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Business Analysis: Concepts, Tools and Techniques

Course Overview

Business Analysis: Concepts, Tools and Techniques provides an in-depth examination of current Business Analysis practices. After reviewing core BA concepts, participants engage in numerous hands-on exercises to learn commonly used tools and techniques in enterprise analysis, process analysis, project requirements work, and additional BA roles. Significant focus is placed on what BAs can do to optimize post-project value. The BA role in both waterfall and agile projects is discussed. Topics include:

- The value of Business Analysis
- Roles of the Business Analyst
- BA certification
- Stakeholder collaboration
- Enterprise Analysis
- Business Process Analysis
- Types of project requirements
- Planning for the requirements engagement

- Requirements Elicitation: Tools and Techniques
- Analyzing and documenting requirements
- Verifying and Validating Requirements
- Requirements management
- Solution validation
- BA participation in design and testing
- Post-Project Solution Assessment

Who should attend

This course is of particular value to business analysts, project managers and other project staff with direct or indirect responsibility for requirements definition and analysis; Project Management Office staff; and managers of business analysts.

Prerequisites

This course assumes that participants have participated in some projects and have some understanding of one or more business analyst roles.

Class Information

- **Course I.D. Number:** 4035   **Typical class size**: 6 to 20 attendees
- **Duration**: 4 days   **Delivery**: Virtual or onsite
- **Participants receive:**

    o   CBAP® certified instructor
    o   Comprehensive Participant Guide
    o   Commercial-grade BA templates
    o   Certificate of Participation
    o   28 CDUs / PDUs (Technical: 17 Leadership: 4 Strategic: 7)

Licensing

Use this course to teach your students!

This course is available under license to qualified Training Providers. See: **http://www.cvr-it.com/coursewareondemand/** or contact us: (800) 877.8129 or **info@cvr-it.com**

Course Outline

- Section 1: Introduction to Business Analysis
  - Nature of Business Analysis
  - Reasons organizations perform projects
  - Roles of the Business Analyst
  - Value of Business Analysis
  - Business Analysis supports project success
- Section 2: The Business Analysis Professional
  - IIBA®: BABOK Guide®
  - PMI®: Business Analysis Practice Guide
  - Certification programs
  - BA Competencies
- Section 3: Stakeholder collaboration skills
  - Stakeholder identification and analysis
  - Expectations Management
- Section 4: Enterprise Analysis
  - Developing strategy
  - Problem definition
  - Root cause and Needs analysis
  - Solution identification
  - Establishing scope boundaries
- Section 5: Business Process Analysis (BPA)
  - Nature and goals of BPA
  - When BPA is needed: CCC analysis
  - How to improve process quality
  - BPA roles and tools
  - BPA Lifecycle
  - Planning the work
  - Elicitation techniques
  - Process goals and requirements
  - Analysis with As-is versus To-be models
  - Process improvement
- Section 6: Understanding Project Requirements
  - Definition of requirement
  - Requirement types
  - Format of documented requirements
  - Business rules
  - Business case
  - Vision and Scope Document
  - Requirements Lifecycle
  - Benefits of high-quality requirements
- Section 7: Requirements Planning
  - Drivers of requirements planning
  - Business Analysis Plan
  - Requirements Engagement Plan
  - Roles and responsibilities

- BA – PM Synergy
- Section 8: Requirements Elicitation
  - Requirements elicitation
  - BA Skills that support elicitation
  - Elicitation versus gathering
  - Stages of elicitation
  - Elicitation techniques
  - Asking good questions
  - Facilitation skills
  - Active listening
  - Requirements versus design
  - Choose the best elicitation technique
- Section 9: Analyzing Requirements
  - Requirements Analysis activities
  - Structure the requirements
  - Requirements analysis models
  - Review models with stakeholders
  - Transition requirements
  - Prioritizing requirements
- Section 10: Documenting Requirements
  - Requirements documentation options
  - Requirements quality characteristics
  - Consequences of poor requirements quality
  - The Use Case Model: Diagrams and scenarios
  - Writing the requirements document
  - Consequences of poor document quality
- Section 11: Verifying and Validating Requirements
  - Verification and Validation
  - Requirements Traceability
  - Validating the requirements document
  - Requirements approval
- Section 12: Additional BA Functions
  - Project functions
    - Participation in design
    - Roles in requirements management
    - Requirements Traceability Matrix
    - Requirements re-use
    - Requirements communication
    - BA role in testing
    - Solution Validation
  - Post-Project Solution Assessment
    - Assessing Business Value
- Final Course Review

This course includes over 35 hands-on exercises that reinforce comprehension and retention.

Learning Approach

- A certified instructor will use interactive lecture format, more than 35 hands-on exercises, team activities, group discussions, and other techniques to drive home the essential points of this material
- We will build on your prior experience in this topic, while providing you with a structure and vocabulary to use in all of your future projects.
- If you have modest understanding of the Business Analyst role, you will find that the clarity of the material and direct presentation style of the instructor will make the subject matter easy to understand.
- You will receive a Participant Guide which will help you follow the material, take notes and retain what you learned so that you can apply it on your job.

Why should I take this course?

- Experienced Business Analysts will acquire a broader understanding of the many roles possible in their profession.
- If you are new to Business Analysis, the exercises in this course will give insights into essential concepts and techniques.
- All participants take home a set of tools and techniques to help them deal with all aspects of Business Analysis. This includes a full set of commercial-grade BA templates.
- Take this course and learn how to avoid many of the problems that Business Analysts most often encounter.