



## 2-day Business Analysis – An Overview

### Description

Today, Business Analysts, IT Specialists and the business have to work closely as a team in order to best define new processes or improve existing processes.

This 2-day **overview** course is designed to ensure that this partnership exists, and to ensure that the Business knows how to help the Business Analyst help them.

Participants will learn how to understand and practice the Process Improvement model that will be used by the Business Analysts. It ensures that participants learn:

- What are the processes, tools and techniques to be used
- How to work closely with their colleagues and partners in order to successfully understand the needs
- How to help the Business Analysts in defining, measuring, analyzing, designing and/or improving and controlling improvements in the business processes.

The participants bring their own projects to the course in order to apply the methods and tools directly to their project.

The topics covered are the same as for the 3-day Business Analysts course, but at a higher level.

### Agenda

- **Introduction to Organizational Analysis**
- **The Process Improvement model**
  - Define** the current process
    - Interviewing Techniques
    - BHAG (Big Hairy Audacious Goals)
    - Process mapping tools
      - SIPOC Map
      - Top-Down Charting
      - Functional Deployment Mapping
    - Workshop Facilitation – The FAST Process
    - Translating needs to requirements
  - Measure** the current state
    - Determine what to measure
    - Define the metrics
    - Measurement techniques
    - Manage the results

**Analyze** the opportunities



- Problem Solving and Decision Making Techniques
  - Brainstorming
  - Cause and Effect diagram
  - The 5 Whys
  - IS / IS NOT analysis
  - Benchmarking
  - Force field analysis
  - SWOT Analysis
  - The 6 Thinking Hats

**Design or Improve** the processes

- Define the objectives
- Plan the work
- Analyse and Manage Risks
- Monitor and control the results
- Control Changes
- Define procedures
- Hand over to the Customers

**Control** and evaluate the new processes

- Audit new processes
- Keeping contact
- Mistake Proofing
- Lessons Learned

▪ **People Skills**

- Managing Conflict
- Influencing People
- Managing Resistance to Organisational Change
- Managing your Stakeholders
- Communication

**Objectives**

This course will provide participants with information and understanding of:

- What the Business Specialists will be doing
- How best to help them
- The tools and techniques
- The people skills required
- High-level tools and techniques for analyzing needs