Terms of Reference
Business Systems Analyst

Introduction

To strengthen the overall mechanisms to manage the services provided to the public from MED, the Ministry has decided to develop and enhance the existing systems of MED.

Initial assessments of the existing systems reveal that a number of processes can be further streamlined while minimising the use of physical documents and improving the service delivery, and new systems are required to further enhance additional service delivery. Additionally, to migrate to and implement revised policies, substantial changes need to be made to the existing systems. Furthermore, some of the modules of the existing systems are not fully online, requiring manual data entry by staff leading to in-efficiencies in services delivery while lack of in-built smart features within the system neither empower user to monitor compliance level nor does it notify users of outstanding obligations in relation to their requests. Feedback received from both internal and external users indicate that the systems require changes to make it smarter and more user-friendly.

Scope of work

For any deliverable:

The Business Systems Analyst should work closely with the business and technical teams and should be a major contributor to the requirements specification deliverable, writes the business and functional requirements. The Business Systems Analyst should understand the business and ensures that there is integration between business and technology. The Business Systems Analyst should work with the project management team to prioritize deliverables and negotiate on product functionalities. The Business Systems Analyst must also understand the development processes – SDLC – and must be very analytical with problem solving and conflict resolution skills to help identify, communicate and resolve issues.

The Business Systems Analyst should be responsible for creating, maintaining and prioritising the product backlog, and for ensuring that both the development team and the stakeholders are well informed as to priorities and progress of the sprint. The Business Systems Analyst will need to be proactive, should be able to communicate with both business and technical stakeholders, and must be able to solve problems while under pressure.

Deliverables are listed in **Annex 1** of the TOR.

Major Functions:

- Work with business systems owners to elicit requirements and capture business objectives and goals.
- Clearly articulates and documents business processes and User requirements
- Obtain key inputs from architecture and technical teams to identify solution interdependencies
- Document solution design including data analysis and wireframes
- Analysing and communicating stakeholder needs by translating business requirements to the technical team using an agile methodology
- Develop stories to hand over to the development team by taking on project management roles in multiple systems projects.
- Manage the backlog and priorities across multiple projects
- Manage iterative system reviews and feedback with the system owners
- Support with test cases and testing
- Manage the UAT process
- Assist with Training and User documentation and system implementation
- Assist with system support
- Liaise with stakeholders depending on each product and assist with business analysis and project management where necessary
- Proactively build and maintain good relationships with stakeholders
- Proactively resolve customer satisfaction issues
- Consulting with management to determine the needs of the system.
- Analysing the business processes and operating principles for inefficiencies and inadequacies. Making recommendations and approvals for solutions or improvements that can be achieved.
- Act as liaison between business stakeholders, such as management and software development or technical team.

Experience/ Skills/Qualification Requirements:

The Business Systems Analyst should have a degree in Software Engineering or related filed with minimum of 3 years of system analysis experience and should be fluent in UML and its tools.

Reporting:

On a day-to-day basis the successful candidate will report to the Head of IT of the Ministry of Economic Development and shall report to other relevant officials in the Ministry of Economic Development as instructed by the Head of IT and the Permanent Secretary.

Contract Duration:

08 months from the date of contract signing.

Evaluation and Criteria:

The criteria for evaluation of the Technical Proposal are as follows:

	Criteria	Marks Allocation
1.	Experience	50
	• Portfolio showcasing previous work of similar assignments • Reference letters pertaining to similar completed/ongoing assignments undertaken	
	• Past experience in managing Business Information Management System / Business Portal	20
2.	Education and other qualifications	30
	• Educational qualification • Other professional qualifications	
	Total Score	100

Payment: Payments will be disbursed based on the status of deliverables in **Annex 1**. For each Deliverable:

- 70% on completion of **Software Requirements Specification (SRS)** and singed off by the system owner.
- 30% on completion of **User Acceptance Testing (UAT)** and signed off by the system owner.

Documents to be submitted – Applicants interested in providing the services, are required to submit their CV, certificates and other relevant information demonstrating his/her qualification and experience in the area.

Annex 1: Deliverables and Payment Schedule

	System	Module / Function		/Duration Payment
1	Business Portal	Identify services in the system that are not fully developed and create a mechanism to archive those services whilst retaining the records	1. Conduct an assessment in consultation with the Business System owner & technical team 2. Recommend a mechanism to archive the records of the services that has been repealed	**Duration**: 2 Months **Payment**: MVR 60,000.00
2	Business Portal	Foreign Investments	1. Review the functionality of Foreign Companies Module 2. Develop the following functions: - Handle Foreign Investment approval notification from Invest Maldives - Integrate the data pushed through this notification to the preferred type of Business Registration (Company, Partnership) - Restrict Business Activities, Capital Increase and Record Share Transfer function - Create an additional approval tier for Invest Maldives in relation to Business Activities, Capital Increase and Record Share Transfer function - Handle enforcement actions/violations - Create tasks based on regulatory interventions (e.g.: notifying changes to policy / data updating apart from regular compliance requirements) 3. Enable regular and custom reports	**Duration**: 2 Months **Payment**: MVR 60,000.00

3	Business Portal	Partnership Module	1. Develop customer-side online services for Partnership Registration, Continuing Requirements & Dissolution 2. Enhance Admin side processes to cater for 2-tier processing 3. Review document requirements and enhance admin portal to cater online processing 4. Enable regular and custom reports	**Duration:** 2 Months **Payment:** MVR 60,000.00
4	Business Portal	Cooperative Society Module	1. Develop customer-side online services for Partnership Registration, Continuing Requirements & Dissolution 2. Enhance Admin side processes to cater for 2-tier processing 3. Review document requirements and enhance admin portal to cater online processing 4. Enable regular and custom reports	**Duration:** 2 Months **Payment:** MVR 60,000.00