|  |  |  |
| --- | --- | --- |
| #1 PESTLE analysis**Strategic Context**External environment analysisLogo  Description automatically generatedPage 3 |  | #2 Porter’s five forces analysis**Strategic Context**External environment analysisLogo  Description automatically generatedPage 6 |
| #3 Ansoff’s matrix**Strategic Context**Internal environment analysisLogo  Description automatically generatedPage 9 |  | #4 Growth share matrix**Strategic Context**Internal environment analysisLogo  Description automatically generatedPage 10 |
| #5 Resource audit**Strategic Context**Internal environment analysisLogo  Description automatically generatedPage 12 |  | #6 VMOST analysis**Strategic Context**Internal environment analysisLogo  Description automatically generatedPage 14 |
| #7 Business model canvas**Strategic Context**Strategy analysisLogo  Description automatically generatedPage 17 |  | #8 Culture web**Strategic Context**Strategy analysisLogo  Description automatically generatedPage 20 |

|  |  |  |
| --- | --- | --- |
| #9 Business capability model**Strategic Context**Strategy analysisLogo  Description automatically generatedPage 23 |  | #10 Information concepts model**Strategic Context**Strategy analysisLogo  Description automatically generatedPage 26 |
| #11 SWOT analysis**Strategic Context**Strategy analysisLogo  Description automatically generatedPage 29 |  | #12 Balanced Scorecard**Strategic Context**Performance measurementLogo  Description automatically generatedPage 30 |
| #13 Critical success factors**Strategic Context**Performance measurementLogo  Description automatically generatedPage 32 |  | #14 Key performance indicators**Strategic Context**Performance measurementLogo  Description automatically generatedPage 32 |
| #15 Leavitt's diamond**Situation Investigation**The holistic contextLogo  Description automatically generatedPage 36 |  | #16 The POPIT model**Situation Investigation**The holistic contextLogo  Description automatically generatedPage 40 |

|  |  |  |
| --- | --- | --- |
| #17 Cynefin**Situation Investigation**The holistic contextLogo  Description automatically generatedPage 43 |  | #18 Background research**Situation Investigation**Qualitative investigationLogo  Description automatically generatedPage 46 |
| #19 Ethnographic study**Situation Investigation**Qualitative investigationLogo  Description automatically generatedPage 48 |  | #20 Focus group**Situation Investigation**Qualitative investigationLogo  Description automatically generatedPage 51 |
| #21 Interviewing**Situation Investigation**Qualitative investigationLogo  Description automatically generatedPage 54 |  | #22 Observation**Situation Investigation**Qualitative investigationLogo  Description automatically generatedPage 58 |
| #23 Repertory grid**Situation Investigation**Qualitative investigationLogo  Description automatically generatedPage 60 |  | #24 Storytelling**Situation Investigation**Qualitative investigationLogo  Description automatically generatedPage 63 |

|  |  |  |
| --- | --- | --- |
| #25 Sampling**Situation Investigation**Quantitative investigationLogo  Description automatically generatedPage 66 |  | #26 Special purpose records**Situation Investigation**Quantitative investigationLogo  Description automatically generatedPage 70 |
| #27 Survey**Situation Investigation**Quantitative investigationLogo  Description automatically generatedPage 72 |  | #28 Fishbone diagram**Situation Investigation**Documenting the situationLogo  Description automatically generatedPage 76 |
| #29 Mind map**Situation Investigation**Documenting the situationLogo  Description automatically generatedPage 78 |  | #30 Rich picture**Situation Investigation**Documenting the situationLogo  Description automatically generatedPage 80 |
| #31 RAG assessment **Situation Investigation**Documenting the situationLogo  Description automatically generatedPage 82 |  | #32 Social network analysis **Situation Investigation**Documenting the situationLogo  Description automatically generatedPage 84 |

|  |  |  |
| --- | --- | --- |
| #33 Creative thinking **Feasibility assessment and business case development** IdeationLogo  Description automatically generatedPage 89 |  | #34 Discovery**Feasibility assessment and business case development** IdeationLogo  Description automatically generatedPage 91 |
| #35 Options identification **Feasibility assessment and business case development** IdeationLogo  Description automatically generatedPage 93 |  | #36 Cost-benefit analysis**Feasibility assessment and business case development** Options EvaluationLogo  Description automatically generatedPage 100 |
| #37 Benefit categorisation **Feasibility assessment and business case development** Options EvaluationLogo  Description automatically generatedPage 107 |  | #38 Force-field analysis **Feasibility assessment and business case development** Options EvaluationLogo  Description automatically generatedPage 109 |
| #39 Impact analysis**Feasibility assessment and business case development** Options EvaluationLogo  Description automatically generatedPage 111 |  | #40 Investment appraisal**Feasibility assessment and business case development** Options EvaluationLogo  Description automatically generatedPage 113 |

|  |  |  |
| --- | --- | --- |
| #41 Risk analysis **Feasibility assessment and business case development** Options EvaluationLogo  Description automatically generatedPage 117 |  | #42 Benefits dependency networks**Feasibility assessment and business case development** GovernanceLogo  Description automatically generatedPage 121 |
| #43 Benefits planning and management **Feasibility assessment and business case development** GovernanceLogo  Description automatically generatedPage 122 |  | #44 Business case development **Feasibility assessment and business case development** GovernanceLogo  Description automatically generatedPage 125 |
| #45 Protocol analysis**Business process improvement** Process investigationLogo  Description automatically generatedPage 131 |  | #46 Shadowing **Business process improvement** Process investigationLogo  Description automatically generatedPage 133 |
| #47 Storyboards **Business process improvement** Process investigationLogo  Description automatically generatedPage 135 |  | #48 Organisation diagram**Business process improvement** Enterprise analysisLogo  Description automatically generatedPage 137 |

|  |  |  |
| --- | --- | --- |
| #49 Value chain analysis **Business process improvement** Enterprise analysisLogo  Description automatically generatedPage 139 |  | #50 Value stream analysis **Business process improvement** Enterprise analysisLogo  Description automatically generatedPage 143 |
| #51 Value proposition analysis **Business process improvement** Enterprise analysisLogo  Description automatically generatedPage 145 |  | #52 Activity diagrams **Business process improvement** Event response analysisLogo  Description automatically generatedPage 147 |
| #53 Business event analysis **Business process improvement** Event response analysisLogo  Description automatically generatedPage 150 |  | #54 Business process modelling**Business process improvement** Event response analysisLogo  Description automatically generatedPage 154 |
| #55 Business rules analysis**Business process improvement** Actor-task analysisLogo  Description automatically generatedPage 159 |  | #56 Task analysis **Business process improvement** Actor-task analysisLogo  Description automatically generatedPage 161 |

|  |  |  |
| --- | --- | --- |
| #57 Gap analysis **Business process improvement** Process analysisLogo  Description automatically generatedPage 166 |  | #58 Process redesign patterns**Business process improvement** Process analysisLogo  Description automatically generatedPage 169 |
| #59 Customer journey map**Business process improvement** Customer experience analysisLogo  Description automatically generatedPage 172 |  | #60 Empathy map**Business process improvement** Customer experience analysisLogo  Description automatically generatedPage 175 |
| #61 Personas**Business process improvement** Customer experience analysisLogo  Description automatically generatedPage 176 |  | #62 Value network analysis **Business process improvement** Customer experience analysisLogo  Description automatically generatedPage 178 |
| #63 Document analysis **Requirements definition** Requirements elicitationLogo  Description automatically generatedPage 183 |  | #64 Prototyping **Requirements definition** Requirements elicitationLogo  Description automatically generatedPage 186 |

|  |  |  |
| --- | --- | --- |
| #65 Scenario analysis**Requirements definition** Requirements elicitationLogo  Description automatically generatedPage 189 |  | #66 Wireframes **Requirements definition** Requirements elicitationLogo  Description automatically generatedPage 192 |
| #67 Workshops**Requirements definition** Requirements elicitationLogo  Description automatically generatedPage 194 |  | #68 Prioritisation **Requirements definition** Requirements analysisLogo  Description automatically generatedPage 200 |
| #69 Requirements categorisation **Requirements definition** Requirements analysisLogo  Description automatically generatedPage 206 |  | #70 Requirements negotiation **Requirements definition** Requirements analysisLogo  Description automatically generatedPage 208 |
| #71 User analysis **Requirements definition** Requirements analysisLogo  Description automatically generatedPage 209 |  | #72 Class modelling **Requirements definition** Requirements documentation and modellingLogo  Description automatically generatedPage 211 |

|  |  |  |
| --- | --- | --- |
| #73 Context diagram **Requirements definition** Requirements documentation and modellingLogo  Description automatically generatedPage 217 |  | #74 CRUD matrix**Requirements definition** Requirements documentation and modellingLogo  Description automatically generatedPage 218 |
| #75 Entity relationship modelling **Requirements definition** Requirements documentation and modellingLogo  Description automatically generatedPage 220 |  | #76 INVEST**Requirements definition** Requirements documentation and modellingLogo  Description automatically generatedPage 227 |
| #77 Product backlog**Requirements definition** Requirements documentation and modellingLogo  Description automatically generatedPage 228 |  | #78 Requirements catalogue**Requirements definition** Requirements documentation and modellingLogo  Description automatically generatedPage 230 |
| #79 Use case modelling **Requirements definition** Requirements documentation and modellingLogo  Description automatically generatedPage 234 |  | #80 User stories **Requirements definition** Requirements documentation and modellingLogo  Description automatically generatedPage 240 |

|  |  |  |
| --- | --- | --- |
| #81 Daily stand-up**Requirements definition** Requirements planning and managementLogo  Description automatically generatedPage 242 |  | #82 Requirements estimation**Requirements definition** Requirements planning and managementLogo  Description automatically generatedPage 242 |
| #83 Requirements traceability matrix**Requirements definition** Requirements planning and managementLogo  Description automatically generatedPage 244 |  | #84 Timeboxing**Requirements definition** Requirements planning and managementLogo  Description automatically generatedPage 245 |
| #85 Retrospective **Requirements definition** Requirements planning and managementLogo  Description automatically generatedPage 247 |  | #86 Requirements validation **Requirements definition** Requirements validationLogo  Description automatically generatedPage 249 |
| #87 Show and tell**Requirements definition** Requirements validationLogo  Description automatically generatedPage 251 |  | #88 Acceptance criteria**Business acceptance testing**Test condition analysisLogo  Description automatically generatedPage 254 |

|  |  |  |
| --- | --- | --- |
| #89 Decision tables**Business acceptance testing**Test condition analysisLogo  Description automatically generatedPage 259 |  | #90 Decision tree**Business acceptance testing**Test condition analysisLogo  Description automatically generatedPage 264 |
| #91 State machines**Business acceptance testing**Test condition analysisLogo  Description automatically generatedPage 265 |  | #92 A/B testing**Business acceptance testing**Test designLogo  Description automatically generatedPage 269 |
| #93 Black box testing**Business acceptance testing**Test designLogo  Description automatically generatedPage 271 |  | #94 Boundary value analysis**Business acceptance testing**Test designLogo  Description automatically generatedPage 272 |
| #95 Equivalence partitioning**Business acceptance testing**Test designLogo  Description automatically generatedPage 275 |  | #96 Test case/test scripts**Business acceptance testing**Test designLogo  Description automatically generatedPage 276 |

|  |  |  |
| --- | --- | --- |
| #97 Change deployment strategies**Business change development**Business readiness assessmentLogo  Description automatically generatedPage 280 |  | #98 CPPOLDAT**Business change development**Business readiness assessmentLogo  Description automatically generatedPage 284 |
| #99 Kanban board**Business change development**Business readiness assessmentLogo  Description automatically generatedPage 287 |  | #100 Kotter change model**Business change development**Business readiness assessmentLogo  Description automatically generatedPage 289 |
| #101 Kurt Lewin change model**Business change development**Business readiness assessmentLogo  Description automatically generatedPage 293 |  | #102 McKinsey 7S**Business change development**Business readiness assessmentLogo  Description automatically generatedPage 295 |
| #103 Outcome frame**Business change development**Business readiness assessmentLogo  Description automatically generatedPage 297 |  | #104 Conscious competence model**Business change development**People readiness assessmentLogo  Description automatically generatedPage 299 |

|  |  |  |
| --- | --- | --- |
| #105 Double loop learning**Business change development**People readiness assessmentLogo  Description automatically generatedPage 302 |  | #106 Honey and Mumford learning styles**Business change development**People readiness assessmentLogo  Description automatically generatedPage 304 |
| #107 Johari window**Business change development**People readiness assessmentLogo  Description automatically generatedPage 305 |  | #108 Kolb learning cycle**Business change development**People readiness assessmentLogo  Description automatically generatedPage 307 |
| #109 SARAH curve**Business change development**People readiness assessmentLogo  Description automatically generatedPage 308 |  | #110 Benefits realisation**Business change development**Post-change reviewLogo  Description automatically generatedPage 310 |
| #111 Benefits review**Business change development**Post-change reviewLogo  Description automatically generatedPage 312 |  | #112 Feedback grid**Business change development**Post-change reviewLogo  Description automatically generatedPage 313 |

|  |  |  |
| --- | --- | --- |
| #113 Project review**Business change development**Post-change reviewLogo  Description automatically generatedPage 315 |  | #114 Stakeholder wheel**Stakeholder engagement**Identifying stakeholdersLogo  Description automatically generatedPage 319 |
| #115 Control, influence, accept (CIA)**Stakeholder engagement**Analysing stakeholdersLogo  Description automatically generatedPage 322 |  | #116 Power/interest grid**Stakeholder engagement**Analysing stakeholdersLogo  Description automatically generatedPage 323 |
| #117 RACI matrix**Stakeholder engagement**Analysing stakeholdersLogo  Description automatically generatedPage 328 |  | #118 Stakeholder management plan**Stakeholder engagement**Analysing stakeholdersLogo  Description automatically generatedPage 330 |
| #119 CATWOE**Stakeholder engagement**Understanding stakeholder perspectivesLogo  Description automatically generatedPage 333 |  | #120 Business activity model**Stakeholder engagement**Understanding stakeholder perspectivesLogo  Description automatically generatedPage 338 |

|  |  |  |
| --- | --- | --- |
| #121 4As**Stakeholder engagement**Communicating and negotiating with stakeholdersLogo  Description automatically generatedPage 342 |  | #122 Principled negotiation**Stakeholder engagement**Communicating and negotiating with stakeholdersLogo  Description automatically generatedPage 345 |
| #123 Thomas-Kilmann conflict styles**Stakeholder engagement**Communicating and negotiating with stakeholdersLogo  Description automatically generatedPage 348 |  |  |