



SERVICE OVERVIEW: BUSINESS ANALYSIS AND ARCHITECTURE SERVICES

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David L. Boone possesses 15+ years of business analysis experience with over 20 successful IT and business transformation projects completed. He is SIX SIGMA BLACK BELT and IIBA CBAP (Business Analyst) certified (CBAP #11458). He gained Big 4 experience as a consultant at KPMG CONSULTING. David holds a Systems Management (STEM-certified) graduate degree, and has attained Professional Scrum Master I certification with experience in Agile/Scrum and waterfall methodologies. David is a member of the Business Architecture Guild.

David's strategic service offering in the information technology space focuses on defining and implementing an Enterprise Solution Architecture (ESA), which is the alignment of the following elements:

- **Business Strategy:** the strategic goals, objectives and constraints of the enterprise, as reflected in such documents as the strategic plan, operating budgets, vision statements, etc.
- **Information Architecture:** the data required by the enterprise in order to realize its business goals. This might include more timely access to accurate, up-to-the-minute information on sales or customer data.
- **Application Architecture:** the portfolio of software applications needed by the enterprise in order to realize its information requirements. This might include Customer Relationship Management (CRM), Enterprise Resource Planning (ERP), Geographic Information Systems (GIS) and/or Supply Chain Management (SCM) applications, advanced e-Commerce storefronts or service centers, and may also include development of custom software applications and Service Oriented Architecture (SOA).
- **Technology Architecture:** the underlying (operating system, database, networking, storage, etc.) infrastructure needed to support the business, information and application architectures. Not an end in itself; it is only useful to the extent that it aligns with and supports (even enables!) business strategy.

David facilitates the development of an ESA by conducting workshops with key stakeholders at all levels of your organization, employing multi-attribute decision modeling, high-level data and process modeling, business case analysis, as well as the use of benchmarking and best practices integration. He can help you to think through your strategy and prioritize your initiatives, culminating in the development of a clear blueprint and roadmap linking business, information, application and technology requirements.

On an operational level, David maintains a core competency in BUSINESS PROCESS REENGINEERING (BPR), as well as related business process automation (BPA) and improvement (BPI) services, in order to align and optimize your business processes to better support your organizational strategy. David has been facilitating BPR efforts since 1994, when he was part of the CSC organization implementing the Reengineering the Corporation authors' initial project teams involved in the National Performance Review. David performs the full range of BPA/I/R activities including Vision, Case for Action, Current State (as-is) analysis, Future State (to-be) analysis and Transition Strategy, along with associated data and process modeling, Activity Based Costing, Value Engineering, simulation, estimation and quantitative modeling toolsets.

David also performs the full range of tactical BA activities including requirements elicitation through document analysis, brainstorming, focus groups, interface analysis, interviews, observation, prototyping, requirements workshops, reverse engineering, and surveys/questionnaires; use case definition; data and process flow diagramming using notations such as BPMN, ERD, IDEF, UML and others; data querying and analysis using SQL and BI tools, and development of specifications. These services often work hand in hand with other service offerings including Business Process Reengineering, IV&V / QA / Testing / Training and Project Management.

- RESUME, CASE STUDIES, SERVICES AND PORTFOLIO AVAILABLE BY REQUEST -