

Fast Start in Business Analysis

Duration: 3 days

Overview:

Whether you are developing new policies, new services, new products, or re-engineering existing processes and products, it is critical to accurately and fully understand the business requirements. Many of the problems associated with projects are directly attributed to business analysis issues.

Business analysis is about understanding business requirements so that products and services developed will meet business needs. Many projects fail to deliver because not enough effort is spent on analysing and prioritising requirements. This course is aligned to both the BABOK® from IIBA and to the PMI PBA® standard language for Business Analysis.

Target Audience:

Those who need to learn practical system thinking: business systems analysts, managers, information technology (IT) professionals, or other business professionals.

Business Analysis Core Competencies

- What is the role of a Business Analyst
- Effective Communication Skills for business analysts
- Interviewing and Active Listening
- Facilitation Skills and Critical Thinking Skills

Details Requirements Gathering

- The objectives of requirements gathering
- How requirements fit into the broader context of the project lifecycle
- The cost of missing or misunderstanding requirements
- The role of the requirements gatherer and other related roles in the gathering process
- Making requirements testable, measureable and traceable
- Different methods for eliciting requirements and when to use each method
- Interviews (planning and executing) – the art of asking questions
- Focus groups, Workshops & other methods
- Identifying and clarifying assumptions
- Defining and categorising and prioritising requirements
- Validating the requirements

Process Analysis and Improvement (Optional in a 2 day workshop)

- Collecting data for process mapping
- Facilitate process mapping workshops
- Apply the recognised industry standard analysis technique of process mapping
- Identify opportunities and problem areas within existing business processes

Documenting and Modelling Requirements (Optional in a 3 day workshop)

- Developing a complete and correct Use Case Model for a project
- Writing a correct and complete Use Case
- Awareness of other requirements models such as state diagrams
- Understanding of graphical models such as decision trees and decision tables
- Documenting requirements and tracing requirements throughout the lifecycle