

HOW TO PERFORM GAP ANALYSIS

The following steps describe how a business analysis professional performs a gap analysis:



1. Define the current state

- a. Understand the existing business processes, systems, and workflows
- b. Document the current business practices, policies, and procedures
- c. Identify the key performance indicators and metrics currently in use



2. Define the future state

- a. Collaborate with stakeholders to determine the desired future state
- b. Clearly outline business goals, objectives, and requirements for the future state
- c. Document the ideal processes, systems, and workflows that will meet the desired future state



3. Identify the gap

- a. Compare the current state documentation with the future state documentation
- b. Identify gaps/differences between the two states (these gaps can be related to processes, technology, skills, data, or any other relevant aspects)



4. Prioritize the gaps

- a. Prioritize the identified gaps based on their impact on business objectives and goals
- b. Consider the feasibility of addressing each gap and the associated resources required



5. Document recommendations

- a. Propose recommendations that will close or reduce the identified gaps
- b. Provide possible solutions, alternatives, or strategies from the current state to the desired future state



6. Perform cost-benefit analysis

- a. Evaluate the cost and benefits of each recommendation
- b. Establish the potential return on investment and payback period for addressing each gap



7. Create a plan of action (in conjunction with other roles)

- a. Develop a detailed plan of action that outlines the steps required to implement the recommendations
- b. Define roles and responsibilities for each step in the plan



8. Achieve stakeholder approval

- a. Present the gap analysis findings, recommendations, and plan of action to stakeholders
- b. Obtain approval and feedback from the stakeholders to ensure strategic alignment with the business goals



9. Implement change (in conjunction with other roles)

- a. Execute the action plan and implement the recommended changes
- b. Monitor the progress of the implementation and address any issues that may arise



10. Monitor and evaluate

- a. Continuously monitor the performance of the new processes/systems
- b. Evaluate the success of the change in closing the identified gaps
- c. Adjust as needed to ensure continuous alignment with business objectives