



## Rebecca Zinzley *Senior Consultant*

Rebecca is a senior consultant for Francis Group. She is a skilled business and data analyst with experience working with a range of organisations in the public and private sector.

As a business analyst Rebecca has experience in working with a variety of different stakeholder groups, problem definition, business analysis, facilitation and documentation of business requirements, management of requirement for software implementations using both Software Delivery Lifecycle (SDLC) and Agile methodologies, business process improvement using Six Sigma methodology and statistical analysis.

She is passionate about continuous process improvement and being able to make business processes more efficient, through applying lean tools and techniques and data to determine root causes, ultimately being able to implement solutions where results are clearly visible, quantifiable and most importantly sustainable.

### Key Skills

Rebecca's recent skills have been centred on utilising Information Technology to meet business and user needs. Rebecca is focussed on identifying and understanding customer's requirements, to ensure they achieve business and strategic goals. She does this by building trusting relationships, understanding the business, following a structured methodical process to determine the best possible solution and by working closely with the customer to ensure continuous improvement.

Rebecca's key areas of skill are:

- **Business Analysis**

Experience includes: Requirement elicitation and documentation; Facilitating vision and requirement workshops and conducting interviews; Developing the requirements, analysis and design strategy, approach, plan and deliverables; Managing analysis & design scope, schedule, quality, communications and risks.

- **Business Process Improvement**

Experience includes: Identification of problem/opportunity to delivering a solution using the Six Sigma DMAIC (Define, Measure Analyse, Improve, Control) methodology; statistical analysis; facilitating tollgate workshops; stakeholder management; business process mapping and project management.

## Key Experience

### Business Analysis

- Rebecca has worked on both large and small scale projects most recently working as the lead Business Analyst on projects in the Health and Transport industry. Both projects were focussed on replacing their Intranets and Internets with Microsoft technology. This involved facilitating a workshop to determine their vision, eliciting user and business requirements through a number of workshops and interviews followed by detailed documentation of business and system requirements. These projects required a large amount of relationship management including managing business analysts, technical leads and stakeholders.

### Business Process Improvement

- Rebecca's 3 year business process improvement background in the postal industry has provided her with the project experience using the Six Sigma methodology, which focusses primarily on clear problem identification using statistical tools and techniques to drive rapid and sustainable improvement to business processes. She was the lead Green Belt Analyst in a project where the problem identified was the length of time it took from the time a customer requested a redirection to the time it was processed was not meeting customer expectations. This project required Rebecca to follow the DMAIC (define, measure, analyse, improve and control) approach specifically some of her tasks included mapping current processes, developing a data collection plan, collecting baseline data, analysing this data, presenting the results to the project team and steering group and putting forward recommended solutions to improve the process.

## Professional Career Details

### Business Analysis

- Gathered intranet requirements and developed functional specifications for New Zealand Transport Agency (NZTA). Key activities included:
  - Facilitating vision workshop with Senior Leaders, Sponsor and Business Owner;
  - Facilitating business requirement workshops with champions from across different business units;
  - One-on-one interviews with 15 users across different business units. This helped form user profiles;
  - Facilitating a prioritisation workshop - Once business requirements had been identified prioritisation workshops were held to determine the importance of each requirement;
  - Developing a roadmap for future phases of the project;
  - Documentation of requirements and getting Business Owner sign off;
  - Converting business requirements into system requirements and documenting these in functional specifications; and
  - Management of scope and requirements throughout the SDLC. This included managing change requests and ensuring requirements identified as being implemented in phase 1 were strictly adhered to i.e. no scope creep.
- Completed discovery phase for the replacement of the intranet, internet and document management systems for Mid Central District Health Board (MDHB). Key activities included:

- Current State Analysis – held workshops to determine the current state and issues/problems with the existing systems;
- Facilitating future state requirement workshops – This involved a collaboration of stakeholders with different roles from across MDHB. Workshops were facilitated by function i.e. collaboration, search, document management, staff directory and information architecture; and
- Documentation of business requirements including a detailed problem statement.
- Completed requirement documentation for Online Domestic Lodgement of Packets and Parcels (New Zealand Post). Key Activities included:
  - Development of project charter;
  - Liaising with external vendors;
  - Regular meetings with Project Sponsor and Business Owner to determine the business drivers for change and help develop business case.
  - Current State Analysis - Business Process Mapping using Business Process Modelling Notation (BPMN);
  - Gathering requirements from SME's using one-on-one interview technique; and
  - Documentation of requirements.
- Completed requirement documentation for the payments engine within the Digital Postal Network (DPN – NZ Post) project. Key activities included:
  - Current state analysis including process mapping;
  - Liaising with external vendor to determine solution options and associated costs;
  - Creation and presentation of options analysis paper to steering committee; and
  - Elicitation and documentation of requirements.

### **Business Process Improvement**

- Completed DMAIC project for improving the process cycle time of mail redirections (NZ Post). Key activities included:
  - Problem definition and creation of project charter;
  - Establishing project team;
  - Project Management including planning, reporting and risk an issue management; and
  - Data analysis using statistical process control.
- Completed data measurement plan and analysis for Domestic Parcel project. Key activities included:
  - Writing data measurement plan;
  - Facilitated workshop to elicit critical success factors;
  - Analysis of data;
  - Creation of storyboards for Steering committee; and
  - Presenting to Steering Group.

### Professional Qualifications

- Bachelor of Commerce and Administration (Economics and Human Resources and Industrial Relations), Victoria University (New Zealand), 2005.
- Six Sigma (Business Process Improvement Methodology) Green Belt qualified.
- Six Sigma Black Belt trained.