

Business Analysis Essentials

Quick facts

Code: BCP/130
Course: Business Analysis Essentials
Level: Practitioner
Duration: 3 days
Assessment: Examination (fourth day)

Summary

This certificate is concerned with some of the nuts and bolts of business analysis. Its focus is on using a holistic approach to the investigation and improvement of business situations with a view to delivering effective business change.

You will learn

Holders of the certificate should be able to:

- Describe how a business strategy is developed
- Use strategic analysis techniques;
- Describe the need for project discipline;
- Explain techniques to investigate an organization's business systems;
- Describe an approach to improving business systems;
- Explain the importance of stakeholder management and use a stakeholder analysis technique;
- Use techniques for the analysis and modelling of business systems;
- Describe how recommendations for business improvement may be identified;
- Describe the contents of a business case for the implementation of business changes;
- Identify costs, benefits, impacts and risks for an option in a business case;
- Explain the derivation of IT requirements from the definitions of business improvements; and
- Explain the importance of assuring the business case once the change has been implemented.

Syllabus

- **Rationale**
A lifecycle for business change; the role of the Business Analyst; a comparison of business change roles; purpose of analysing and modelling business systems; overview of business analysis approach
- **Strategic analysis in context**
Identifying the business domain; internal environment analysis; external environment analysis; SWOT analysis; overview of areas of strategy (including IS strategy); Critical Success Factors and Key Performance Indicators; the Balanced Business Scorecard
- **Project discipline for business analysis**
Terms of reference/project initiation; business and project objectives; deliverables from business analysis studies
- **Understand the situation/issues**
Stakeholder analysis; overview of investigative techniques; representation of the business situation
- **Business perspectives**
Identifying different perspectives; defining business perspectives; identifying and resolving conflicts
- **Analyse and model business activities**
Identifying activities; identifying dependencies; 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); identifying IS/IT requirements to support the new business model.
- **Making the business case**
Structure of a business case; identifying options for business change; identifying costs and benefits; identifying impacts; principles of risk analysis and management; presenting a business case
- **Accepting the business case**
Testing the system for user acceptance; managing the implementation of change

Entry

There are no strict pre-requisites for this course, however, to gain most value from the course the following basis is recommended:

- Have 12 months work experience in a Business Change role.

Intended Audience

This course is for Business and IT professionals who would like to do business change better.

The course is primarily for:

- Business Analysts, particularly those whose work has a high informational content;
- Managers with accountability for staff who deliver business change;
- Business and project stakeholders with input to or acceptance of business change; or
- People who work in a project team.

Duration

This course is delivered in the following format:

- Three full days (8:30 to 16:30), with an
- Assessment on the fourth day

Course delivery

Learning is driven by a combination of coach-led seminars, workshops and discussions each blended around a comprehensive case study.

Our approach encourages individual thinking and group participation, facilitates knowledge sharing and provides a safe environment for delegates to practically apply their skills and knowledge.

Course materials

Comprehensive course notes are provided and supplemented by a collection of template forms to support the transition of skills and knowledge.

Course workload

Delegates will need to:

- Comprehend course materials and demonstrate understanding;
- Actively participate in seminars, workshops and discussions;
- Investigate business situations and feedback solutions to case study exercises; and
- Spend additional effort on revision and example examination questions.

Assessment

The format for the examination is a one hour written (open book) examination based on a business scenario.

Delegates who pass the examination are awarded the certificate displaying their result. Those who do not achieve the minimum pass grade are awarded a certificate of attendance, provided they have participated in the full course.

Qualifications

This course is a core module in:

- D01: Diploma in Business Change
- D03: Diploma in Business Analysis

We advise you to refer to the relevant award descriptions for information on the circumstances in which the course can count towards these qualifications because from time to time the structure and requirements of a qualification may change.

More information

For full details, including course fees and start dates, visit our course and qualifications website, www.baworks.co.za/training.

We make every effort to ensure that this information is accurate but it could change if regulations or policies change or because of financial or other constraints.