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MetaPM Case Study

Resource Scheduling & Booking Case - Education

The Challenge

A large university in Melbourne required Business Analysis support for the implementation of a new Space and Resource booking system, allowing staff and students (the future) to book rooms and other spaces through a single system.

The client initially engaged the Business Analyst for a period of 4-5 weeks to provide a functional requirements specification to allow the internal teams the implementation of the required integration of a Space and Resource Booking system into the existing environment.

MetaPM's Approach

The MetaPM Business Analyst initially verified and validated all functional and non-functional requirements previously captured by an internal Business Analyst and identified the key stakeholders and their responsibilities. As a result the MetaPM Business Analyst was able to identify issues, impacting the proposed integration and to initiate mitigating actions.

The MetaPM Business Analyst identified several functional gaps affecting the integration and consequently produced additional functional requirements documents for two vendors. The Business Analyst supported the vendors through the entire process to ensure the successful implementation of the requested enhancements to existing systems, allowing the integration of the new room booking system.

The Business Analyst employed a combination of techniques, including Kanban walls, to ensure full visibility of tasks and milestones within the project team.

The MetaPM Business Analyst collaborated closely with the project manager and the entire project team ensuring effective and clear communication. The Business Analyst also assisted with the system configuration, performed system testing to ensure user acceptance, provided training material and delivered knowledge base articles.

The new room booking system introduced a large change around the room booking process within the organisation. The Business Analyst therefore also worked closely with the Change Manager to ensure that all important aspects are being communicated clearly.

As part of the engagement the MetaPM Business Analyst engaged with the Enterprise Architecture division to assist with the implementation of a new approach for documenting system architecture within the organisation.

In addition, the MetaPM Business Analyst coached the in-house Business Analysts regarding the best practices and how to present information more effectively to improve the communication with stakeholders, e.g. by producing clearer diagrams.



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The Results

The engagement of the MetaPM Business Analyst resulted in the successful implementation of a unified room booking system at the university that can be used across all campuses.

In addition, the MetaPM Business Analyst improved the Business Analysis capabilities and the communication within the organisation and provided guidance around the vendor selection process and project management.