

AI in Business Analysis

Use Case

Embracing AI in BA activities

Contents

- Business Analysis overview**3
- Integrating AI: Enhancing Everyday Operations in the Organization**3
- Standard Business Analysis Activities**3
- Can we utilize AI tools in BA activities?**.....4
- Use case*.....5
 - Used AI Tools**.....5
 - Use Case Scenario**.....6
 - Task#1: Define Problem statement*7
 - Task#2: Proposed Solution Description*8
 - Task#4 High-Level Solution Architecture*..... 10
 - Task#5: Define High-level requirement* 12
 - Task#6: Identify the system’s actors & roles* 13
 - Task#7: Draw system processes* 15
 - Task#8: Create Use cases & User Stories with the acceptance criteria*..... 18
 - Task#9: Generate Wireframe*..... 20
- Performance Grid**..... 23
- Benefits of applying AI in Business Analysis** 23
- Limitations and Challenges** 24
- Tips and Recommendations**..... 25
- Conclusion**..... 25
- Recourses**..... 26

Business Analysis overview

Business Analysis (BA) is a research discipline that involves identifying business needs and determining solutions to business problems. Solutions often include a systems development component but may also consist of process improvement or organizational change.

Integrating AI: Enhancing Everyday Operations in the Organization

Integrating Artificial Intelligence (AI) into daily operations marks a transformative step for organizations seeking efficiency and innovation. AI-driven tools can automate routine tasks, reducing human error and freeing up staff for more complex activities. These intelligent systems can analyze vast amounts of data, offering insights and decision-making support that surpass human capabilities. Furthermore, AI enhances customer experiences by providing personalized interactions and faster response times. By adopting AI, organizations not only streamline their operations but also position themselves competitively in an increasingly digital world.

However, don't expect these tools to fully automate these tasks. It's critical that the results produced by AI are carefully reviewed and validated to ensure their accuracy and relevance.

Standard Business Analysis Activities

A Business Analyst (BA) plays a crucial role in bridging the gap between development team and the business, engaging in a variety of activities to ensure that business solutions align with the needs and goals of the organization. Their typical tasks include eliciting and interpreting data, conducting market analyses, and formulating detailed business requirements. The emphasis on critical thinking skills cannot be overstated, as BAs must constantly evaluate and synthesize information from diverse sources, ensuring that solutions are not only feasible but also strategically sound. The projects they work on can significantly vary in scope, stakeholders, domain, and influencing factors, which means that even when faced with similar problems across different clients, the outcomes and recommendations can be vastly different. This variability demands a BA to be adaptable, analytical, and innovative, as the unique context of each project can lead to distinct challenges and solutions.

Can we utilize AI tools in BA activities?

AI tools can be strategically implemented in BA activities to automate routine tasks, analyze complex data sets, and provide predictive insights, thereby enhancing the overall effectiveness of business analysis. The most beneficial way to deal with the rise of AI is to enhance your existing skill set using it.

AI can do parts of these tasks for you, but none fully. For instance, an AI-based requirements management tool can help you analyze and write requirements based on raw data, but only with your approval. But it fails at active listening, stakeholder engagement, or creative problem solving.

Without human oversight, AI can be ineffective or even counterproductive. Business analysts can excel through expert management of AI tools and ensure that AI's output aligns with the goals of the organization.

Use case

The purpose of the use case is to demonstrate how AI tools can be applied across various BA tasks to optimize processes and decision-making. It also seeks to evaluate the efficiency of these tools in contrast to traditional human efforts. The example is deliberately chosen to be straightforward in order to demonstrate the application of tools and make it easy to follow the logic.

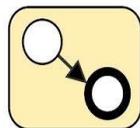
Used AI Tools

 PaceAI

 ChatGPT

 Bard

 Uizard



BPMN Sketch Miner

- **Pace AI** is an AI tool that helps project managers and product managers generate ideas for their projects or products in a matter of minutes. With over 25 AI tools available, users can create everything from product requirements to a kick-off meeting agenda. The tool provides a tailored bot that serves business analyst in particular areas, such as:
 - Requirements Generator
 - User Story Generator
 - Acceptance Criteria
 - Analyze User Feedback
 - Process Map
 - Problem Statement Writer

- **ChatGPT 4.0** developed by OpenAI, is a versatile AI language model adept at understanding and generating text. While suitable for a wide range of applications, it is particularly useful in business analysis for data interpretation, report generation, and decision support, thanks to its extensive training and adaptability.
- **Bard** is an AI-powered chatbot tool designed by Google to simulate human conversations using natural language processing and machine learning.
- **Uizard** is a rapid, AI-powered UI design tool for designing wireframes, mockups, and prototypes in minutes. Uizard's AI features allow users to generate UI designs from text prompts, convert hand-drawn sketches into wireframes, and transform screenshots into editable designs.
- **BPMN Sketch Miner** is a sketch process models with the BPMN Business Process Modeling Notation as you describe them in simple natural language.

Use Case Scenario

A Business Analyst has scheduled a meeting with a client to identify the problem, understand the business need, and assess the current situation. During this meeting, the client expressed the need for an integrated inspection platform. *This platform is envisioned as a strategic tool to streamline, manage, and oversee their inspection processes. This process initiates with the line manager planning the mission, considering various criteria, followed by inspectors conducting the inspection on the inspectee and compiling a report detailing any violations. Subsequently, a quality employee verifies the report's accuracy before forwarding it to the review unit for the issuance of fines. The client's organization operates multiple lines that require ongoing inspections. They are seeking to integrate advanced technology into the platform for efficient planning and execution of missions.*

The given scenario or problem statement forms the basis for subsequent tasks commonly performed by a business analyst. Each of the following tasks will be carried out utilizing an AI tool,

1. Define Problem Statement
2. Proposed Solution Description
3. Solution Benchmark
4. Solution Architecture
5. Define High-Level Requirement
6. Identify the System's Actors & Roles
7. Draw System Processes
8. Create Use Cases & User Stories with The Acceptance Criteria
9. Generate Wireframe

Firstly, we need to write and state the problem our client facing in order to develop the right product.

Task#1: Define Problem statement

Input:

- 1. Select the problem statement writer in [Pace AI](#).
- 2. Copy the scenario above and paste.

Product/Project Description

the client expressed the need for an integrated inspection platform. This platform is envisioned as a strategic tool to streamline, manage, and oversee their inspection processes. This process initiates with the line manager planning the mission, considering various criteria, followed by inspectors conducting the inspection on the inspectee and compiling a report detailing any violations. Subsequently, a quality employee verifies the report's accuracy before forwarding it to the review unit for the issuance of fines

gb English (British) ▾

Generate

Result:

Problem Statement Writer

Problem Statement:

The current inspection process lacks efficiency and coordination, resulting in delays, errors, and a lack of oversight. Line managers face challenges in planning missions based on various criteria, while inspectors struggle to perform inspections effectively and raise accurate reports. The absence of a centralized platform hampers the quality employee's ability to validate reports efficiently. Additionally, the review unit experiences difficulties in timely issuance of fines due to fragmented communication channels. There is an urgent need for an integrated inspection platform that can streamline and manage the entire inspection process seamlessly, ensuring improved coordination among stakeholders and enhancing overall effectiveness.

Task#2: Proposed Solution Description

Input:

Using ChatGPT bot, we wrote the problem statement provided and asked a proposed solution description.

Result



ChatGPT Proposed Solution Description:

To address the inefficiencies and coordination challenges identified in the current inspection process, the proposed solution is the development of a comprehensive, integrated inspection platform. This platform will serve as a central hub for all inspection-related activities, from mission planning to fine issuance. Key features and functionalities of this platform include:

1-Mission Planning Module:

Line managers will have access to an intuitive interface for planning missions, considering various criteria such as inspector availability, inspectee location, and inspection type.

The module will offer real-time data analytics to aid in decision-making, ensuring optimal allocation of resources.

2-Inspection Execution and Reporting System:

Inspectors will utilize a user-friendly mobile application that guides them through the inspection process.

The app will enable inspectors to record findings, take photographs, and immediately generate preliminary reports on-site, enhancing accuracy and reducing errors.

3-Report Validation and Quality Assurance:

A dedicated portal for quality employees to review and validate inspection reports.

Automated checks for common errors and discrepancies to assist in rapid validation of reports.

4-Review and Fine Issuance Workflow:

The review unit will receive validated reports through the platform, streamlining the fine issuance process.

The system will automatically generate fine notices based on the inspection data, with options for manual review and adjustments.

5-Centralized Communication and Notification System:

Integrated communication tools to facilitate real-time updates and alerts among line managers, inspectors, quality employees, and the review unit.

Automated notifications for task assignments, report submissions, and fine issuance status.

6-Data Analytics and Reporting:

Comprehensive analytics dashboard providing insights into process efficiencies, inspector performance, and trends in violations.

Customizable reporting tools for stakeholders to monitor and evaluate the inspection process.

7-Integration Capabilities:

Seamless integration with existing systems and databases to ensure continuity and data integrity.

Scalable architecture to accommodate future enhancements and integrations.

I attempted to fulfill *Task#3: Solution Benchmark* by utilizing different inputs in ChatGPT. However, the outcomes were predominantly generic and explanatory in nature, lacking specificity to the project at hand. The response generated by ChatGPT was as follows: “As an AI developed by OpenAI, I do not possess the ability to access real-time or external data, which includes information on current market trends or specific products available in the global or Saudi market.”

On the other hand, Bard was more efficient in this particular aspect since it has the ability to access and use the Google search engine in order to provide the accurate and tailored result.

Input:

Prompt: Will you provide me with the top products that are concerned with health inspection or any municipality field like the road or similar. list their features and comparison between them.

Result

✦ **Top Inspection Platforms for Health & Municipality: Features & Comparison**

Target Sector: Health & Municipality (Specific fields within these can be further analyzed if you provide details)

Top Products:

1. Verifi:
 - Features: Centralized data management, mobile app for inspections, automated reports, analytics dashboard, integrations with existing systems.
 - Strengths: Scalable and customizable, compliance-focused, strong reputation in healthcare.
 - Weaknesses: May be complex for smaller municipalities, high-end pricing.
2. eCompliance:
 - Features: Task management, inspection checklists, report generation, corrective action tracking, risk assessment tools.
 - Strengths: Easy to use, affordable, flexible for various industries.
 - Weaknesses: Limited advanced analytics, not as mobile-centric as some competitors.
3. Inspectorio:
 - Features: Offline inspection capability, photo annotation, automatic scoring, corrective action plans, data visualization tools.
 - Strengths: User-friendly mobile app, strong data analysis capabilities, good for safety inspections.
 - Weaknesses: Not as comprehensive as some platforms, not ideal for complex regulations.
4. GoInspect:
 - Features: Automated workflows, electronic signatures, customizable forms, real-time reporting, pre-filled reports.
 - Strengths: Streamlined processes, reduces paperwork, good for food safety inspections.
 - Weaknesses: Limited data analytics, not as strong on communication features.
5. Avetta:
 - Features: Supplier qualification & risk management, audit management, incident reporting, contractor data management.
 - Strengths: Comprehensive for complex supply chains, strong safety focus, global reach.
 - Weaknesses: High cost, may be overkill for smaller needs.

Task#4 High-Level Solution Architecture

While the Business Analyst (BA) is not typically responsible for this task, it is advantageous to identify the system components and their interdependencies. Normally, this responsibility falls upon software experts or solution architects. However, we have chosen to incorporate it into our process to align with our clients' expectations and their preference for a visual representation of the product components. It is important to note that any results obtained must be validated by experts before sharing them with the client.

Input 1:

Using ChatGPT bot, I prompt: Create a high level solution architecture for the 'Proposed Solution'.

Result



High-Level Solution Architecture for Integrated Inspection Platform:

1. User Interface Layer:

- Mission Planning Interface: For line managers to schedule and plan inspections based on various criteria.
- Inspector Interface: Mobile and web application for inspectors to conduct inspections, record findings, and submit reports.
- Quality Control Dashboard: Enables quality employees to review and validate reports.
- Review Unit Portal: For the review unit to process reports and issue fines.

2. Application Layer:

- Scheduling and Dispatch Module: Automates the assignment of inspectors based on availability and location.
- Inspection Management Module: Guides inspectors through the inspection process, ensuring all necessary steps are followed.
- Report Generation and Submission Tool: Facilitates the creation and submission of inspection reports.

3. Business Logic Layer:

- Data Processing Engine: Handles processing of inspection data, enforcing business rules, and maintaining data integrity.
- Notification and Alert System: Sends real-time updates and notifications to relevant stakeholders.

4. Data Layer:

- Centralized Database: Stores all inspection data, user accounts, mission details, and report information.
- Analytics and Reporting Tool: Provides insights and generates reports for performance monitoring and decision-making.

5. Integration Layer:

- APIs for External Integrations: Connects with external systems like HR databases, GIS tools for location tracking, or other organizational systems.
- Middleware for Data Exchange: Ensures smooth communication between the platform's modules and external systems.

Task#5: Define High-level requirement

Input:

Using ChatGPT: Write the functional requirement for the system above.

Result



1. Mission Planning Module:

- The platform shall provide line managers with an intuitive interface for planning inspection missions.
- It must allow planning based on various criteria such as inspector availability, inspectee location, and type of inspection.
- The module shall offer real-time data analytics to assist in decision-making and ensure optimal resource allocation.

2. Inspection Execution and Reporting System:

- Inspectors shall have access to a user-friendly mobile application that guides them through the inspection process.
- The app must enable inspectors to record findings, take photographs, and generate preliminary reports on-site.
- This functionality aims to enhance report accuracy and reduce errors.

3. Report Validation and Quality Assurance:

- A dedicated portal shall be available for quality employees to review and validate inspection reports.
- The platform shall include automated checks for common errors and discrepancies to assist in rapid report validation.

4. Review and Fine Issuance Workflow:

- The review unit shall receive validated reports via the platform, simplifying the fine issuance process.
- The system must automatically generate fine notices based on the inspection data, with manual review and adjustment options.

5. Centralized Communication and Notification System:

- The platform shall feature integrated communication tools for real-time updates and alerts among line managers, inspectors, quality employees, and the review unit.
- It must include automated notifications for task assignments, report submissions, and updates on fine issuance status.

6. Data Analytics and Reporting:

- A comprehensive analytics dashboard shall be provided to offer insights into process efficiencies, inspector performance, and trends in violations.
- Customizable reporting tools shall be available for stakeholders to monitor and evaluate the inspection process.

7. Integration Capabilities:

- The platform shall seamlessly integrate with existing systems and databases to ensure continuity and data integrity.
- It must have a scalable architecture to accommodate future enhancements and integrations.

Notes:

- ✓ I have done the task using both ChatGPT and PaceAI and the result was resemblance.
- ✓ The result could be considered a draft and should be reviewed and most likely improved, but it often takes much less time than starting from scratch.

The task at hand is of utmost importance as it contributes to a well-defined process. It involves capturing the actual system flow, as well as representing the use cases, features, and the corresponding actors responsible for them. This task serves as a vital component in accurately depicting the system's functionality and stakeholder interactions.

Task#6: Identify the system's actors & roles

Input

ChatGPT prompt: Based on the system provided, describe the business process steps for the integrated inspection platform using the specified template:

- Name
- Responsible Role
- System
- Input Data
- Output Data

Result



1. Mission Planning

- **Name:** Mission Planning
- **Responsible Role:** Line Manager
- **System:** Mission Planning Module of the Integrated Inspection Platform
- **Input Data:** Inspector availability, inspectee location data, inspection type, and other relevant criteria
- **Output Data:** Planned inspection schedule, allocated resources

2. Conducting Inspections

- **Name:** Inspection Execution
- **Responsible Role:** Inspector
- **System:** Inspection Execution and Reporting System (Mobile Application)
- **Input Data:** Inspection schedule, guidelines, and criteria
- **Output Data:** Recorded findings, photographs, preliminary inspection reports
- **Output Data:** Integrated data sets, system integrity reports

3. Report Validation

- **Name:** Inspection Report Validation
- **Responsible Role:** Quality Control Employee
- **System:** Report Validation and Quality Assurance Portal
- **Input Data:** Preliminary inspection reports, inspection data
- **Output Data:** Validated and finalized inspection reports

4. Review and Fine Issuance

- **Name:** Review and Fine Processing
- **Responsible Role:** Review Unit Personnel
- **System:** Review and Fine Issuance Workflow Module
- **Input Data:** Validated inspection reports
- **Output Data:** Fine notices, fine issuance decisions

5. Communication and Notifications

- **Name:** Communication Coordination
- **Responsible Role:** System Administrator / Communication Coordinator
- **System:** Centralized Communication and Notification System
- **Input Data:** Inspection schedules, report statuses, fine issuance updates
- **Output Data:** Automated alerts and notifications to relevant stakeholders

6. Data Analysis and Reporting

- **Name:** Analytics and Reporting
- **Responsible Role:** Data Analyst / Manager
- **System:** Data Analytics and Reporting Dashboard
- **Input Data:** Accumulated inspection data, performance metrics
- **Output Data:** Analytical reports, performance insights, trend analysis

7. System Integration and Data Management

- **Name:** Integration and Data Management
- **Responsible Role:** System Integrator / IT Specialist
- **System:** Integration Capabilities of the Platform
- **Input Data:** Existing system data, new data inputs
- **Output Data:** Integrated data sets, system integrity reports

The following task is a tricky one. It totally depends in the input format and weather it matches the software ‘BPMN Sketch Miner’ requirement. So, the first step is to write the process in a specific format that diagram generator accepts then we attempt generating the diagram.

We will use BPMN Sketch Miner which is a basic text-to-diagram tool that creates simple flowcharts in BPMN notation, it is in its early stages of development and produces results that are not yet robust. However, the expectation is that more advanced tools will be developed soon. To use BPMN Sketch Miner, the input format required is 'Role: Function'.

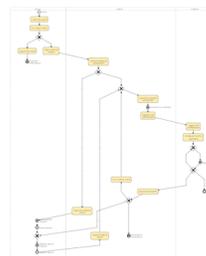
Task#7: Draw system processes

Input:

- 1- I have copied the example provided in BPMN Sketch Miner in order to apply the accurate process format.

The screenshot shows the BPMN Sketch Miner web application. The title bar includes 'BPMN Sketch Miner Challenge Five', 'Sketch', 'Tutorial', 'Examples', 'Help', 'Feedback', 'Layout: [dropdown]', 'Zoom: 1:1 Fit', 'Share: Link', and 'Export: SVG PNG BPMN'. A text input area contains a quote: "In case of long-term disability, the duration of the benefit (number of months) cannot be determined in advance when the claim is assessed. In these cases, the benefit is granted for a period of 6 months and the case is reviewed by a senior claims officer every 6 months in order to determine if the benefit should be extended. If the benefit is not extended the client is send a notification about the termination of the benefits. Otherwise, for some benefit renewal cases a simple check is sufficient to determine the benefit entitlement and continue with the process as usual. In other cases, the senior claims officer requires a new medical report, which means that the whole process of obtaining a medical report has to be repeated, except for the letter of authorization signed by the customer." Below the text are 'Show Solution' and 'Done' buttons.

```
(send rejection notification)
...
Do a basic check
Mark claim as eligible
Senior: Perform disability assessment
Determine benefit entitlement
(send outcome to customer)
Register the entitlement
...
...
Senior: Perform disability assessment
Require a medical report
Junior: (send authorization request)
(receive authorization)
```



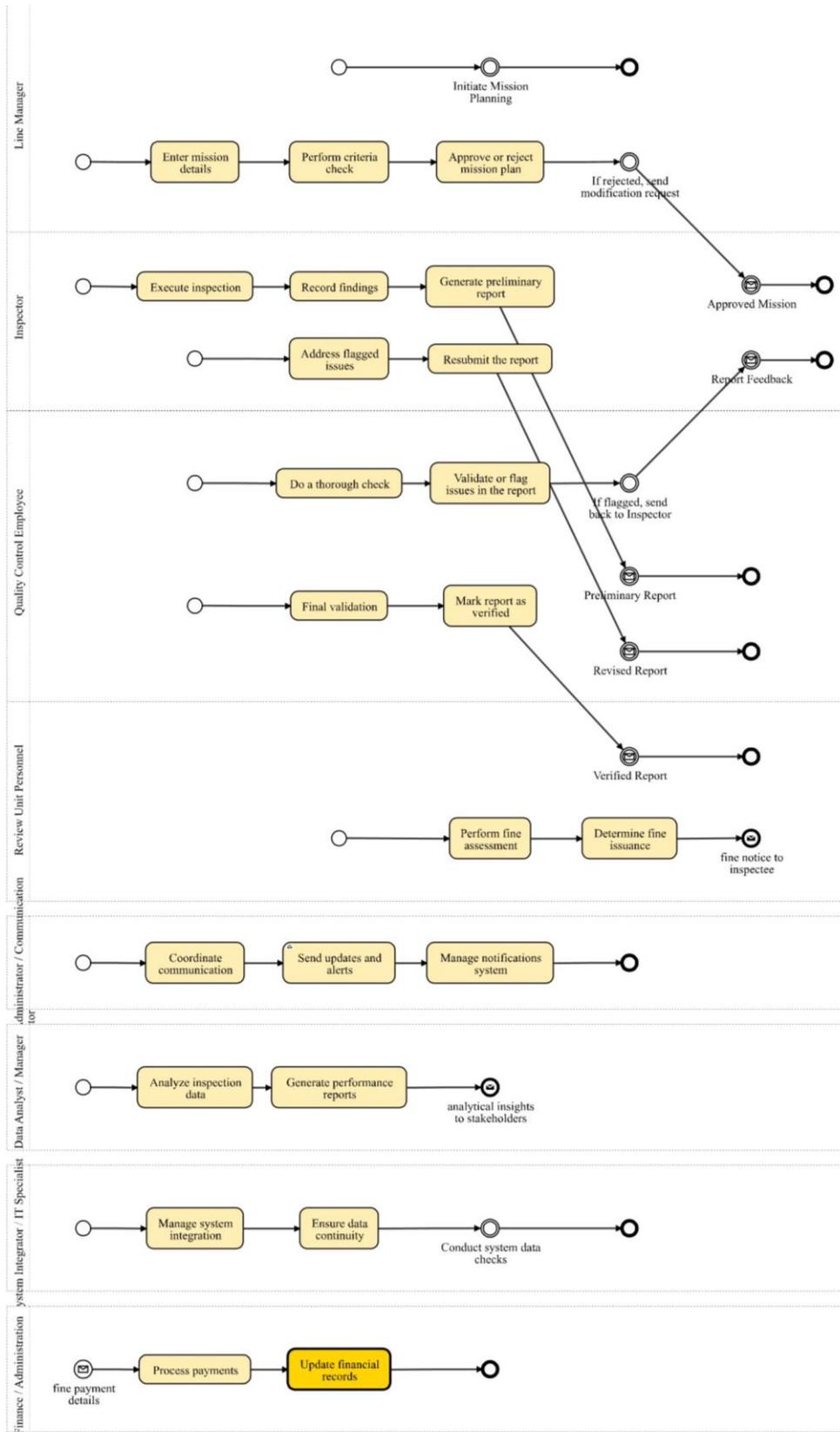
- 2- Using ChatGPT, I requested the business process for the system using a format such as attached.

Result 1:



Line Manager: (Initiate Mission Planning) <ul style="list-style-type: none">○ Enter mission details○ Perform criteria check○ Approve or reject mission plan (If rejected, send modification request)	Inspector: (Receive Approved Mission) <ul style="list-style-type: none">○ Execute inspection○ Record findings○ Generate preliminary report
Quality Control Employee: (Receive Preliminary Report) <ul style="list-style-type: none">○ Do a thorough check○ Validate or flag issues in the report (If flagged, send back to Inspector)	Inspector: (Receive Report Feedback) <ul style="list-style-type: none">○ Address flagged issues○ Resubmit the report
Quality Control Employee: (Receive Revised Report) <ul style="list-style-type: none">○ Final validation○ Mark report as verified	Review Unit Personnel: (Receive Verified Report) <ul style="list-style-type: none">○ Perform fine assessment○ Determine fine issuance○ (Send fine notice to inspectee)
System Administrator / Communication Coordinator: <ul style="list-style-type: none">○ Coordinate communication○ Send updates and alerts○ Manage notifications system	Data Analyst / Manager: <ul style="list-style-type: none">○ Analyze inspection data○ Generate performance reports○ (Send analytical insights to stakeholders)
System Integrator / IT Specialist: <ul style="list-style-type: none">○ Manage system integration○ Ensure data continuity○ (Conduct system data checks)	Finance / Administration: <ul style="list-style-type: none">○ (Receive fine payment details)○ Process payments○ Update financial records

Result 2:



Notes:

- ✓ For better optimizing time and effort, you may take the format provided by the software and then ask the text-based AI tool to apply it on your system description.
- ✓ The usual text-based AI tool do not support such feature. **Bard:** *“I’m unable to create visual diagrams directly, but I’ll provide a detailed textual description of the BPMN diagram elements and their interactions, which you can use to create the diagram using appropriate software”*.

With functional requirements clearly defined and validated, we now shift gears to crafting user stories—tangible statements that guide developers in building the features users need. Let’s dive into crafting a sample user story and its complementary use case, delving into the details that bring them to life.

Task#8: Create Use cases & User Stories with the acceptance criteria

Input:

Using ChatGPT, my prompt was: write a user stories for the functional requirements provided above.

Result:



User Story #1: Detailed Mission Planning by Line Managers

As a line manager, I want to use an intuitive interface for planning inspection missions, where I can input specific criteria such as inspector availability, inspectee location, and inspection type. This interface should provide real-time analytics, suggesting the most efficient allocation of inspectors and resources based on historical data, current workload, and logistical considerations.

**I have illustrated only one user story as an example.*

Input:

Prompt to ChatGPT: Provide a use case for the above user story applying the following template:

- Name
- Actor
- Stakeholders and interests
- Preconditions
- Postconditions
- Main success scenario
- Extensions (navigate scenario)
- Special requirements
- Technology & Data variation list
- Frequency of occurrence

Result:

Use Case: Mission Planning



Name: Mission Planning in Inspection Platform

Actor: Line Manager

Stakeholders and Interests:

- Line Managers: Want an efficient, easy-to-use system for planning inspections.
- Inspectors: Require a clear schedule and mission details.
- Inspectees: Need minimally invasive inspection scheduling.

Preconditions: Line Manager is logged into the system; required data (inspector availability, inspectee location, etc.) is up to date.

Postconditions: A well-defined inspection mission is planned and scheduled in the system.

Main Success Scenario:

1. Line Manager accesses the mission planning module.
2. Enters or selects criteria for the inspection (inspector availability, location, etc.).
3. System provides suggestions based on real-time analytics.
4. Line Manager reviews suggestions and finalizes the mission plan.
5. The system schedules the mission and notifies the relevant inspectors.

Extensions:

- System fails to suggest optimal resources: Line Manager manually adjusts the plan.
- Inspector unavailable: Reschedule or assign another inspector.

Special Requirements: User-friendly interface, real-time data processing capability.

Technology & Data Variation List:

- Mobile and web access for planning.
- Integration with internal databases for real-time data.

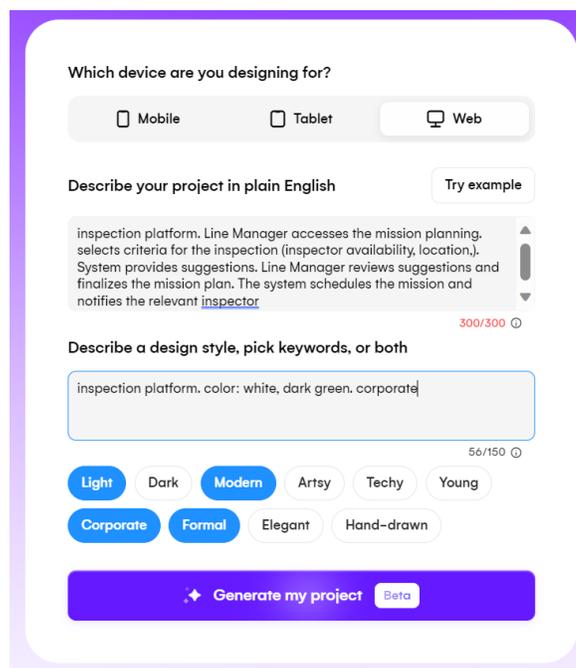
Frequency of Occurrence: Daily, as inspection missions are a regular part of the operational workflow.

For the next task, we should consider using a text-based UI mockup tool, and Uizard might be a suitable option. Although it's in its beta phase, Uizard shows capabilities in creating mockups for familiar domains. It takes into account instructions for interface functions, but be aware that it might not fully adhere to these instructions, potentially leading to missing elements or extra screens. At present, Uizard doesn't offer functionality for generating mockups from very specific directives, such as a detailed list of fields and controls.

We are going to complete the task aiming to generate an appropriate wireframe for the Use Case above.

Task#9: Generate Wireframe

Input



The image shows a screenshot of the Uizard tool's input interface. It is titled "Which device are you designing for?" and has three radio button options: "Mobile", "Tablet", and "Web". Below this is a text input field for "Describe your project in plain English" with a "Try example" button. The text in the field reads: "inspection platform. Line Manager accesses the mission planning, selects criteria for the inspection (inspector availability, location,). System provides suggestions. Line Manager reviews suggestions and finalizes the mission plan. The system schedules the mission and notifies the relevant [inspector](#)". A character count of "300/300" is shown. Below that is another text input field for "Describe a design style, pick keywords, or both" with the text "inspection platform. color: white, dark green. corporate". A character count of "56/150" is shown. There are two rows of design style buttons: "Light", "Dark", "Modern", "Artsy", "Techy", "Young" in the first row, and "Corporate", "Formal", "Elegant", "Hand-drawn" in the second row. At the bottom is a large blue button that says "Generate my project" with a "Beta" badge.

Result

Search inspections, inspectors, and locations

Inspectors

- John Smith
- Amy Johnson
- Michael Brown
- Emily Davis
- David Wilson
- Sarah
- Daniel Lee
- Laura Miller

Missions

Assignments Details Settings

Location

- San Francisco, 09:30
- New York City, 12:30
- London, UK, 10:30
- Paris, France, 10:30

My tasks

Today

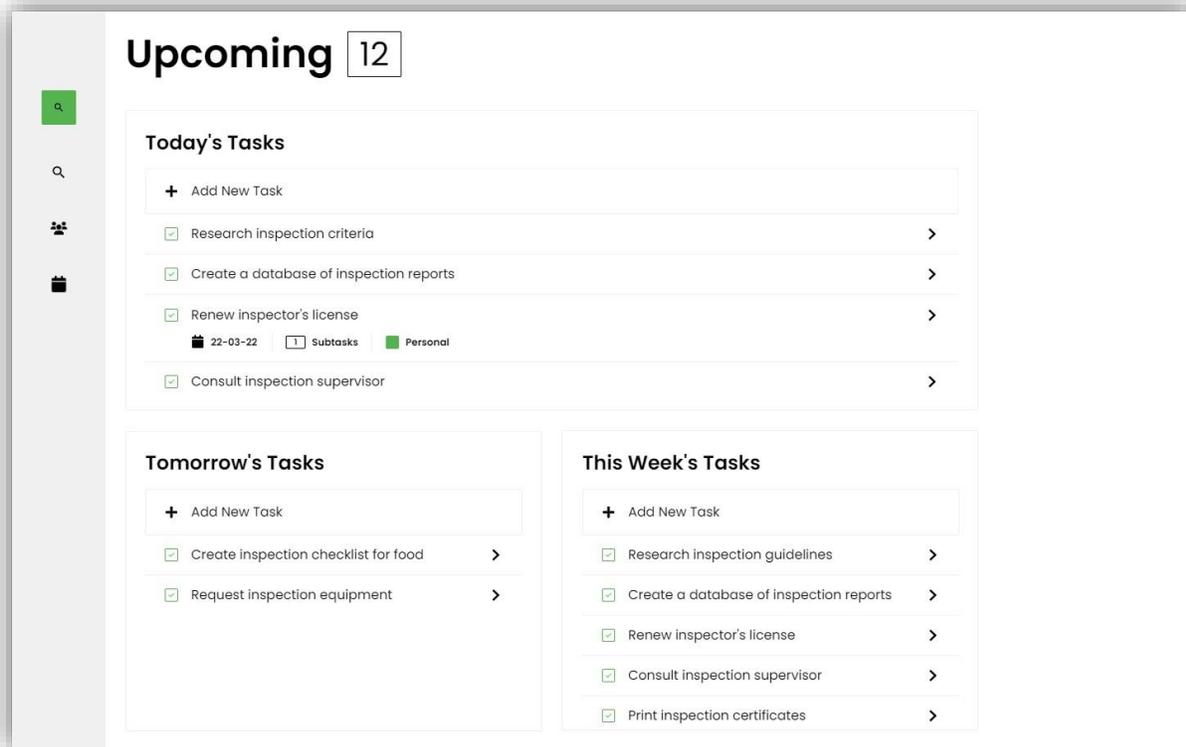
- Complete monthly inspection reports (Assigned to you, View, Urgent) - Health inspection results
- Inspect premises for compliance (Assigned to you, View, Priority) - Operational inspections
- Keynote presentation on industry trends (Assigned to you, View, Urgent) - Customer service

Tomorrow

- Propose improvements to branding (Assigned for, Start, Urgent) - Marketing campaign
- Review social media presence (Assigned for, Start, Priority) - Operational tasks
- Inspection report - Week 30 (Assigned for, Start, Low priority) - Operational tasks

This week

- Conduct on-site inspections (Scheduled for, Start, Priority) - Retail inspections
- Review HR policies and procedures (Scheduled for, View, Priority) - Personnel evaluations
- Implement plug-in solutions (Scheduled for Friday, View, Low priority) - Development tasks



Notes:

- ✓ The free version of the software only allows 300 letters for the project description and 1000 component for the generated wireframe.
- ✓ The generated pages are generic and do not totally satisfy the entered requirements.
- ✓ While Uizard has some limitations, the -text to UI- design AI software field is rapidly evolving. Exciting new tools like Galileo AI and Visily are expected to launch such feature soon.

Performance Grid

The table below shows the evaluation of utilizing AI in business analysis activities and measure the performance against the defined criteria based on a rough estimation.

TASK \ CRITERIA	Time			Quality	Required Modifications (needed human effort)?
	Typical	Utilizing AI	Saved Time		
Define Problem Statement	2 hours	1.5 hours	30 min	Good	Low
Proposed Solution Description	2 days	5 hours	1 day, 3 hours	Excellent	Medium
Solution Benchmark	2 days	3 hours	1 day, 5 hours	Satisfactory	Medium
Solution Architecture	5 hours	6 hours	1 hours	Poor	High
Define High-Level Requirement	3 days	1.5 days	1.5 days	Excellent	Medium
Identify the System's Actors & Roles	2 hours	1.5 hours	0.5 hours	Good	Medium
Draw System Processes	2 days	-	-	Unsatisfactory	High
Create Use Cases & User Stories <i>*Assuming: 12 user stories per sprint</i>	4 User Stories ≈ 1 day	4 User Stories ≈ 6 hours	2 h	Excellent	Low
Generate Wireframe	Screens for sprint ≈ 1 week	-	-	Unsatisfactory	High

**Result Quality Levels: excellent, good, satisfactory, unsatisfactory, poor.*

Benefits of applying AI in Business Analysis

Having finalized the use case, we are now in a position to concisely outline the advantages of integrating Artificial Intelligence into our everyday activities.

- **Knowledge Enrichment:** AI tools draw knowledge from previously conducted projects, which in many cases serve as a valid reference for other similar projects. This, in turn, enriches the team's knowledge.
- **Efficiency Gains and Time Savings:** AI tools enable faster documentation, and therefore can save time and speed up delivery.

Limitations and Challenges

It is important to acknowledge that incorporating AI, both broadly and specifically in Business Analysis activities, comes with its own set of challenges that must be recognized and managed. Being aware of these limitations allows us to handle them more effectively.

<i>Language support</i>	We experimented with well-known AI tools for languages beyond English, such as Arabic, and found that while they were not entirely ineffective, they sometimes struggled with providing strong context and language accuracy.
<i>Maturity</i>	AI has made notable strides in the text-based domain, showing advanced capabilities in understanding and generating text. However, it still falls short in efficiently creating complete documents and integrating visualizations.
<i>Project diversity</i>	A Business Analyst often deals with a diverse array of projects, varying in both domain and complexity. As demonstrated, AI has proven adept at managing IT software projects and topics that are well-established. However, its utility becomes questionable in projects involving multi-system integration with distinct specifications. In such complex scenarios, AI may not be as effective or useful.
<i>Input Dependency</i>	The effectiveness of AI tool outcomes is entirely dependent on the quality and relevance of the input data provided.
<i>Cost</i>	Some AI tools require a subscription and payment for access, which can be a limitation by introducing financial barriers and ongoing costs for users.
<i>Required Training</i>	To achieve optimal results and more relevant information from AI, a certain level of training and familiarity with the system is required.
<i>Data Privacy</i>	Bard data usage term & conditions: <i>“Google collects your Bard conversations, related product usage information, info about your location, and your feedback. Google uses this data, consistent with our Privacy Policy, to provide, improve, and develop Google products and services and machine learning technologies, including Google’s enterprise products such as Google Cloud. Please don’t enter confidential information in your Bard conversations or any data you wouldn’t want a reviewer to see or Google to use to improve our products, services, and machine-learning technologies.”</i>
<i>Revision Efforts</i>	Additional time is needed to review AI outputs and make adjustments to make them fit the current needs.
<i>Overreliance</i>	By heavily using AI tools, employees may tend to over-use them, which may have a negative impact on their creativity and analytical skills in the long run.

Tips and Recommendations

To enhance your AI work, consider these practical guidelines:

- Avoid overwhelming yourself with the plethora of tools; stick to what best suits your needs.
- Implement a structured format to align the outcomes with your expectations.
- Ensure precision in your initial input. Integrate any client-specific details right from the start, as AI builds upon the provided information and overlooks subsequent additions. It's the responsibility of the Business Analyst to examine and verify both inputs and results, ensuring they align with the client's initial requirements.
- Remember that AI tools are capable of learning; thus, refreshing the input can influence the outcomes.
- AI can assist in drafting the Business Requirement Document (BRD) by suggesting headings and subheadings.
- Always review and adjust AI-generated content to add a human perspective and ensure relevance.

Conclusion

In the realm of Business Analysis, AI has proven to be a beneficial tool for aiding and exploring various aspects of the field. Its ability to process large volumes of data and identify patterns makes it good for assisting in initial phases of project planning and analysis. However, it's crucial to recognize that AI cannot be solely relied upon. Its current capabilities fall short in completely aiding the development of a Solution Architecture, as it lacks the nuanced understanding required for sophisticated process flows. Moreover, there isn't software sophisticated enough yet to handle complex business processes comprehensively. Looking towards the future, there's potential for AI to evolve to a point where Business Analysts could input their findings, and AI could execute the coding, possibly reducing the need for programmers. However, this future is still on the horizon. As technology continues to advance rapidly, it's important for professionals in the field to stay updated with new developments. This continuous learning is essential to leverage AI effectively and to understand its evolving role in Business Analysis.

Recourses

<https://www.batimes.com/articles/embracing-ai-in-business-analysis-a-guide-for-bas/>

<https://habr.com/en/articles/744928/>