

## Introduction to Business Analysis

This 2-day Introduction to Business Analysis workshop is not just for Business Analysts. Project managers and subject matter experts will also benefit greatly as the workshop provide them with a better understanding of the BA role on a project and how the BA role integrates with other traditional project management roles. Workshop participants will also find that with the fundamental level understanding of core BA tools gained through this workshop, they will be in a better position to help define and communicate the product requirements which must be addressed within the project.

Unlike most other BA courses, this course also addresses the challenge of responding to RFPs created by external clients in both the public and private sectors. The course is therefore ideal for organizations whose projects primarily involve clients external to their organization. As a result, Account Managers will also find this course highly applicable to their need for understanding and communicating client requirements as part of the sales cycle and contract negotiations.

Taught through a series of discussions, examples, and real world hands-on exercises drawn from IT projects, participants of this two day workshop will come away with tools they can apply immediately, whether their primary role is that of a Business Analyst, Project Manager, Account Manager, Consultant, Developer, or other core project team member.

### PARTICIPANT EVALUATIONS

“Explained the BA process and tools and techniques to do proper discovery workshops, etc.” Frank Goehner, *ESRI Canada*

“Great exercises and class discussion.” Participant, *ESRI Canada*

### LEARNING OBJECTIVES

Participants will gain practical skills to:

- Understand the differences and the interrelationship between PM, BA, and SME roles
- Understand the core BA tools used for:
- Determining the business and user requirements
- Documenting requirements
- Understand how BA tools can benefit us
- Understand best practices in defining requirements

### WHO SHOULD ATTEND

The Introduction to Business Analysis course is suitable for individuals who are:

- Project Managers
- Subject Matter Experts (e.g. consultants, developers, programmers)
- Account Manager

### PREREQUISITE

There is no prerequisite for this course. It functions as a stand-alone course.

### MATERIALS

You will receive a course binder containing copies of presentation slides, exercises, and reference materials. Participants will also receive a CD containing additional course reference materials.

### WHAT YOU WILL LEARN

#### Introduction to Business Analysis

##### Enterprise Analysis

- Responding to an RFP
- Identifying the business problem
- Identifying a viable solution

##### Requirements Management

- Introduction to requirements
- Requirements elicitation
- Use case development
- Business requirements document

##### Wrap-up

### RELATED COURSES OF INTEREST

- Business Analysis Essentials
- The Comprehensive Business Analysis Seminar - Part 1
- Effective Writing Workshop