

## **Business Analysis for the IT Professional**

**Description:** The business analyst role has evolved from that of a business procedures analyst to that of a critical business liaison between the user community and the technical solution providers. This course provides the knowledge and skills essential to effectively provide business analysis leadership to your organization.

**Days:** 4

**Audience:** This course is designed for:

- New business analysts
- Experienced business analysts looking to update their skills and understanding of their role
- Project managers who incorporate business analysis roles in their projects
- Managers that have business analysts on their staff

### **Unit I. Overview**

#### **A. Responsibilities**

- Business/technical liaison
- Requirements
- Facilitation
- Decision-making
- Issues management
- QA

#### **B. Communications**

- Why critical
- Errors, myths, and process
- Using verbal, nonverbal, and written communications
- Documentation issues
- Noise, Blockers, and Filters

**C. Information distribution**

- What happens in the absence of good information
- Meetings – Joy and Concern
- Presentations
- The 11-second rule

**D. Communications styles**

- BEST
- Assessing your own communications approach

**E.Documentation strategy**

**Unit II. Requirements Gathering**

**A. Levels of requirements on a project**

- Relative costs of defect repair
- The Requirements Process
- Levels of Requirements
- Specifying Requirements

**B.Techniques for gathering requirements**

- Interviewing
- Prototyping
- Use Cases
- Collaborative Workshops
- Work Breakdown Structure
- Business Process Analysis

**C. Ranking requirements**

**D. Use Cases**

**Unit III. Modeling**

**A. Diagrams**

**B. Modeling**

**C. Business Process Analysis**

- Workflow Mapping
- Swim Lanes
- When use BPA vs. Use Cases

**D. Business Process Improvements (BPI)**

**E. Business Process Reengineering (BPR)**

- 10 Key mistakes and how to avoid them
- As-is Process
- Identifying weak areas
- To-be
- Gap Analysis
- The Relation of BPR to IT
- Requirements Validation

**F. Data Modeling**

- Fundamentals
- Entity Relationship Diagrams
- Many-to-Many Relationships
- OOA/OOD

**Unit IV. Fundamentals of Testing**

**A. Testing strategy**

- Customer satisfaction

- Prevention over Inspection
- Management responsibility
- Processes within phases

**B. Ensure project quality and quality of the product**

- Unit Testing
- Regression/Integrated Testing
- User Acceptance Testing

**C. Test scripts**

**Unit V. Templates**

**A. Software/Product Requirements Outline**

**B. Use Case Template**

**C. Test Plan Template**

**Practical Application Sessions**

- Determine your own Communication Style
- Interview a project sponsor
- Develop Use Cases and a Use Case Diagram
- Gather requirements while developing a Work Breakdown

Structure

- Create a Business Process model
- Design and facilitate a Requirements-Gathering session
- Develop a high-level Requirements Document
- Develop an Entity Relationship Diagram
- Create a Project Test Plan

**Upcoming Classes**

Sorry, there are no upcoming classes. Feel free to contact us if you're interested in us putting a class together.