteria for assessing alignment of business requirement mapping, solutions and intended outcomes</li> <li>Strategy development techniques</li> </ul>	
<b>Abilities</b>			<ul style="list-style-type: none"> <li>Identify relevant stakeholders in the organisation and information sources to gather data</li> <li>Record and identify business requirements</li> </ul>	<ul style="list-style-type: none"> <li>Understand interests of key stakeholders and organisation</li> <li>Assess data collection methods</li> <li>Verify and categorise business requirements</li> <li>Analyse mapping of business requirements to</li> </ul>	<ul style="list-style-type: none"> <li>Define overall strategies, objectives and priorities for business requirement mapping and solutioning activities</li> <li>Evaluate business requirements in line with business strategies, objectives and priorities</li> </ul>	

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			<ul style="list-style-type: none"> <li>• Determine needs of stakeholders within business process context</li> <li>• Develop preliminary mapping of business requirements to existing processes</li> <li>• Identify gaps or opportunities in existing processes</li> <li>• Manage stakeholders to align business requirements</li> <li>• Gather data on implementation outcomes</li> </ul>	<p>existing processes and/or solutions to identify gaps or improvement opportunities</p> <ul style="list-style-type: none"> <li>• Prioritise findings to identify key requirements and objectives to be achieved</li> <li>• Develop solutions to identified gaps and opportunities in collaboration with stakeholders</li> <li>• Evaluate impact of solutions and programmes in meeting identified business requirements</li> <li>• Identify common feasibility issues</li> <li>• Highlight adjustments required for better alignment between requirements and outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Determine priorities to address business requirements</li> <li>• Determine criteria for assessing alignment of business requirement mapping, solutions and intended outcomes</li> <li>• Review and suggest improvements for proposed solutions to address gaps and opportunities identified</li> <li>• Review and suggest solutions to address common feasibility issues and business requirement misalignment issues</li> <li>• Evaluate alignment between business solutions and intended outcomes</li> <li>• Propose improvements to business solutions</li> </ul>	
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