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| **4 CAUSE ANALYSIS** |

***WHAT ARE THE FACTORS THAT NEED TO BE ADDRESSED TO BRIDGE THE GAP AND ACHIEVE THE OBJECTIVE OF THE PROJECT?***

Cause analysis will determine ***why*** the performance gap exists

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|  | **Examples of issues to address**  |
| **PERFORMANCE** * Financial resources
* Expectations and motivation
* Feedback
* Strategic alignment
* Performance context
 | **This section deals with external influences on the project that have an impact on the project*** What strategies and policies have a bearing on this topic?
* Where does responsibility/authority sit within the organisation?
* What feedback have staff already received on this issue?
* How reasonable are stakeholder expectations
* What is the cost to the organisation?
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| **PEOPLE*** Skills and knowledge
* Capacity
* Capability
* Time demands
 | * Do staff have the necessary skills and knowledge to undertake the work needed?
* What are the specific deficiencies in skills and knowledge?
* What are the defined roles and responsibilities in terms of this project are there any gaps?
* Do staff have the necessary tools to do the job?
* Are there capacity issues - in terms of addressing other demands at work?
* Will staff perform the duty on a frequent or irregular basis?
* Is the time taken to address the problem impacting on other duties?
* Are there team issues that will block progress?
* Will current levels of motivation and behaviours support the change?
* Are there individual issues that will block progress?
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| **PROCESS*** IT processes
* Departmental systems and processes
* University systems and process
* Ergonomics
 | * Where are the bottlenecks?
* How efficient are the support tools?
* How well defined are the procedures and processes?
* How efficient are the support tools?
* When is information difficult to obtain/not timely?
* What institutional infrastructure supports this activity?
* How well are elements of the IT infrastructure integrated
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