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# Business Analysis foundation

## Leading to the BCS Foundation Certificate in Business Analysis

IT departments today must be able to engage with the business. The role of the Business Analyst is to understand business problems and opportunities and to recommend solutions and strategies. This role is key to defining the requirements of projects at their earliest stages, as well as in planning, defining, and validating projects and scope.

This course covers the key principles and techniques that underpin good Business Analysis as mandated by BCS, the Chartered Institute for IT. The certificate is relevant to anyone requiring an understanding of Business Analysis including business analysts, business managers and their staff, business change managers, project managers, system developers.

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# Business Analysis foundation

## Why Are Business Analysis Skills Key to IT?

Today, IT departments must be able to engage with the business. Business analysts understand business problems and opportunities and can recommend solutions and strategies. Their role is key to defining the requirements of a project at its earliest stages, as well as in planning, defining, and validating project and scope. Whether or not the role of the BA / Internal IS Consultant is explicitly defined, key team members must be versed in the techniques and tools to successfully bring about change.

Business Analysts provide a solid foundation for delivering project success by acting as a translator or liaison among stakeholders in order to elicit, analyse, communicate and validate requirements for changes to business processes, policies and information systems.

## Course Objectives

This Foundation course is designed to ensure that candidates understand the key principles and techniques of business analysis:

- The role and competencies of a business analyst
- Investigation and modelling techniques
- Strategic analysis
- Requirements engineering
- Business system and business process modelling
- Management of business change
- Stakeholder analysis

## How Will the BA Foundation Certificate Help?

The Foundation Certificate in Business Analysis will help participants to:

- Understand the roles and responsibilities of Business Analysts
- Be familiar with best practices in Business Analysis and Requirements definition
- Attain new skills to successfully develop, manage, and communicate business requirements and be a productive and contributing member of the Organisational team

The certificate covers the broad range of principles and techniques within the sphere of Business Analysis, and consists of 9 modules:

- What is Business Analysis
- Developing the Business Case
- Defining The Business Problem or Opportunity
- Modelling the Future State
- Root Causes of Problems
- Distilling the Requirements from Models
- Solution Vision and Scope
- Requirements Definition and Documentation



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## Who Should Attend

The Business Analysis Foundation course is relevant to anyone requiring an understanding of Business Analysis including business analysts, business managers, business change managers, project managers, system engineers.

The qualification also provides the foundation for a range of specialist modular certificates in the areas of Business Analysis, IS Consultancy and Business Change. The follow on from this course is the higher level ISEB Diploma in Business Analysis.

## Pre-Requisites

There are no specific pre-requisites for entry to the course or examination. The syllabus is based on the BCS (British Computer Society) publication Business Analysis.

## Exam Format

The format for the examination is a one hour multiple-choice examination. The examination is closed book. Candidates must achieve 26 from 40 questions to pass. Successful candidates are awarded the ISEB Foundation Certificate in Business Analysis.

## Delivery Format

The course delivery format comprises theory, practical assignments and examination practice.

## In House Training

This course is available for private presentation, either on your own premises or "off-site".

Please contact us for an obligation-free quotation and to discuss your requirements.

## Course Contents

### ▶ Introduction to Business Analysis

- The origins of business analysis
- The development of business analysis
- The scope of business analysis work
- The role and responsibilities of a business analyst

### ▶ The Competencies of a Business Analyst

- Behavioural skills and personal qualities
- Business knowledge
- Techniques
- Developing competencies
- The Skills Framework for the Information Age

### ▶ Strategy Analysis

- The context for strategy
- The definition of strategy
- Strategy development
- External environment analysis
- Internal environment analysis
- SWOT analysis

### ▶ The Business Analysis Process Model

- An approach to problem-solving
- The process model
- Investigating the situation
- Considering the perspectives
- Analysing the needs
- Evaluating the options
- Defining the requirements

### ▶ Investigation Techniques

- Interviews
- Workshops
- Observation
- Scenarios
- Prototyping
- Quantitative approaches

### ▶ Stakeholder Analysis and Management

- Stakeholder categories and identification
- Analysing stakeholders
- Stakeholder management strategies
- Managing stakeholders

### ▶ Modelling the Business System

- Soft systems methodology
- Documenting business situations
- Business perspectives
- Business activity models
- Business events and business rules
- Critical success factors and key performance indicators
- Validating a business activity model
- Use of the business activity model in gap analysis

### ▶ Business Process Modelling

- Definition of business process modelling
- The importance of business process modelling
- The business process modelling technique
- Improving business processes
- Planning the business process improvement initiative

### ▶ Requirements Engineering

- Problems with requirements
- The place of requirements engineering in development lifecycles
- A process for requirements engineering
- Actors in requirements engineering
- Requirements elicitation
- Building the requirements list
- Requirements analysis
- Documenting the requirements
- Validating requirements
- Managing changes to requirements

### ▶ Modelling the IT System

- Modelling system functions
- Modelling system data

### ▶ Managing the Information Resource

- Managing data resources
- Support for the systems development lifecycle
- Valuing and classifying data
- Support for business activities
- Data administration
- Data modelling
- Technology for capturing and storing data
- Security, governance and related issues

### ▶ Making a Business and Financial Case

- The business case in the project lifecycle
- Identifying options
- Assessing project feasibility
- Structure of a business case
- Investment appraisal
- Presentation of a business case
- Benefits realisation

### ▶ Managing Business Change

- Introducing a new system
- Emotions and the change process
- The need for change management
- The change process

## Teams to Train?

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