

Duration 2 Days

TC1142

## OVERVIEW

Business Strategy execution depends upon developing and implementing the best solution. Success however, relies upon basing the solution on precise requirements to fully address the issue or opportunity within the context of the "whole organization and environment."



This 2 day program will introduce participants to the basics of business analysis tools and techniques, within the context of an interactive course, driven by a case study.

## WORKSHOP OBJECTIVES

- This workshop will provide participants with a working knowledge of the fundamental business analysis tools and techniques.
- The course is driven by participation in a case study, promoting immediate workplace transference.

Please note: This is not Software/IT Business Analysis Workshop

## TARGET AUDIENCE

This workshop is designed for:

- Business Analysts
- Project Managers
- Project Office Managers
- Managers and Team Leaders
- Consultants

## ASSESSMENT/ASSIGNMENTS

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



The International Institute of Business Analysis (IIBA) is a non-profit making organization whose vision is to be the leading world wide professional association that develops and maintains standards for the practice of business analysis, and for the certification of practitioners. PMPartners is an Endorsed Education Provider of the IIBA, a Charter Member and an international Associate Sponsor. This course has been specifically endorsed by the IIBA.

## 14 PROFESSIONAL DEVELOPMENT UNITS (PDUs) AWARDED



PMPartners 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.

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## CORPORATE BENEFITS

- Implement the most appropriate solution for the issue or opportunity, increasing the return on investment.
- Provide the solid foundation for projects to generate results.
- Allow organizations to begin to create a reputation for consistently successful delivery of project initiatives, through the enhanced capabilities of their Business Analysts and Project Managers

## INDIVIDUAL BENEFITS

- Participants' requirements will be comprehensive and measurable, assisting executives with good decision making, increasing the rate of successful implementation and returns to the business.
- Participants' will leave the workshop with a thorough understanding of the most immediately transferable tools and techniques, to facilitate the delivery of objective requirements with measurable benefits
- Participants will be provided with tools, templates and guidance for immediate use back in the workplace.

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## Workshop Content

### Day 1

- **Quantification of Current State**
  - Pareto Charts
  - Run Charts
  - Weighted Decision Tables
  - Control Charts
  
- **Root Cause Analysis**
  - 5 Whys
  - Five Ws
  - Brainstorming, mind mapping and associate software
  - Fishbone diagrams
  - Scattergrams
  - Six thinking hats

### Day 2

- **Mapping techniques**
  - Context diagrams
  - Use cases (minimal script and tabular)
  - Data flow diagrams
  - Flowcharts and BPMN
  - Entity Relationship Models
  - Storyboards and scenario modeling
  - Decision trees
  - Decision tables
  - Functional decomposition
  
- **Templates**
  - Root Cause Analysis
  - Scenario Model