Overview

Effective software systems and solutions are based on a partnership between users, management and IT staff. In order to maximise the synergy in this partnership, a common language is needed to define both problems and solutions. This course would suit those who have no business analysis experience but need to know the processes, shared language and the fundamentals of the field as well as those who have some BA experience but may be in need of a more formal approach.

This course empowers the Business Analyst and System User by teaching the tools and techniques required to improve systems understanding, commitment and quality.

Skilled and experienced business analysts and systems analysts play a vital role in developing accurate specifications for technology-based business solutions and multi-skilled individuals are needed who can play a successful role in translating business needs into IT-related specifications.

This course focuses on business analysis methodology, tools and techniques. It provides a solid and comprehensive overview of the role of the business analyst and the business analysis process. Two days are spent on business case activities and the following two days on requirement specification activities.

The PBA course develops awareness and understanding, but not mastery of all the topics. It is recommended that delegates who require mastery of the various topics elect to attend the more comprehensive Certificate Programme or the Advanced Business Analysis Programme (AdBA).

Target Audience

- Entry level business or systems analysts
- Users and project sponsors
- Project managers
- Contractors, IT and management consultants
- IT and business people who need to understand the business analysis and requirements definition process

Prerequisites

Successful past candidates have been drawn from a wide variety of backgrounds and experiences. There are no strict pre-requisites: we do not exclude any delegate who is strongly motivated to do the course.

Delegates and their companies will, however, derive maximum benefit from the learning experience if they are able to apply the skills learnt in the workplace during the course.

Course Delivery

This course combines instructor-led seminars and group work built around a comprehensive case study, enabling participants to practice the tools and techniques covered. Group work stimulates participation and discussion. Throughout the course, delegates are encouraged to share their own personal experiences and concerns.

Practical exercises, both theoretical and “real life”, ensure that the knowledge gained is both transferred and instilled.

Numerous ready-to-use templates, both hard- and soft-copy (using standard Microsoft applications) help to transfer the knowledge to the workplace.

Gain a deeper insight into the professional methods, tools and techniques used by modern business analysts to specify system requirements

Course Assessment

There are no formal assessments (exams, tests, presentations, etc) for this course. However, to earn a certificate of attendance, delegates will be required to:
- Attend all four course days
- Actively participate in exercises and discussion workshops

Learning Outcomes

- Be able to describe a variety of software processes and be familiar with those used in the organisation
- Learn and use information-gathering techniques
- Describe the role of various IT stakeholders, including the Business Analyst, in the organisation
- Successfully perform problem analysis and identify and define the goal, objectives and scope of a project
- Identify functional, informational and non-functional requirements
- Select and utilise various business process improvement options
- Understand systems feasibility and be able to conduct a feasibility study
- Be able to develop a business case, including cost-benefit analysis, impact and risk analysis
- Use modern information and process modelling techniques
- Understand the need for project and quality management in IS
- Appreciate and incorporate change management techniques into the systems plan

Course Code: PBA
Rating: International Institute of Business Analysis: PD Hours: 30
Course Content

Day 1: Software Lifecycles, Roles and Responsibilities
- Software processes, Tools and techniques
- Stakeholders: Roles and responsibilities
- The organisational context
- The role of the business analyst
- Practical information gathering
- Value chain and business area analysis.

Day 2: Requirements Definition & Business Solution Justification
- Project initiation and setting project goals and objectives
- Scope definition and management
- Requirements elicitation
- Identification of preliminary solution options
- Completing the business case: Preparation and presentation of the business case

Day 3: Extended Process Modelling
- Event analysis
- Functional decomposition
- Document a process using text-based narrative (Use Case)
- Event-driven process modelling (Activity diagrams)
- Detailed requirement specification
- Information and data modelling

Day 4: Requirements Definition
- Interface design and prototyping
- Build a system prototype
- Solution integration and verification
- Implementation and change management.

Comments from past delegates
- Very informative, helps with situations and problems I experience in my career” C.T.
- “Very innovative and a good learning experience” K.W.
- “It is very informative and gives a good understanding of Business Analysis”
- “Excellent, worthwhile window into the BA world” L.P.
- “Good overview of roles, responsibilities of Business Analysis”
- “Very useful in preparation for someone moving to BA role” E.B.
- “Very relevant if you’re in the environment of Business Analysis” C.M.

JOHANNESBURG:
Block C, Inyanga Close, Sunninghill, 2157 | Tel: 011 807 9478

CAPE TOWN: Block C, The Estuaries, 3 Oxbow Crescent, Century City, 7441 | Tel: 021 683 4506

info@fti.co.za | www.fti.co.za

“FTI”, various graphical images and “Growing Knowledge Professionals” are all registered trademarks of Faculty Training Institute (Pty) Ltd. All other trademarks are owned by their respective trademark owners.