## CONTENTS

	List of figures and tables Authors List of abbreviations Alphabetical list of techniques Preface	vii x xi xiii xviii
1.	BUSINESS STRATEGY AND OBJECTIVES Introduction Strategy analysis – external business environment Strategy analysis – internal capability Strategy definition Strategy implementation Performance measurement References Further reading	1 1 3 9 14 17 30 33 33
2.	INVESTIGATE SITUATION Introduction Qualitative investigation Quantitative investigation Documenting the results References Further reading	34 34 35 59 70 77 78
3.	CONSIDER PERSPECTIVES Introduction Stakeholder identification Stakeholder analysis Stakeholder management References Further reading	<b>79</b> 79 81 84 108 116
4.	ANALYSE NEEDS Introduction Organisation modelling Business process analysis Business change identification References Further reading	118 118 119 127 152 158 158

## CONTENTS

5.	EVALUATE OPTIONS Introduction Identify options Shortlist options Prepare business case Present business case References Further reading	159 159 160 161 169 188 196
6.	DEFINE REQUIREMENTS Introduction Requirements elicitation Requirements analysis Requirements development Requirements modelling References Further reading	197 197 200 226 238 258 285 286
7.	MANAGE CHANGE Introduction Organisational change People change Benefits management and realisation References Further reading	287 287 288 295 308 314 315
	Postscript – which techniques do I <i>really</i> need? Index	316 319