



Business Analysis for Non-Business Analysts

Course ISI-1437

3 Days

Instructor-led, Hands on

Introduction

Understanding business process, pain points, and opportunities for improvement is everyone's job, even if your title isn't "business analyst". Being able to create efficiencies, reduce costs, and effectively communicate are professional skills that can be used in any position. This three day instructor led course will help participants sharpen their ability to think critically, look at the big picture as well as drill down into the details.

Students will learn how to properly initiate, analyze and develop a conceptual design within a 3 day timeframe. Replete with both "hard" and "soft" skills, this course builds a sound strategy for analyzing business processes and demonstrates how to apply concepts and practical techniques within the context of an experiential learning environment

Audience: Those who need to learn practical systems thinking: project managers, decision makers, team leads, managers, information technology (IT) professionals, or other business professionals.

Course Objectives:

Students will gain the following knowledge and skills:

- Apply concepts and techniques applicable to any tool or methodology.
- Diagnose business process problems and present possible solutions from findings.
- Comprehend the "big picture" and the consequence of decisions.
- Understand how business analysis thinking can help management.
- Collect, document, and organize information.
- Identify and document issues through analysis and interviews.
- Document requirements.
- Develop communication

Prerequisites

- None

Course Outline

Module 1: Introduction

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- Define Business Analysis and what it means in today's environment
- Recognize the System Development Life Cycle and various approaches

Module 2: Enterprise Analysis

- Define Enterprise Analysis and state its purpose
- Identify the types and sources of information useful in this level of analysis

Module 3: Defining the Project Scope

- Define the current issues and future benefits of the new system
- Identify the functional areas and stakeholders impacted by the issues
- Define the preliminary project scope and objectives

Module 4: Procedure Analysis

- Define key terms important to procedure analysis
- Analyze a written procedure and associated forms and reports
- Discuss key components and the importance of process modeling
- Create an activity diagram also known as a swim lane diagram
- Decompose activities into further details using a process script

Module 5: Interviewing

- Recognize the importance of stakeholder involvement
- Understand the best techniques for preparing and holding an interview
- Discuss various questioning and listening techniques
- Learn how to recognize and capture stakeholder requirements
- Experience interviewing key stakeholders

Module 6: Requirements, Assumptions and Constraints

- Define effective requirement practices and SMART requirements attributes
- Identify stakeholder requirements
- Recognize assumptions and constraints

Module 7: Defining a Solution

- Manage the project scope boundaries and change while defining a solution
- Redesign process, systems, and organization change

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