

# BUSINESS SYSTEMS ANALYSIS

IIBA, PMI (35 CDUS AND PDUS)

## DURATION

5 days

## INTENDED FOR

- Those new to the Business or Systems Analysis role
- Experienced Analysts looking to formalise your training
- Non-information systems person working with systems analysts
- Project Managers looking to improve your analysis skills

## PREREQUISITES

You are expected to have some understanding of basic business practice, and to have been exposed to the capabilities and limitations of computer systems.

## Want to learn the fundamental skills to be a great BA?

**This course will provide you with a structured approach to business analysis and will give you the tools and techniques required to make a real difference to your organisation.**

You'll gain an understanding of the integral parts of a business system, how to perform analysis activity and how to engage stakeholders.

This comprehensive course is full of valuable material for a BA including in-depth requirements and business systems concepts, product scoping, requirements elicitation, modelling techniques such as data modelling, process modelling, use cases, business rules modelling, and requirements validation and impact analysis.

Particular emphasis is placed on understanding the problem or opportunity at hand and ensuring that the resulting solution benefits the organisation by meeting defined goals and objectives.

## LEARNING OUTCOMES

By the end of this course, you will be able to:

- Apply a structured, disciplined approach to understanding business systems and solving business problems
- Understand the importance of our stakeholders and their goals
- Produce effective requirements
- Plan, conduct and follow up a structured investigative interview
- Understand that there are many analysis techniques and when to apply each of them
- Produce a process model of an end-to-end business process
- Produce a use case diagram and a detailed use case description
- Produce some user stories
- Produce an entity relationship diagram and a data dictionary
- Build decision trees and decision tables to represent and clarify business rules
- Use critical appraisal techniques to refine and improve a system specification
- List the desirable contents of a business requirements specification

## CONTENT

### Professional bodies and certification

At the start of this course we will look at the professional bodies that exist for the business analysis practitioners. We'll introduce the organisations and present the certifications offered by these professional bodies and discuss the value of alignment to these organisations.

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## CONTENT

### **The role of the Business Analyst**

The course starts with a discussion of the role of business analysis in the context of the system development lifecycle, and emphasises the value that a great Business/ System Analyst will bring to both a project and to an organisation.

We will introduce the IIBA's new Core Concept Model and understand how this defines our business analysis role.

### **Project scope and planning the analysis**

The question 'what do I have to do at the start of a project?' is answered, giving the analyst the tools to set themselves and the project up to succeed. A number of tools and techniques are examined for identifying and understanding project and product scope, along with some tools to be used when starting the analysis task.

A rule-of-thumb planning technique is presented for answering that difficult question 'how long will this take?'

### **Effective requirements**

Understanding the different types of requirements and providing a framework to follow for eliciting these requirements. Exploring the characteristics of a good requirement and how to ensure that we use the right technique to convey our requirements.

### **Understanding the business environment**

The course examines the five 'B's' that the business analyst needs to understand in depth in order to provide a complete solution - business objectives, business actors, business events, business processes and business objects.

### **Elicitation techniques**

The course then focuses more on the combination of skills, attitudes and habits that distinguish superior performance and shows how important these are when performing the business analysis function.

We explore the practical skills a business analyst needs to effectively and efficiently conduct an analysis investigation. A number of different investigative techniques are examined:

- Planning, conducting and following up a structured investigative interview
- Workshops and brainstorming
- Observation
- Searching records
- Questionnaires
- Random sampling

You are then given the opportunity to apply the theory of these investigative techniques using the structured interview.

### **Tools and techniques for modelling the system**

The techniques covered are as follows:

- Context diagrams
- Business process modelling
- Use cases
- User stories
- Entity modelling
- Normalisation
- Logic tools

### **Structured walkthroughs and critical appraisal**

The course then provides an introduction to documentation structures, a practical guide for requirements documentation, and an examination of templates, reviews, structured walkthroughs and the concept of critical appraisal.

The course concludes with a retrospective, exploring the key learnings and ensuring that the attendees have a clear understanding of how to perform the analysis role successfully.

### **Tools and templates**

A set of tools and templates are provided in order to ensure that you can be immediately productive back in the workplace.

## METHOD USED

Lecturing is kept to the minimum necessary, most of the learning is achieved through applying the practices and techniques in group exercises.