



Case Study:

Turning Complexity into Clarity

*The Role of a **Business Analyst** in
the UK Public Sector*

Digital *Delivery*, Done Right.





01

The Challenge

SATIGO was engaged to deliver a BA work package within a complex, regulated environment.

Client need: Establish clear understanding existing processes before progressing to the delivery stage.

Key Challenges:

- Develop understanding of stakeholders' evolving requirements.
- Bring structure to this complexity
- Create the documented requirements and outputs needed to support effective future delivery.

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02

The Project

*Our team structured the engagement around discovery, stakeholder alignment, process analysis, requirements definition and **delivery readiness**.*

Project focus:

- Understanding business & process landscape through stakeholder engagement and current-state mapping.
- Defining & validating requirements with stakeholders and SMEs, resolving ambiguity.
- Supporting delivery readiness through RAID tracking and structured outputs.

We began by **establishing existing processes** & known requirements. Through structured workshops and interviews, we brought together organisational perspectives and identified areas where greater alignment was required.

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Our Delivery Approach

Discovery questionnaires were used to explore functional and non-functional requirements, with SME's involved to gather, test and validate information.

Findings combined into outputs:

- Process maps
- Documented requirements
- Business definitions
- Stakeholder findings
- RAID documentation
- Assumption logs
- Decision logs

Governance maintained throughout so emerging risks, dependencies and decisions remained visible.

*Our team remained **flexible**, adapted the delivery approach when needed while **maintaining momentum** and continuing to work towards project outcomes.*

04

PMO & Delivery Management

*SATIGO's Project Management Office provided active oversight to ensure delivery remained **structured, transparent and aligned** to client needs.*

Priorities and scope shifts:

- Managed through formal change control process, with revised deliverables agreed collaboratively between SATIGO and the client.
- Rather than treating change as a disruption, we worked to create space to adapt while ensuring the client saw no impact to project timeline.

Governance:

- Extended across the full lifecycle, with clear reporting, documented decisions and proactive management of dependencies
- This gave both SATIGO and the client confidence that the project remained on track.

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05

The Outcome

Client perspective: Gained a stronger understanding of where things stood, and what needed to happen next.

What was delivered:

- Clear process maps, documented findings and project outputs that could be used with confidence.
- This provided the client with a stronger basis for decision-making and gave the teams responsible for the next stage of delivery a clear starting point from which to progress.

Value of the engagement: This went beyond documentation. By creating alignment between stakeholders, establishing clarity around requirements and maintaining visibility of risks & decisions, delivery helped turn uncertainty into actionable next steps.

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SATIGO's Digital Capability Services



SATIGO helps public sector and regulated organisations access specialist digital expertise through outcome-focused engagements.



From focused discovery to multidisciplinary digital delivery, we structure projects around the problem and desired outcomes.

Have a Similar Project or Delivery Challenge?

Whether starting discovery, accelerating a programme, or adding specialist capability, we structure the requirement and build the right delivery approach around it.

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