STRATEGY AND ARCHITECTURE WITH PLYMOUTH UNIVERSITY

Unblocking the pipes
Questions and Answers

Q: Is there a way of showing OLA's or timelines for the pipeline?

A: The timeline will depend on the resources of TIS and the requirements from the stakeholder. When the opportunity goes through to WAB (Working Advisory Board) timelines are discussed and the relevant area of TIS will input how long their particular part in the opportunity will take. These are estimates and at any time in the process due to other factors these timelines could change.

Q – How do we stop stakeholders circumventing the process and stop them going to external providers?

A: - It is about how we engage with the stakeholder and making sure they feel valued. When communication breaks down is when the problems may occur. If an opportunity is potentially going to be delayed for whatever reason we need to inform the stakeholder or all confidence will be lost.

Q: When you complete the Value Proposition does a Business Analyst ever have an input?

A: Yes, the initial input is from the stakeholder. We then either approach a BA or Technical Architect for guidance on whether the opportunity is feasible and if so which department of TIS it would then sit in. The value proposition is also looked at once the opportunity is discussed within WAB.

Q: You talk about engagement at all stages within the process, what happens once the opportunity exits the pipeline does the engagement stop?

A: Not at all, our job is stay engaged with the stakeholders at all stages and up to the point the stakeholder has the completed opportunity. Even then we would keep up regular meetings, email or telephone conversations with the stakeholder to capture and possible new opportunities to start the process again.

Q: Is there a way that the pipedrive or what is kept on the pipedrive is made more transparent to everyone. It would be good to be able to track how an opportunity we have brought forward is progressing?

A: Due to the type and volume of the information stored this isn't possible with the pipedrive. We will be looking at possible solutions to this in the future but in the meantime you are more than welcome to contact the appropriate member of customer relations and they will discuss this with you further. There is a list of all the customer relations teams and which area they represent on our blog site. (insert link)