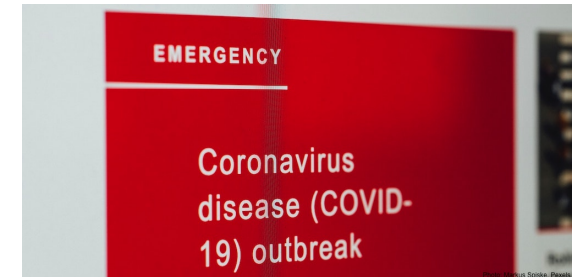


COVID-19 Resources Canada



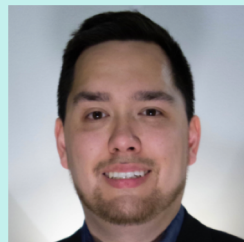
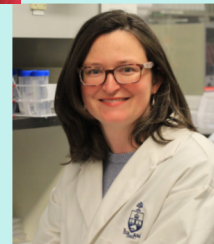
Supporting the response to the 1st and 2nd
wave of the pandemic in Canada

Adrielle Houweling ECBA, PMP, MSc, GCBA

COVID-19 Resources Canada Team



An effective pandemic response requires the support of all Canadians

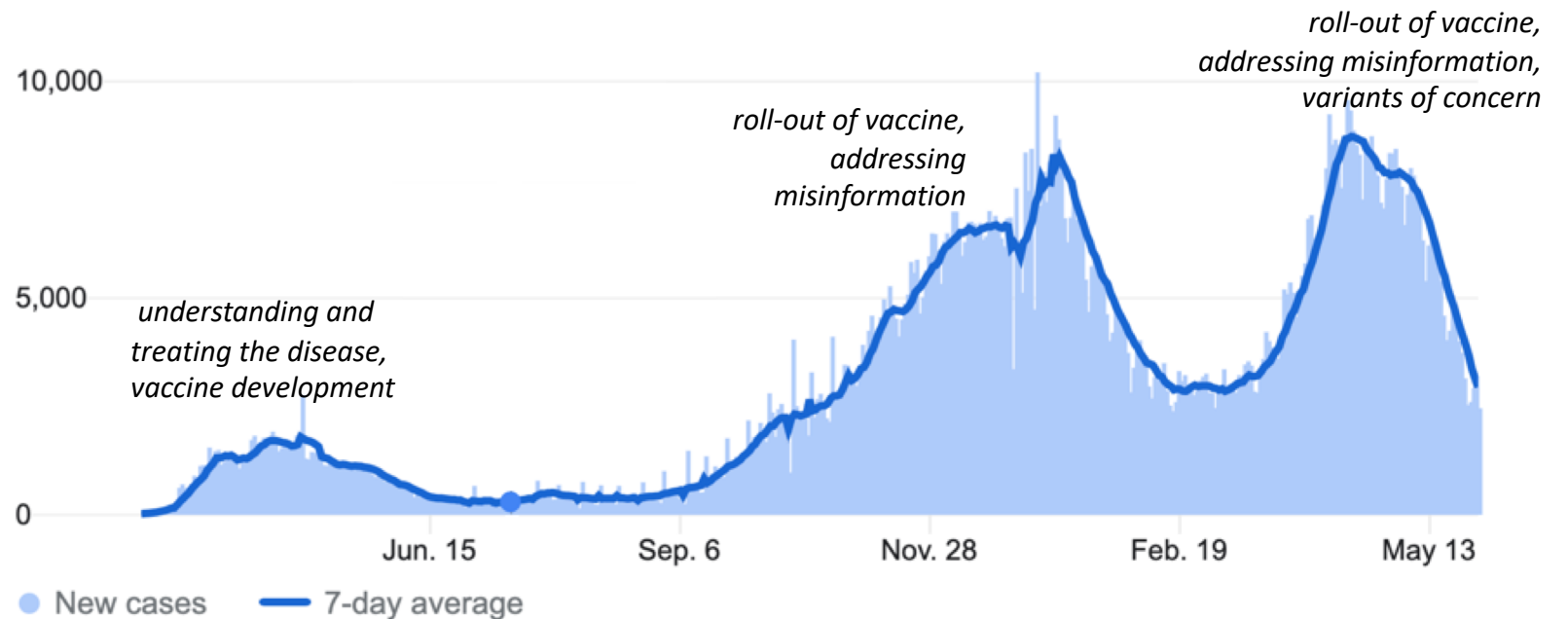


Background

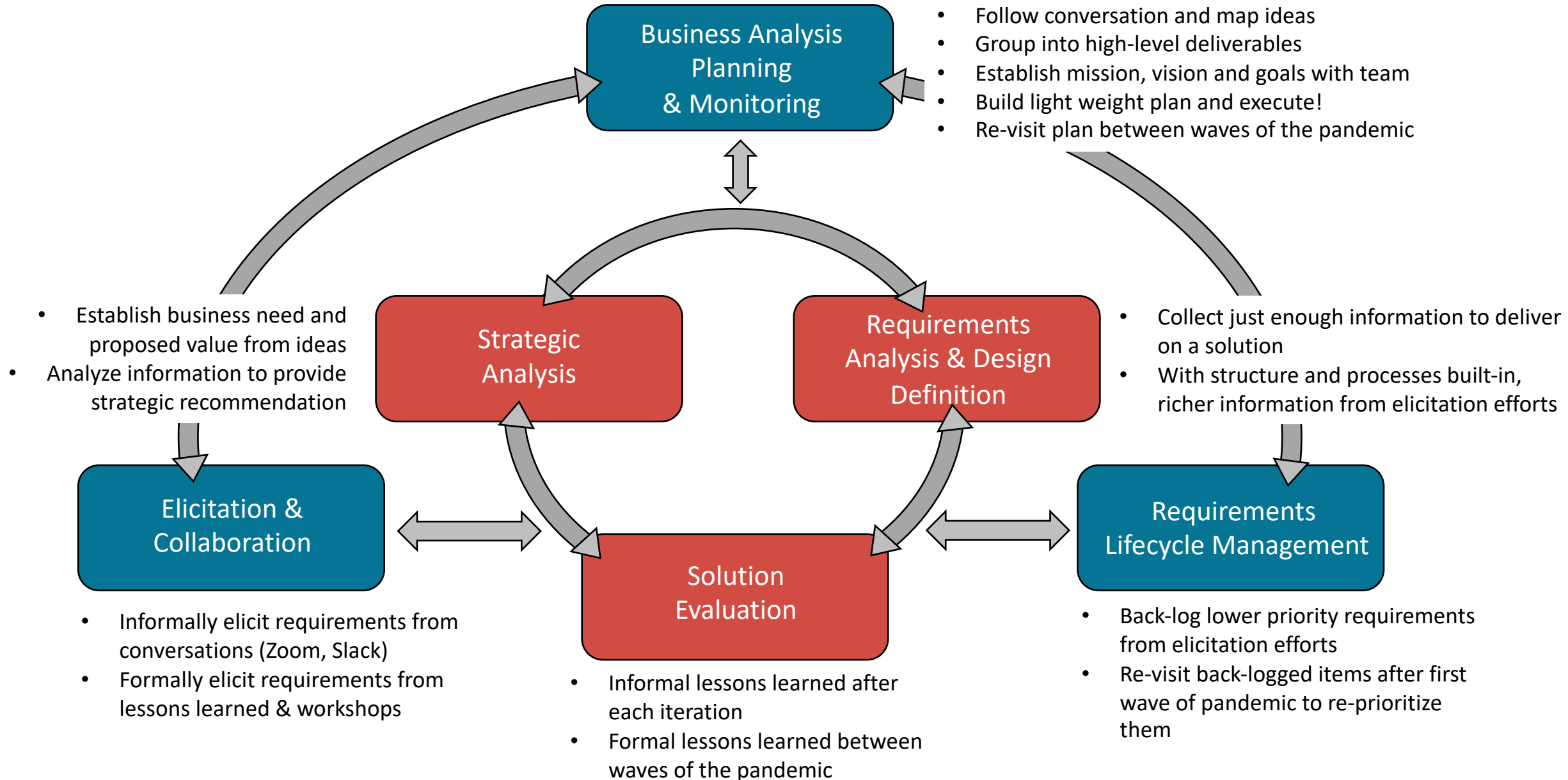
COVID-19 Resources Canada is a grassroots initiative launched on March 20, 2020. Our goals are to:

- Support and facilitate coordination of Canadian COVID-19 research efforts
- Serve as a reliable source of information and expertise for COVID-19 research in Canada
- Support COVID-19 efforts in public health, research, anti-misinformation

- Built from the ground up initially without any structure or processes in place
- Through the self-empowerment of geographically dispersed Canadians
- To act with an agile mindset and support the highly unpredictable COVID-19 pandemic



Business Analysis Activities

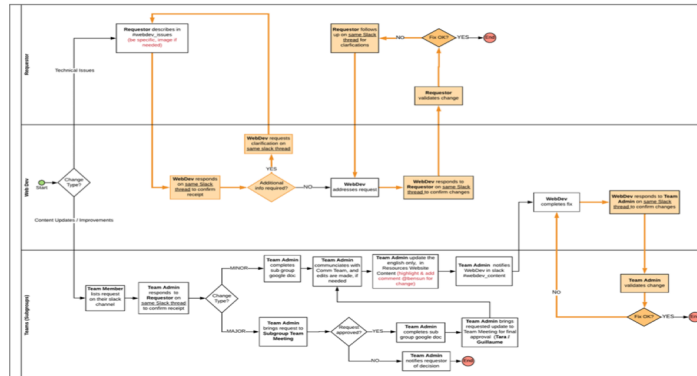
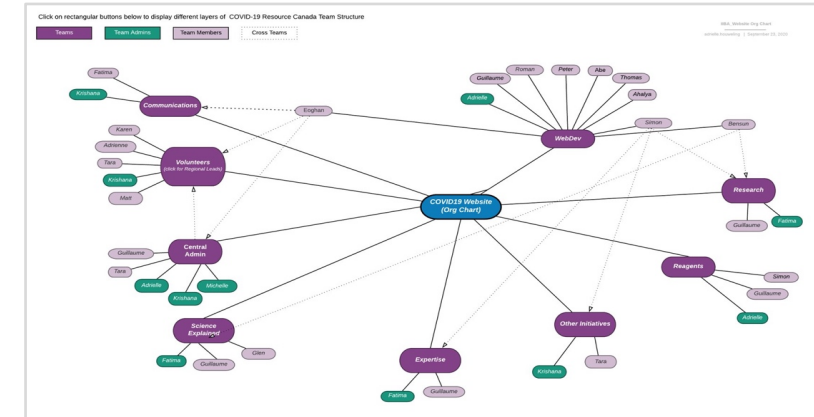


Business Analysis Techniques

Mind Mapping + RACI Matrix

To build light weight plan and organizational structure

- Useful technique for org structure, as it is easily to adjust over time, shows cross-functionality of team and accurate representation of organization (flat in structure)
- Supplemented with RACI matrix, when further clarification of team responsibilities was needed



Observation + Process Modelling & Analysis

Build business process within initiative

- Observe and process model in real-time self-empowered individuals as they executed on tasks in organic fashion
- Lead process analysis to identify pain points and recommend solutions
- Soften modelling language where required to better engage with stakeholders
- Lessons learned included for more complicated processes

Lessons Learned + (Prioritization)

Remain adaptable and pivot strategy to continue to support the pandemic

- Informal lessons learned with teams to ensure tasks remained aligned with goals
- Formal lessons learned with full team to identify high-level activities needed for second wave of the pandemic (predicted for the fall)
- MoSCoW prioritization of activities, and adjustment of goals

Lessons Learned_2020Jul20				
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General comments about the COVID-19 Resources Canada effort.				
1	Brainstorming Document	COVID-19 Resources Canada Organogram	Instructions: Please complete the following 2 YELLOW columns for your respective teams by Wednesday's 1pm meeting: 1) Phase 1 Team	
2				
3		Phase 1 Team Objectives	What went well?	What didn't go well?
4	General/Daily Stand-up - All	General comments about the COVID-19 Resources Canada effort. Stand-up group meeting allows sub-teams to provide updates so all teams are aware of progress/delays/challenges.	- Sub team structure (team admins): task assignment and follow up. - Meeting structure: agenda and actions items facilitated and directed discussion - Selection of skilled team admins - Workflows for complicated processes used regularly by teams - FUNDING - Successfully launched new ways of doing science virtually, which can potentially be applied in multiple contexts post-COVID-19	- Stakeholder engagement (i.e. non-expert public, skilled students/experts & policymakers) - Meeting structure: lack of agenda, which led to meeting overrunning. CORRECTED - Exploring internationally, to see how other organizations, similar to our own, are responding to COVID-19 - Exploring internationally, for potential collaborations with other organizations. - Our communication strategy with organizations and their researchers to facilitate uptake of our website.
	Central Admin	Support the Exec Team and the various Sub-Teams in their efforts to achieve Phase 1 Team Objectives. Ensure	- Regularly scheduled meetings - Meeting structure: agenda and action items facilitate and directed discussion	- Priorities not always in line with executive leads (and sometimes executives did not have the same priorities). - Recruitment of additional team leads

Benefits to Canadians

- Support Canadian COVID-19 research efforts by providing centralized information on:
 - 775 research experts, acting as a starting point for future collaborations
 - Funded research and new funding opportunities to support COVID-19 research exploration
- Matched > 800 individuals to 40 COVID-19 initiatives (> 140,000 hours of work) from the > 7000 volunteers in our database
- Providing accurate COVID-19 information to public audiences (36 articles in multiple languages, 105 drop-in Vaccine Q&A sessions)



Contributions to the profession

- Business Analysts can deliver value, even in the early stages of an organization. We are not simply brought in to resolve issues and improve existing processes. We get organizations started on the right foot
- Business Analysts are not tied to a domain or limited in our adaptability. We carry an agile mindset and will adapt our business analysis techniques to support the needs of any initiative