Mastering Business Analysis

Length
5 days

Price
$4389.00 (inc GST)

Overview

This five day Business Analysis Workshop provides an overview of the Business Analysis process and will empower participants with a wide range of fundamental BA skills, tools and techniques.

The workshop begins by laying the foundation for project success by performing enterprise analysis to properly focus attention on issues, opportunities, benefits, stakeholders, scope and objectives. Once those key elements are defined, participants will broaden their knowledge about the requirements process through elicitation, discovery, documentation and validation techniques. Procedure analysis, swim lane diagrams, interviewing, user group facilitation, and business document artefact reviews, are just a few of the methods used in this workshop to effectively elicit and discover requirements.

Knowing that the best writers are rewriters, time will be spent honing professional and quality writing skills so that the requirements captured are documented SMART - specific, measurable, achievable, realistic, and traceable.

Industry Association Recognition

International Institute of Business Analysis (IIBA)

- Credit Hours: 35 hours
- Continuing Development Units (CDUs): 35 CDUs

Skills Gained

Discover How To

- Apply concepts and techniques applicable to any tool or methodology
- Diagnose business process issues and define appropriate project scope and objectives
- Comprehend the "big picture" and the impacts of the proposed changes
- Understand how business analysis thinking can help management
- Collect, document, and organise information
- Elicit and capture users' requests and turn them into requirements
- Write high quality business, functional and quality of service requirements
- Communicate, validate and gain sign off on the requirements document
- Consider all the key elements to make the best recommendations for a solution
- Develop communication skills by delivering a professional presentation

Key Topics

Introduction

- Define Business Analysis and what it means in today's environment
- Recognise the System Development Life Cycle and various approaches

Enterprise Analysis

- Define Enterprise Analysis and state its purpose
- Identify the types and sources of information useful in this level of analysis

Defining the Scope

- Define the current issues and future benefits of the new system
- Identify the functional areas and stakeholders impacted by the issues
- Define the preliminary project scope and objectives

Procedure Analysis

- Define key terms important to procedure analysis
- Analyse a written procedure and associated forms and reports
- Discuss key components and the importance of process modelling
- Create an activity diagram also known as a swim lane diagram
- Decompose activities into further detail using a process script

Requirements Process

- Recognise the cost of bad requirements
- System Development Life Cycle
- As-is and to-be analysis work
- The discovery process
- Correlate project size to requirements analysis
- Plan requirements work
- Perform an enterprise analysis overview

Requirements Essentials

- Requirements best practices
- Define the types of requirements
- Requirements grammar
- Differentiate requirements statements from design statements
- Write measurable requirements for success and testability
- Requirements documentation components

Business Requirements

- Recognise the components of business requirements
- Define system scope using a context diagram
- Write business requirements and draw context diagram for the case study

User Requirements

- Best practices for user interactions
- Identify the various people involved in requirements
- Requirements elicitation techniques
- Requirements tracing
- Facilitated requirements session
- Document user requirements for further development

Stakeholder Interviews

- Recognise the importance of stakeholder involvement
- Understand the best techniques for preparing and holding an interview
- Discuss various questioning and listening techniques
- Learn how to recognise and capture stakeholder requirements
- Experience interviewing key stakeholders and users

Functional Requirements

- Functional requirements and functions
- Identify where functional requirements come from
- Turn user requirements into functional requirements
- Use Case components
- Turn a Use Case into functional requirements
- Turn artefacts into functional requirements
- Determine the correct level and format for functional requirements

Quality of Service Requirements

- Quality of service requirements
- Learn how to build quality of service requirements from user and functional requirements
- Build quality of service requirements from business rules

Building the Requirements Package

- Identify Requirements Attributes
- Understand how requirements are often missed
- Review and rewrite requirements statements for quality
- Cross-functional team work
- Documenting newly discovered requirements
- Manage the project scope in the requirements specification
- Build a requirements specification appropriate for the target audience

Requirements Communication

- Best practices for effective requirements communication
- Requirements validation meeting
- Verify requirements with identified stakeholders
- Justify and interactively update requirements statements
- Gain sign-off approval to continue with design work

Defining a Solution

- Manage the project scope boundaries and change while defining a solution
- Understand system improvement vs. system redesign
- Consider the impact of the solution

Solution Implementation Planning

- Recognise the tasks that must be done to implement the proposed solution
- Estimate time and resources for the implementation

Management Presentation

- Organise the appropriate deliverables into a quality decision package presentation
- Practice professional communication to a management committee

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Target Audience

Business analysts, business systems analysts, managers, information technology (IT) professionals, or other business professionals who need to learn practical systems thinking and need an approach for defining business/technical requirements when implementing new processes or methodologies.

We can also deliver and customise this training course for larger groups – saving your organisation time, money and resources. For more information, please contact us on 1800 853 276.

Prerequisites

None

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