Common Problems Faced by System Analysts and Possible Solutions

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System analysts are the IT professionals who ensure the proper and effective functioning of the computer systems and infrastructures while working on higher levels in an organization. Their fundamental responsibilities include complete and thorough research of problems, finding optimized solutions, explaining the series of necessary actions, and finally managing different stakeholders from different backgrounds for achieving the system requirements. They examine the current working system and procedures of an organization and develop response plans according to its requirements (WILSON, 2017).

Both for the progress and security of a company, the role of the system analysts is extremely important. However, they often face many challenges due to increased system requirements from different kinds of stakeholders. Some of those problems faced by the System Analysts and the alternative actions that can be taken in order to avoid them are explained below:

**Analyzing Loads of Data**

It’s the nature of the job of a System Analyst to deal with a large amount of data and analyze it according to the specific requirements within a short interval of time. This hustle can easily lead to developing a state where the System Analysts are unsure of the starting and ending points of their analysis. The condition of over-analyzing arises when the System Analysts are(Famuyide, 2013):

* Unclear and ask multiple questions for getting clarification.
* Unsure of the requirements and confirm them again and again.
* Expand the phase of analysis instead of dealing it iteratively.
* Develop excessive models and artifacts

**Solution**

To deal with a ton of data in a short time, the System Analysts should approach their cases iteratively instead of a long process of trying to get clarification regarding the requirements. Some personal level skills like time management and prioritization of tasks are tested here. An efficient System Analyst is one who filters out irrelevant information and utilizes only the necessary relevant information to develop an effective working solution (Famuyide, 2013).

**Skills and Knowledge**

System Analysts often face situations in which they have to interact and deal with business-specific terms. Technology and Business are the two very big fields covering multiple areas of knowledge that the System Analyst is expected to have a command on. Focusing more on one of these two aspects will consequently lead to the detriment of another. Some of the main questions which arise here are (Famuyide, 2013):

* How can a System Analyst, having a technical background is supposed to have a good grasp of the business domain?
* How can a System Analyst cope up with the anticipated changes when shifting his focus from the methods of designing the structured systems to the object-oriented design and analysis?
* How can a System Analyst modify his working process by shifting from the Waterfall methodology to an Iterative/Agile one?

**Solution**

System Analysts, along with the knowledge of the latest technology, should continually try to learn more about the industry and business. However, there is no single path to get the desired knowledge and skills. The task is not easy and very challenging but can be dealt with effectively with the help of proper training. Also, for the companies hiring System Analysts, finding the capable and right person can also be difficult. A newly hired employee should be provided with the necessary training or tools before his appointment. The companies should provide System Analysts with a clear career path and an opportunity to nurture and strengthen their skills (Famuyide, 2013).

**Unresponsive Stakeholders**

In situations involving information overload, many stakeholders don’t share their information with the System Analysts. It is important in these cases for System Analysts not to consider it personal (Wick, 2012). There are numerous reasons for the uncooperative behaviour of the stakeholders. Some of them are:

**Lack of Healthy Trade of Knowledge**

Many stakeholders don’t respond effectively to the Systems Analyst as they (stakeholders) are not provided with the basic draft/outline of the proposed project by the System Analyst.

**Past Experiences**

If any stakeholder has any bad past experiences with a System Analyst of a particular company, then he might question the ability of current analysts from the same company.

**Unexplained Effectiveness**

The stakeholders consider it useless to spend money on a project which is not properly explained to them by the analysts. System Analysts often fail to properly guide the stakeholders about the overall productivity and effectiveness of the projects under process.

**Solution**

An effective solution to this problem is by altering and modifying the technique of asking. A System Analyst must understand the fact that every stakeholder cannot be dealt with in the same way. They might encounter stakeholders who don’t prefer to have too many meetings. Such clients should be directly asked for the relevant information required. If a System Analyst is able to effectively communicate with the stakeholders by successfully finding a mutual field of interest, then there is a greater chance of them (stakeholders) sharing information. The System Analysts should try to begin their meetings by an icebreaker activity to ensure that the stakeholders are comfortable and clear on the overall motives and profits of the project. As he (System Analyst) proceed with the project tasks, he should keep in touch with the stakeholders by informing them about the success stories so far, and the predicted benefits of the project to get their support, confidence, and trust. As an extreme case, if the stakeholder is still unresponsive, the System Analyst should approach the higher authorities for the solution (Famuyide, 2013).

# References

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