

Course 105: Business Analysis for Non-Business Analysts (3 days)

Course Description...

The Business Analyst's role is to define the problem, identify the solution and manage the product through the Solution Development Life Cycle. Throughout the solution life cycle the business analyst is engaged in gathering information from, and communicating the problem and solution to, the business. This requires a collaborative effort between the business analyst and the business stakeholders, those who have the problem and those who may be impacted by the solution.

This course describes the roles and activities of the business analyst and also the tasks and responsibilities of the business stakeholders interfacing with the business analysts. The partnership between the business analyst and the business stakeholders is the single factor consistently contributing to the successful solution to business problems.

Learning objectives...

- Define the roles and responsibilities of the Business Analyst and the relationship between the business analyst and the business stakeholder
- Discuss how in many cases the business analyst role is played by a stakeholder in the business community
- Demonstrate the importance of defining the problem first
- Differentiate between gathering information and generating requirements
- Establish the roles of the business analyst and the business stakeholders and define their interworking relationship

Who should attend...

Managers, business owners, business process owners, business analysts, project managers, and anyone interested in determining the most effective method of solving business problems.

Pre-requisites...

There are no prerequisites for this course.

See next page for a detailed course outline...



Outline:

Unit 1 – The Business Analyst in Context

What is Business Analysis

- Roles and responsibilities of the business analyst *
- Objectives of business analysis *
- Relationship of IT to business *
- Relationship of the business analyst and the user community
- Who plays the business analyst role when there is no business analyst *

The Role of the Business Analyst throughout the Solution Development Life Cycle

- The Problem And Solution Domain Model
- Life Cycle process *
- Communication channels *

Unit 2 – Defining the Problem

Defining the Problem

- Defining the problem:
 - Common cause problems
 - Special cause problems
- Documenting the business process
- Components of the product
- Basic problem definition
- Identifying the real problem *
- Establishing the product vision *
- Establishing the acceptance criteria *
- Checkpoint Alpha – the three questions
- One project, one problem: the tummy tuck syndrome

The Business Orientation

- Strategic Justification
- Product risks *
- Business and product constraints *
- Functional goals
- Financial justification

Unit 3 – Preparing the Solution Document

Reason for Requirements

- What must be done
- Why is it so hard? *
- Relative cost of defect fix
- Why bother to formalize requirements?

Requirements Taxonomy

- What are requirements?
- Requirements levels *
- Functional vs. non-functional requirements *
- Quality requirements



Solution Document representation

- The requirements document
- Alternate forms
- User stories
- Use cases
- Backlogs

Unit 4 – Additional Considerations

Approaches to Change

- Buy now, pay later – software inertia
- Pay now, save later

Decision Support

- What information do you want? *

Process Improvement

- Making the transition *
- Improving business processes

Unit 5 – The Bottom Line

Effecting Change in the Organization

- Transition steps
- Successful change

Where to go for more information

** Indicates a topic that contains a class activity: discussion, individual exercise, paired activity, or group workshop.*

Please contact your ROI Representative to discuss tailoring this course to your environment!!!