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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? |  |
| **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? |
| **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 |