

## **2 day Business Analysis Overview**

### **Description**

Today, the Business Analyst has to be ever more pro-active, structured, and specialized by business sector in order to ensure that the Businesses use the systems that they need quickly, efficiently.

This 2-day course is based on the BABOK (Business Analysis Body of Knowledge) with little theory, much hands-on practice, ensuring that participants learn how to work closely with their Business customers in order to successfully analyze, map, define and implement improvements in the business processes.

The participants bring their own projects to the course, and will use their project as a red line through the course, applying the methods and tools directly to their project.

The topics covered are the same as for the Business Specialists course, but at a more general level.

This course will provide Business Analysts with a process and a framework to:

- Improve existing processes
- Develop new processes
- Think pro-actively
- Work closely with the business
- Know how to facilitate workshops successfully
- Provide the optimum solutions for the business
- Increase the speed and efficiency

### **Audience**

All I.T. and I.S. Business Analysts

## **Agenda**

### ▪ **Introduction to Business Analysis**

#### **Enterprise or Company Analysis**

- PESTLE
- Heptalysis
- STEER
- MOST
- SCOT
- CATWOE

#### **Requirements Planning and Management**

##### **Requirements Elicitation**

- Brainstorming
- Stakeholder Identification
- The FAST Workshop
- Process Modeling
- Top-Down Charting
- SIPOC
- Interface Analysis
- Problem Statement
- Reverse Engineering
- User Task Analysis
- Design Thinking

##### **Requirements Analysis and Documentation**

- Six Thinking Hats
- Five Whys
- SCRS
- MoSCoW

##### **Requirements Communication**

- 3 Ws
- 3Rs
- Managing conflict

### **Solution Assessment and Validation**

- Solution ranking
- Managing change