Course Content

Course Description:

In this course, you will cover the following key themes of the implementation process from a business analyst perspective: What to implement, how to implement and the process of implementing the solution. "What to implement" includes verifying the business case, scope and requirements, and selecting a technical design. The "how to implement the solution" covers managing requirements, remembering the critical success factors, and validating that the requirements are met. And "implementing the solution" focuses on planning and implementation activities based on the 3 components of the solution: systems, process, and organization.

Prerequisites

Business Analysts interested in learning about successfully launching a new system as well as its accompanying process and organization change

Topics:

Introduction
- The Scope of Implementation
- The Scope of Business Analysis
- What is a Business Analyst?
- The System Development Life Cycle and This
- Workshop
- Where are We in the Project?
- Information Contained in the Business Case, Scope
- and Charter

The Fundamentals
- Critical Success Factors
- Solution Success Criteria
- Project Success Criteria
- Managing Requirements Change
- Sources of Change
- Change Control
- Baselined Requirements
- Evaluating Change Requests
- Verification
- Traceability
- Traceability Matrix
- Features and Requirements
- Measuring Success

- A Way to Measure Success

Implementation
- The Key Implementation Phase
- Key Activities
- Managing the Transition
- Thinking about Change
- Process Change
- Organizational Change
- Systems Change
- Impact Analysis
- Performing the Impact Analysis
- Steps in Analysis
- Change Management Activities—Addressing the
- Impacts
- Training
- Documentation
- Post Implementation Support
- Communication
- Summary of BA Implementation Activities
- Implement the Solution
- Assess Readiness to Accept the Solution
- A Readiness Checklist
- Go/No Go Decision

- A Go/No Go Checklist

Technical Design
- The Design Phase
- Key Activities
- Iteration Revisited
- Technical Design Challenges
- Critical Decisions
- Designing Usability Into the Solution
- Creating a Story Board
- Generating Technical Alternatives
- Build or Buy
- Considerations for Building
- Considerations for Buying
- Schedule and Resource Considerations
- Strategic Considerations
- Evaluating Alternatives and Selecting the Solution
- After the Decision
- Technical Specification

Quality Assurance
- The Test Phase
- A Bit of Trivia
- Key Activities
- The Test Plan
- Principles of Software Testing
- The Test Case
- From Use Cases to Test Cases
- Use Cases
- Benefits
- Hints and Tips for Creating Test Cases
- Steps in the Process
- Types of Test
- User Acceptance Test

Follow Through
- The Follow Through Phase
- Key Activities
- Project Closing
- Post-Mortem—Lessons Learned
- Perform Post Implementation Reviews
- Monitor Solution Performance Against Targets
- Support the Implementation
- Enhance Requests
- Real World Application