Course Content

Course Description:

In this course, you will cover a realistic and interactive overview of what business analysis is, and what a business analyst does in the framework of defining system solutions. This course will use a case study approach to allow participants to perform a current state analysis to identify the "as is" situation, interview users to elicit requirements about the "future state" and write requirements for the solution. In order to perform these exercises, the workshop will cover such topics as procedure analysis and activity diagrams, interviewing techniques, and the attributes of quality requirements.

Prerequisites

None

Topics:

Introduction
- The Scope of Business Analysis
- What is a Business Analyst?
- The System Development Life Cycle
- Today's Approach
- What is Project Success?
- Critical Success Factors

Initiation Phase Activities
- Rocky Mountain Fitness Center Case Study
- Project Context
- The Context Diagram
- Verification Through Traceability
- How Do We Verify Traceability
- Another View of Traceability
- The Traceability Matrix

Analysis Phase
- Requirements Activities
- Elicitation Techniques
- Interview Structure
- Questioning and Listening Techniques
- Current State Analysis
- Current State to Future State
- Procedure Analysis
- High Level Swim Lane Diagram
- Definition of a Requirement

- Types of Requirements
- SMART Requirements
- Requirements Do's and Don'ts
- Quality Requirements
- Purpose of Requirements Communication
- Levels of Communication

Solution Design and Implementation
- ABA is Invaluable
- Design and Testing Phase Activities
- Generating Technique Alternatives
- Designing the User Interface
- Creating a Story Board
- What is Quality Assurance
- The Test Plan
- User Acceptance Testing
- Impact Analysis
- Implementation Activities
- Managing the Transition