



Learning Centre

“Your Project Management Knowledge Connection”

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Business Analysis Essentials
Workshop Outline
3 Days / 21 PDUs or CDUs

BUSINESS ANALYSIS ESSENTIALS - WORKSHOP OUTLINE

One of the major problems associated with projects is eliciting and managing user requirements, and ensuring that stakeholders' needs are satisfied. Business Analysts act as the key intermediary between business and technical areas, developing the business requirements and supporting downstream development.

Workshop Overview

In this hands-on workshop, you will gain foundational knowledge of the functions of the Business Analyst in supporting business projects. You will also learn basic tools and techniques that you can apply immediately back at work to evaluate business opportunities and to elicit, prioritize, communicate and validate requirements throughout the project life cycle. The course follows the International Institute of Business Analysis (IIBA®) industry standards.

Workshop Benefits

- Learn the IIBA® Business Analysis Framework - Business analysis terms and definitions
- Expand and confirm your knowledge of the roles, functions, tools and techniques of an effective Business Analyst
- Comprehend the critical issues and pitfalls of business analysis
- Conduct and prioritize feasibility studies
- Learn standard return on investment models to support the business case
- Plan a detailed requirements development process using best practices
- Use collaborative processes to develop requirements that meet the business' strategies & benefits
- Improve creative problem-solving skills using lateral thinking techniques
- Understand the stakeholders' roles and responsibilities
- Employ communication strategies to ensure stakeholder contact, feedback and satisfaction
- Share knowledge and network with others

Workshop Format

This hands-on workshop employs a dynamic mix of a self-assessment **questionnaires** and action-learning team simulated **exercises** of “real-world” business and project environments that will provide you with practical experience in performing the key functions of a Business Analyst. In addition, **hand-outs** are provided for reference, dialogue sessions and **reviews** are conducted for experience and idea sharing, and guided feedback from the Workshop Leader to reinforce learning. This format will enable you to immediately apply basic project management skills back at work.

Workshop Take-Aways

- Business Analysis Essentials Workbook
- Hand-Outs – Deliverable & Tools Templates
- Certificate of Completion
- **21 PMI® PDUs or 21 IIBA® CDUs**
- Website & Book References

Who Should Attend?

The workshop is designed for those who want to better understand the key functions of a Business Analyst, or to enhance their ability to effectively analyze business options and solutions. Attendees include Business Analysts, Systems Analysts and IT Professionals, Project Managers and Team Leads, Customers and Users.

The Workshop is very hands-on, hence it is limited to a maximum of 16 participants.

Inquire About Our Customized Workshop Solutions

If your business requires confidentiality or a tailored approach to your business, a customized approach is available. Call us at 604-461-0104, or email learning@ciki.ca.

BUSINESS ANALYSIS ESSENTIALS - WORKSHOP OUTLINE

WORKSHOP INTRODUCTION

- Introductions
- Workshop Rules
- Workshop Agenda
- Workshop Format
- Workshop Objectives

UNDERSTANDING THE FUNDAMENTAL OF BUSINESS ANALYSIS – THE FRAMEWORK

- PMI® Project Management Processes, Phases and Life Cycle
- Business Analyst Roles in the Project Life Cycle
- The Major Requirement Types
- IIBA Knowledge Areas and Business Analysis Framework
- Business Analyst & Project Key Challenges
- IIBA® Knowledge Area Relationships
- Business Analyst Core Competencies

ANALYZING THE BUSINESS OPPORTUNITIES

- Conducting Feasibility Studies
- Using Affinity Diagrams & Decision Tree Analysis
- Preparing the Business Case
- Understanding Return on Investment Models

ANALYZING THE STAKEHOLDERS

- Identifying Stakeholders and Developing a Stakeholder Register
- Defining Stakeholder Roles and Responsibilities
- Assessing and Categorizing Stakeholders
- Preparing a Stakeholder Matrix

ANALYZING THE REQUIREMENTS

- Creating the Requirements Document
- Using Eliciting, Gathering & Prioritizing Techniques
- Using Analysis and Documentation Techniques
- Validating the Requirements with Stakeholders & Obtaining Approval
- Mapping the Requirements to Business Strategy & Benefits
- Developing the Project Scope Statement

MANAGING REQUIREMENTS WITH THE STAKEHOLDERS

- Managing Stakeholders by Ensuring Customer Involvement Throughout the Project
- Managing Issues and Concerns by Implementing a Customer Feedback Process
- Resolving Problems by Using Creative Critical Thinking Techniques and a Collaborative Synergistic Problem-Solving Approach
- Managing Scope by Implementing a Change Control Process
- Managing Stakeholder Communications and their Key Challenges

WORKSHOP CONCLUSION

- Project Challenges
- Tips to Remember
- Opportunities for Improvement
- IIBA® Information & PMI® Information
- Website & Book References