



Fundamentals of Business Analysis

Target Audience

This course was originally designed for business analysts new to the role. However, the course is also suitable for experienced business analysts as it:

- Provides a reinforcement session for those BA's who have been doing the job for many years but have never received formal training
- Provides a 'standard' approach to be adopted by teams who might currently be using a mix of different techniques and deliverables
- Can be used as a tool for uncovering and addressing issues faced by existing BA's or BA teams
- Covers the ISEB Requirements Engineering syllabus in full so is the start point for the ISEB Diploma in Business Analysis
- Covers other parts of the remaining 3 ISEB modules giving a broad introduction to the qualification but maintaining an emphasis on real-world practice

The course is also suited to individuals embarking on a career in change management, IT or project management, as it provides a useful insight into the project lifecycle and the need for robust requirements and a rigorous and methodical approach.

For delegates interested in achieving their ISEB Business Analysis qualification, they can sit the ISEB Requirements Engineering exam at the end of the last day. This is an open-book exam and is one of four modules required for the qualification. Alternatively, the exam can be sat at a later time during one of our public exam sessions.

Approach

The course is highly interactive and delegates are encouraged to learn through group exercises including a detailed case study. The case study is based on a complaint management department within a medium sized bank. It requires no prior banking or business knowledge and only a minimal amount of reading to get started. The case study throws up issues surrounding project initiation, scoping, system integration, changes to user requirements and business process as well as organisational change.

Close team work is essential and delegates are encouraged to make short informal presentations at the end of each exercise to build their confidence and develop the skills of peer group review.

There is a strong focus on delivering quality requirements in a highly pragmatic way - it focuses on what will work in the real world rather than academic or exam based theory.

Instructors

Instructors are experienced Business Analysts rather than 'trained trainers'. They can therefore quote real-life examples as well as being able to confidently field delegates' questions that might relate to projects or scenarios outside the scope of the course.

Fit with ISEB and IIBA Business Analysis Accreditation

Having attended the Fundamentals of Business Analysis course, delegates can go on to attend our Advanced Business Analysis course. This 5 day course builds on the knowledge gained through the Fundamentals course and allows delegates to sit the remaining 3 ISEB exams in Business Analysis Essentials, Organisational Context and Modelling Business Processes. The same case study is used to allow delegates to see the full end-to-end cycle of strategic analysis through requirements definition and solution delivery.

The Fundamentals course is accredited by the IIBA and counts as 37 CDU's towards your CBAP qualification - reference E086-001.

Course Objectives

By the end of the course the Business Analyst will be able to:

- Integrate into a project or team environment with an understanding of their role, key responsibilities and relationship with fellow project members
- Work with business users to gather and document different types and levels of requirement
- Work with business users to define, scope and initiate a project
- Break-down complex business scenarios or problems into process and data models
- Validate requirements by producing Use Cases and assess requirements against defined quality criteria
- Apply end-to-end thinking to complex business and system problems to ensure 'right first time' documentation and solutions
- Work with business users and delivery teams to develop optimum solutions to defined requirements
- Confidently present findings to business users and their project team

Course Duration

The course is split into a number of modules and the full course runs for 5 days with the optional exam being taken at the end of the 5th day or during one of our public examination sessions.

Course Content

The course is split into 10 different modules. On-site clients may choose to exclude certain modules if required.

Module 1 - Introduction to the BA Role

Covers the role of the Business Analyst and how the role has evolved over the past 30 years. Examines the differing roles and responsibilities of a business analyst through all project phases and how the role can differ across organisations.

Module 2 – Project Definition and Scoping

Examines the important steps in defining a project. Covers the importance of understanding and defining objectives, how to define scope, production of a business case, identifying stakeholders. How projects are broken down into phases and what deliverables are produced from those phases.

Module 3 - Interviewing and Fact Finding

The user perception of IT and projects. How to interview different types of user and how to capture and assimilate information. How to use workshops effectively for requirements gathering.

Three interview role-plays are performed to place delegates in real-life situations with three different types of user.

Module 4 - Requirements Definition

What are requirements, why they need to be defined and different techniques for documenting requirements. Types of requirement, including Functional and Non-Functional requirements.

BA Solutions Training Course – Fundamentals of Business Analysis

The importance of defining requirements at a high and low level of detail. Examines and discusses the difference between requirements and solutions. Why end-to-end thinking must be applied. Examines the complexities of modern business systems and processes.

Module 5 - Process Modelling

Examines business process modelling and why and when it should be used. Introduces the industry standard process modelling technique - BPMN. Process modelling as a requirements definition tool.

Module 6 - Data Modelling

Why and when the BA should do data modelling. How to build entity relationship diagrams and define attributes.

Module 7 – Ensuring Requirements Quality

Looks at the development of Use Cases and scenarios. What problems occur during requirements analysis and how to prevent them. How to ensure a quality product.

Module 8 - Managing Delivery

Looks at the role of the BA beyond a project's initial requirements definition phase. Revisits the detailed analysis phase and why it is so important. Examines how the BA should work with business users and delivery teams to ensure a robust and cost effective solution is delivered.

Module 9 – Requirements Engineering Techniques

This module covers: Production of a Requirements Catalogue, Requirements Databases and CASE tools. Knowledge Types and Investigative Techniques. Prototyping. Structured Walkthroughs, User Acceptance Testing.

Module 10 - Review

Revisit the key learning points from the course and looks at why projects can go wrong and how the Business Analyst can prevent it.

Course Timetable

(all timings are approximate)

Day 1

Module 1 Introduction – The Role of the Business Analyst (4 hours)

Module 2 Defining a Project (3 hours)

Day 2

Module 3 Interviewing and Fact Finding (1.5 hours)

Module 4a – Documenting Requirements (2 hours)

Interview Role Play (2 hours)

Module 4b – Documenting Requirements (2 hours)

Day 3

Module 5 - Process Modelling (3.5 hours)

Module 6 – Data Requirements and Data Modelling (3.5 hours)

Day 4

Module 7 – Ensuring Requirements Quality (3 hours)

Module 8 – Managing Delivery (3.5 hours)

Day 5

Module 9 - Requirements Engineering Techniques (5 hours)

Module 10 - Review (0.5 hour)

Optional ISEB Requirements Engineering Exam (1.5 hours)