

Overview

Understanding how an organisation decides its strategy is fundamental to a Business Analyst being able to put their work into context. This course is designed to help the Business Analyst build the knowledge on the wider picture of business systems. It focuses on using an holistic approach to the investigation and improvement of business situations with a view to developing effective, feasible business solutions.

This course leads to the ISEB Certificate in Business Analysis Essentials.

Skills Gained

On completion of this course, attendees will be able to:

- Understand business strategy
- Identify & manage stakeholders
- Build a business activity model
- Create a business case

Pre-requisites

There are no pre-requisites for this course.

Who Should Attend

Business Analysts looking to gain an understanding of organisational planning and the context of business analysis within the wider picture of the organisation.

Content

Rationale

Lifecycle for business change
Role of the Business Analyst

Strategic Analysis in Context

Identifying the business domain
Strategic analysis techniques
Critical Success Factors and Key Performance Indicators

Project Discipline for Business Analysis Studies

Terms of reference/project initiation
Deliverables from business analysis studies

Understanding the Situation/Issues

Stakeholder analysis
Investigative techniques

Business perspectives

Identifying different perspectives
Defining business perspectives
Identifying and resolving conflicts

Analysing and modelling business activities

The conceptual business activity model
Building a business activity model
Business events/activity triggers
Business rules/constraints

Identifying potential solutions

Gap analysis - comparing the ideal and existing systems
Defining a new business model (the processes, people and organisation)

Making the business case

Structure of a business case
Identifying costs and benefits
Identifying impacts & risks
Principles of risk analysis and management

Accepting the business case

Testing the system for user acceptance

Course Duration: 3 Days