



Effort Estimation

Effort estimation helps determine capacity needs during transition and steady state. The key steps are:

(1) Understand transaction types and volumes

(2) Define processing time per transaction

- Time and motion studies
- Sampling and simulations
- Leverage benchmarks

(3) Calculate total time required

- Volume x Time per transaction
- Incorporate contingency buffers

(4) Determine FTE requirements

- Factor in shifts, breaks, utilization
- Account for leave, training, meetings

(5) Validate estimations

- Compare actuals to projections
- Adjust projections periodically

Benefits:

- Enables data driven capacity planning
- Balances cost with service levels
- Allows scaling up or down rapidly
- Facilitates budgeting and scheduling

Accurate effort estimation is key to right-sized operations. It balances costs and customer service through fact-based capacity calibration.