

SFJODPS2.3.7

Specify operational delivery business requirements



Overview

This unit concerns the specification of operational delivery business requirements i.e. relating to IT, people, forms and returns, systems and procedures. You should base your evaluation on a systematic analysis of relevant data and assess your options against the criteria that you have established. Your recommendations for addressing issues arising from competing governmental and Departmental/agency priorities, resource deficiencies, the strategic implications for the Department/agency and conflicts of policy should be supported by a fully costed business case which aligns with your organisation's business and strategic objectives.

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Performance criteria

You must be able to:

- P1 follow organisational procedures at all times
- P2 maintain your own personal safety
- P3 work in a way that ensures the safety of others
- P4 base your evaluation on an analysis of accurate and relevant information and intelligence
- P5 identify possible improvements and gaps in the process by a thorough analysis of the data
- P6 ensure that relevant stakeholders are consulted
- P7 ensure that your analysis covers all aspects of the business requirement and addresses competing priorities
- P8 establish whether adaptations to the existing process and system would deliver the required outputs within the available resources
- P9 ensure your recommendations for commissioning new work are supported by a fully costed business case that is aligned with the business and strategic objectives
- P10 secure stakeholder support for your recommendations by promoting their benefits
- P11 meet the requirements of the timescale

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Knowledge and understanding

You need to know and understand:

- K1 the requirements of organisational procedures
- K2 the legal requirements for health and safety
- K3 your organisation's health and safety requirements
- K4 how existing legislation works in your own specialism including the impact of court decisions
- K5 the aims and objectives of existing legislation in other relevant specialisms
- K6 the strategic context in which the business operates
- K7 the scope and rationale for change
- K8 the aims of the relevant business processes and systems and how they operate in practice
- K9 competing priorities between operational requirements and capabilities
- K10 how to establish relevant evaluation criteria and assess options against them
- K11 the available resources and any constraints attached to them
- K12 the role and responsibilities of relevant stakeholders
- K13 how to build a business case
- K14 how to promote your business case in a way that would convince stakeholders
- K15 how governance/approval processes work for the proposal under consideration

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Additional Information

Scope/range related to performance criteria

Different conditions which affect how you apply your knowledge, and in which you must demonstrate competence are:

1. requirements: new; adaptations
2. scope: IT-related; people-related; forms and returns; systems and procedures
3. issues arising from: competing governmental and Departmental/agency priorities; resource deficiencies; strategic implications for the Department/agency; conflicts of policy

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Developed by	Skills for Justice
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Version number	1
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Date approved	January 2009
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Indicative review date	January 2011
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Validity	Current
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Status	Original
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Originating organisation	Government Skills
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Original URN	N2.3.7
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Relevant occupations	Public Services; Public Service Professionals; Government and Related Organisations
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Suite	Operational Delivery - Public Services
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Key words	business requirements, evaluation, options, business case, strategic objectives, operational delivery
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