

Foundation Certificate in Business Analysis

Course Code

SSI039

Duration

3 Days

Format

Classroom | Classroom/Virtual | Virtual

Overview

IT organizations are increasingly required to offer business consultancy as a service. This demands the development of business and IT consultancy skills within the IT organisation. Well trained IT business analysts can broaden their skills and business process knowledge to become IT business consultants. This requires that the competencies of internal IT staff are effectively developed to support this requirement.

Business Analysts provide a solid foundation for delivering project success by acting as a translator or liaison among stakeholders in order to elicit, analyze, communicate and validate requirements for changes to business processes, policies and information systems. Additionally, business analysts understand business problems and opportunities and can recommend solutions and strategies that will help you achieve goals.

Their role is key to defining the requirements of a project at its earliest stages, as well as in planning, defining, and validating project and scope. Organizations may not specifically define the role of the BA / Internal IS Consultant – but key team members across the organization (system engineers, designers, architects and others). They should be versed in the techniques and tools to successfully bring about change .

Objectives

- Understand the roles and responsibilities of Business Analysts
- Be familiar with best practices in Business Analysis and Requirements definition
- Attain new skills to successfully develop, manage, and communicate business requirements and be a productive and contributing member of the organizational team

The certificate programme covers the broad range of principles and techniques within the sphere of Business Analysis, and consists of 8 modules:

- What is Business Analysis
- Defining The Business Problem or Opportunity
- Root Causes of Problems
- Solution Vision and Scope

Who Should Attend

The certificate is relevant to anyone requiring an understanding of Business Analysis including business analysts, business managers and their staff, business change managers and project managers .

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- Developing the Business Case
- Modeling the Future State
- Distilling the Requirements from Models
- Requirements Definition and Documentation

Content

Introduction to Business Analysis

- The origins of business analysis
- The development of business analysis
- The scope of business analysis work
- The role and responsibilities of a business analyst

The Competencies of a Business Analyst

- Behavioural skills and personal qualities
- Business knowledge
- Techniques
- Developing competencies
- The Skills Framework for the Information Age

Strategy Analysis

- The context for strategy
- The definition of strategy
- Strategy development
- External environment analysis
- Internal environment analysis
- SWOT analysis

The Business Analysis Process Model

- An approach to problem-solving
- The process model
- Investigating the situation
- Considering the perspectives
- Analysing the needs

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- Evaluating the options
- Defining the requirements

Investigation Techniques

- Interviews
- Workshops
- Observation
- Scenarios
- Prototyping
- Quantitative approaches

Stakeholder Analysis and Management

- Stakeholder categories and identification
- Analysing stakeholders
- Stakeholder management strategies
- Managing stakeholders

Modelling the Business System

- Soft systems methodology
- Documenting business situations
- Business perspectives
- Business activity models
- Business events and business rules
- Critical success factors and key performance indicators
- Validating a business activity model
- Use of the business activity model in gap analysis

Business Process Modelling

- Definition of business process modelling
- The importance of business process modelling
- The business process modelling technique
- Improving business processes
- Planning the business process improvement initiative

Requirements Engineering

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- Problems with requirements
- The place of requirements engineering in development lifecycles
- A process for requirements engineering
- Actors in requirements engineering
- Requirements elicitation
- Building the requirements list
- Requirements analysis
- Documenting the requirements
- Validating requirements
- Managing changes to requirements

Modelling the IT System

- Modelling system functions
- Modelling system data

Managing the Information Resource

- Managing data resources
- Support for the systems development lifecycle
- Valuing and classifying data
- Support for business activities
- Data administration
- Data modelling
- Technology for capturing and storing data
- Security, governance and related issues

Making a Business and Financial Case

- The business case in the project lifecycle
- Identifying options
- Assessing project feasibility
- Structure of a business case
- Investment appraisal
- Presentation of a business case
- Benefits realisation

Managing Business Change

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- Introducing a new system
- Emotions and the change process
- The need for change management
- The change process