Creating a Business Analysis Office Serving Virginia Citizens

Client success story: Virginia Department of Social Services

The Virginia Department of Social Services (VDSS) is one of the largest Commonwealth agencies, partnering with 120 local departments of social services, with a mission of ensuring the well-being of children and families statewide. Child support is supported by state staff, with funding and oversight provided by VDSS to 31 community action agencies. To provide a consistent and user-friendly experience to citizens, VDSS required an agile methodology platform for business analysts (BAs) and IT staff to collaborate and identify subject matter experts across citizen programs and provide system support for existing technologies.

Industry: U.S. State Social Services
Employees: 175 IT Professionals
Mission-critical priority

VDSS required a modern solution for gathering requirements and a standardized documenting approach when launching priority initiatives to meet the appetite of Virginia citizens requiring modern solutions:

- Identified Business Analysis Body of Knowledge (BABOK) methodology as model for BAO framework
- Confirmed no examples of modern implementations for U.S. state agencies
- Enact decision to create a BAO from the ground up

How Gartner helped

VDSS launched an innovative BAO framework that is breaking new ground for the U.S. state’s digital transformation strategy, creating an optimal digital user experience across the state for all citizens:

- Gathered 2,000+ requirements needed to build a framework
- Trained and certified staff in accordance with the International Institute for Business Analysis (IIBA) trade group
- Created a consistent approach for BAs functioning under a single office and manager, regardless of project
- Use a combination of people, process, and technology to manage business analysis activities.

Mission accomplished

Gartner experts played an essential role in:

- Lowering risk for implementation of projects and keeping projects within cost constraints
- Expediting timeline for projects with streamlined requirements and documentation established by BAO
- Lowering cost and time for allocations
- Increasing customer engagement and satisfaction
- Creating transparent deliverables and time frames during vendor reviews that align with VDSS capabilities
- Improving succession planning for VDSS BAs

Questions about becoming a Gartner client? Let’s connect.