

[illegible]

- Business *Fact* statements should be non-provocative.
- Business *Fact* statements should not be inaccurate.
- Business *Fact* statements should only express the *fact*, or how the *fact* will be evaluated or enforced.
- Business *Fact* statements should include the *who*, *what*, *when*, *where* and *how* they were done.
- Business *Fact* statements should include the *level* of the *fact* or how they were done.
- Business *Fact* statements should not contain non-specific qualifications.
- Business *Fact* statements should not contain "business" words such as *new*, *instead* and *bullet point* statements under the heading of *Fact*.
- Business *Fact* statements should not include the *fact* of the following word or words: *meeting*.
- Business *Fact* statements should only be listed once for the same metric. Therefore, if a metric changes, it is only changed in one place instead of having to search for it in other lists. The metric can be referenced from other lists as needed.
- Business *Fact* statements should not include CRUD items, system oriented as these are not purely business facts.
- Do not start with "The", "where", a sentence, phrase, adjective, use note words, use time facts, use "used", use "on" and "off" instead of subordinates, use "and" instead of "or", use "or" instead of "and".
- Every statement should be a complete sentence.

[illegible]

Bonus deliverables

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graph LR
    BA[Business Analyst] --- BA_Arch[Business Architect]
    BA --- Mont((Montana))
    Mont --- Glacier[Pictures from Glacier National Park]
    BA --- CS[Computer Science Degree]
    BA --- Tech[Tech]
    Tech --- Enjoy((Really enjoy))
    Enjoy --- Speak[Speaking with developers]
    Enjoy --- Was[Was one in computer science]
    BA --- Grad[After graduating]
    Grad --- DB[Tech database]
    Grad --- Support[Tech support]
    BA --- Listen[Listening to voice of customer so key for BA]
    Listen --- EmpEng[Empathise with engineers]
    Listen --- EmpStake[Empathise with business stakeholders]
    BA --- OnBA[On to business analysis...]
    OnBA --- BA_Architecture[...then business architecture]
    OnBA --- KeepBA[Keep BA hat on]
  
```

The mind map illustrates the background and interests of a Business Analyst. The central node is 'Business Analyst', which branches into 'Business Architect', 'Montana', 'Computer Science Degree', 'Tech', 'Really enjoy', 'After graduating', 'Listening to voice of customer so key for BA', and 'On to business analysis...'. 'Montana' leads to 'Pictures from Glacier National Park'. 'Tech' leads to 'Really enjoy', which further branches into 'Speaking with developers' and 'Was one in computer science'. 'After graduating' leads to 'Tech database' and 'Tech support'. 'Listening to voice of customer so key for BA' leads to 'Empathise with engineers' and 'Empathise with business stakeholders'. 'On to business analysis...' leads to '...then business architecture' and 'Keep BA hat on'.

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graph LR
    LI[Large initiative] --> HBR[Have to elicit from business anyway...]
    HBR --> FHR[From having business rule]
    FHR --> E[Elicited]
    FHR --> D[Defined]
    FHR --> A[Analysed]
    FHR --> Doc[Documented]
    Doc -- "Resulted in increased efficiency" --> LI
  
```

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graph LR
    A[without business rules] --- B[Time-bound for an initiative then disposed of]
    A --- C[Not reusable or transparent]
    A --- D[Not owned by the business stakeholder]
    A --- E[4 Quadrants of challenges]
    
    B --- B1[Analysis or architecture archaeology]
    B --- B2[Have to dig them up]
    B --- B3[But then they are "lost"]
    
    C --- C1[Seen as a "tech" deliverable]
    
    D --- D1[Business]
    D --- D2[Customer Service]
    D --- D3[Customers]
    
    E --- E1[Business]
    E --- E2[Customer Service]
    E --- E3[Customers]
    E --- E4[Tech BA, Dev, QA, etc]
    
    D1 --- D1a[If they don't understand rules, then it's reported as a bug]
    D1 --- D1b[Longer touchpoints than needed]
    
    D2 --- D2a[Poor experience]
    D2 --- D2b[Inefficiencies]
    D2 --- D2c[Slow response times]
    
    D3 --- D3a[Might have to explain/unwind perceived "bugs" that are actually rules]
    D3 --- D3b[Having to research enquiries]
    D3 --- D3c[Taking engineer off other work]
    
    E4 --- E4a[E.g. off project or sprint work]
    E4 --- E4b[Having to chase down rules]
    E4 --- E4c[To answer rules-based questions]
    E4 --- E4d[And show "bugs" aren't bugs!]
  
```

```

graph LR
    A[Business Rules Promise] --- B[Knowns]
    A --- C[Unknowns in case study]
    B --- D[Standards and formats]
    B --- E[Map with processes, requirements and information concepts]
    B --- F[Aid in building superior business solutions]
    B --- G[Elicit and analyse with the business]
    C --- H[Costs vs benefits]
    C --- I[Specific impacts]
    C --- J[Business have to own business rules]
    
    K[(Original) current state] --- L[No documented business rules]
    K --- M[Rules are "in people's heads"]
    K --- N[Check what the tech currently does...]
    K --- O[Ask the business what they think the tech does...]
    K --- P[There's a gap!]
    P --- Q[Leads to critical conversation]
    
    R[Practical steps and scope] --- S[Start small per initiative]
    R --- T[Just enough just in time]
    R --- U["Rulebook rule"]
    U --- V[One rulebook]
    U --- W[Summary & best practices]
    U --- X[Ownership & Security]
    X --- Y[Not everyone can "edit"]
    X --- Z[Needs analysis mindset]
    Z --- AA[Relationship between rules & information concepts]
    Z --- AB[Might be an impact on internal training]
    Z --- AC[Some might have high impact on technology]
    Z --- AD[New reqs Etc...]
  
```

```

graph LR
    Root[Business rulebook] --- Initial[Initially]
    Initial --- Rulebook[Rulebook was Word document]
    Rulebook --- Accurate[Accurate]
    Rulebook --- Transparent[Transparent]
    Rulebook --- Start[Probably better ways, but this was a start!]
    Initial --- Encourage[Encourage business ownership]
    Encourage --- Feedback[Feedback sessions]
    Feedback --- Questions[Questions on a business rule]
    Questions --- BAS[BAS know its a business rule, they don't]
    Feedback --- Create[Create awareness]
    Feedback --- People[People will love it... ..then want to create their own]
    People --- Better[But better to have a single rulebook for the organisation]
    Better --- Avoid[To avoid redundancy and inconsistency]
    Avoid --- Explain[Explain "why". Don't just say "no".]
    Encourage --- Challenge[Challenge]
    Challenge --- Ask[Ask what the business needs it to do]
    Ask --- Will[They will be your new best friends!]
    Will --- Rulebook2[Would point towards business rulebook]
  
```

The mind map illustrates the evolution of business rules. It starts with 'Initially', leading to 'Rulebook was Word document', which is characterized as 'Accurate' and 'Transparent'. A note states 'Probably better ways, but this was a start!'. Another branch from 'Initially' leads to 'Encourage business ownership', which further branches into 'Feedback sessions' and 'Challenge'. 'Feedback sessions' leads to 'Questions on a business rule' (noting 'BAS know its a business rule, they don't') and 'Create awareness' (noting 'People will love it... ..then want to create their own'). This leads to 'But... beware', which leads to 'But better to have a single rulebook for the organisation' (to avoid redundancy and inconsistency), and finally to 'Explain "why". Don't just say "no".'. 'Challenge' leads to 'Ask what the business needs it to do' (noting 'They will be your new best friends!'), which leads to 'Would point towards business rulebook'.

```

graph LR
    A[Have one, searchable, transparent rulebook] --> B[Ongoing maintenance through analysis & track changes]
    B --> C[Start small & continue growth per initiative/programme]
    C --> D[Continue training and collaboration]
    D --> E[Build awareness]
    E --> F[Create a summary of format & best practices]
    F --> G[Mutually exclusive, collectively exhaustive* is the aim (MECE)]
    A & B & C & D & E & F & G --> H[Succeed with your rulebook]
  
```

Have one, searchable, transparent rulebook

Ongoing maintenance through analysis & track changes

Start small & continue growth per initiative/programme

Continue training and collaboration

Build awareness

Create a summary of format & best practices

Mutually exclusive, collectively exhaustive\* is the aim (MECE)

Succeed with your rulebook

```

graph LR
    ID[Initiative deployed] --> BRD[Business rules documented]
    ID --> BA[Business architecture]
    ID --> B[Business]
    ID --> BU[Benefits uncovered]
    ID --> CS[Customer service]
    ID --> C[Customers]

    BRD --> BP[Bullet points]
    BRD --> T[Transparent]
    BRD --> UBP[Usable, but not pretty]
    BRD --> NCS[New current state]
    NCS --> S1[100% satisfaction in business rules being documented]
    NCS --> S2[Survey]
    NCS --> S3[Sought feedback]

    BA --> CBRR[Compare business rules against proposal & current state]
    CBRR --> IAP[Impact analysis on partnership proposal]
    CBRR --> CER[Could easily see due to business rules]
    CBRR --> WBI[Would have been inefficiencies/data issues if hadn't compared]

    B --> BCBF[Become their new best friends!]
    B --> OBR[Ownership of business rules]
    B --> HSG[Have say on why and how some things get done]
    B --> TAB[Trusted advisor to business]

    BU --> NCFI[Now, can find things immediately]
    BU --> IE[Increased efficiencies]
    BU --> PR[Previously, rules had been 'archaeology']
    BU --> IWE[Increase in work efficiency]
    BU --> PBDQ[Previously, in depth questions sent as a bug...]

    CS --> NIDQ[Now, in depth questions can be researched on initial call without escalation]
    CS --> R80[80% now dealt with on first call]

    C --> I[Internal]
    I --> FP[Friction points]
    I --> AQBR[Ability to query business rules]
    I --> SCD[Something we can do differently]
    C --> E[External]
    E --> FRT[Faster response time]
    E --> TBA[Tech BA, Dev, QA etc]
    C --> TSE[Time spent on enhancements not perceived 'bugs' with rules]
  
```