

Duration 2 Days

TC1096

## OVERVIEW

Business analysis techniques are a method for redesigning business processes as well as specifying systems solutions.

Working with business people and system users is often a complex task, which requires the business analyst to understand the physical and logical business processes that encompass a system. In order to deliver business benefits the analyst must conceptualise a solution that is accurate, pragmatic and *implement-able*.



Our workshop provides an introduction to business analysis techniques and draws upon current research as well as the extensive experience of PM-Partners involvement in managing projects.

## WORKSHOP OBJECTIVES



- To provide an introduction to business analysis techniques
- To achieve an understanding of basic business analysis techniques.
- To gain an understanding of the role of the business consultant or business analyst.
- To present a general approach for business analysis.
- To review some of the skills needed for a business analysis project.
- To gain experience while performing case study activities

## TARGET AUDIENCE

This workshop is designed for:

- People that are new to a Business Analyst role
- Project Managers
- Consultants

## DELIVERY

All workshops may be conducted onsite or at our premises, with experienced facilitators providing group and/or individual instruction. Training is provided through hands-on learning, relevant exercises and the provision of a participant handbook containing training materials.

## 14 PROFESSIONAL DEVELOPMENT UNITS (PDUs) AWARDED



PM-Partners is a Global PMI (Project Management Institute) Registered Education Provider.

Participants who have been awarded the Project Management Professional Certification (PMP®) by the Project Management Institute are eligible to earn 14 PDUs for their participation in this workshop.

## ASSESSMENT/ASSIGNMENTS

Assessment of competence is established by observation of contribution and participation during case study exercises and group discussion.

## PREREQUISITES

Participants should either be currently working in a business analysis, consulting or project environment or planning to do so in the near future.

## OPTIONS

- This workshop can be customised to your requirements
- This workshop can be enhanced by adding a 1 day 'Stakeholder Communications' interpersonal skills workshop

## Workshop Content

- Introduction to Business Process Analysis Concepts
- Fundamental Analysis Techniques
- Initiating Business Analysis Projects
- Root Cause Analysis
- Modeling and Measuring the 'As-Is' Environment
- Modeling the 'To-Be' Environment
- Client/User Interviewing Techniques
- Documenting Clients/Users Needs
- Conducting Structured Walkthroughs and Peer Reviews
- Presenting Recommendations
- Obtaining Client/User Feedback and Handling Issues