

Workshop Outline



“Your Project Management Knowledge Connection”

Collaborators In Knowledge Inc. | E: learning@ciki.ca | W: www.ciki.ca

OVERVIEW

In this introductory course you will delve into the role and responsibilities of the Business Analyst, learning why and when to involve them. The course discusses the business analysis process as it is applied throughout the project life cycle from pre-project activities of justifying the project, eliciting and managing user requirements, and ensuring that stakeholders' needs are satisfied. Business Analysts act as the key intermediary between business and technical areas, developing the business requirements and supporting downstream development.

In this hands-on workshop, you will gain foundational knowledge of the functions of the Business Analyst in supporting projects. You will also learn basic tools and techniques that you can apply immediately back at work to evaluate business opportunities and to elicit, prioritize, communicate and validate requirements, and manage scope throughout the project life cycle following the International Institute of Business Analysis (IIBA®) standards.

AUDIENCE

This workshop is designed for those who want to better understand the key functions of a Business Analyst, or to enhance their ability to effectively elicit requirements and analyze business options and solutions. Attendees include Business Analysts, Systems Analysts and IT Professionals, Project Managers and Team Leads, Customers and Users. The workshop is very hands-on, hence it is recommended to limit to a maximum of 16 participants.

BENEFITS

- Learn the IIBA® Business Analysis Framework – Business analysis terms and definitions
- Understand the role & importance of the Business Analyst
- Expand your knowledge of roles, functions, tools and techniques of an effective Business Analyst
- Comprehend the critical issues and pitfall of business analysis
- Gain knowledge about feasibility studies, business cases, prioritizing opportunities, and standard return on investment models
- Use collaborative processes to develop requirements that meet the organization's strategies and objectives
- Plan a detailed requirements development process using best practices
- Improve creative problem-solving skills using lateral thinking techniques
- Understand the roles and responsibilities of stakeholders
- Employ good communication strategies that ensure stakeholder contact, feedback and satisfaction

FORMAT

The hands-on format features interactive discussion, action-learning and team simulated exercises. You will be grouped into teams that will work together in “real-world” project environments. Each team will use the tools and techniques presented in the workshop, enabling you to experience the process of collaborative planning and see its effectiveness firsthand. In addition, hand-outs are provided for reference, dialogue sessions and reviews are conducted for experience and idea sharing, and guided feedback from the Workshop Leader to reinforce learning. This format will enable you to immediately apply business analysis skills back at work.

TAKE-AWAYS

- Reference Manual
- Hand-Outs and Templates
- Certificate of Completion
- 21 PMI® Professional Development Units (PDUs) or 21 IIBA® Continuing Development Units (CDUs)
- Website & Book References

COURSE CONTENT

Introduction

- Workshop Guidelines
- Introductions
- Workshop Objectives, Format & Agenda

Business Analysis Framework

- PMI® Project Management Processes, Phases and Life Cycle
- Business Analyst Roles in the Project Life Cycle
- Business Analyst Core Competencies
- Requirement Types
- IIBA® Knowledge Areas and Business Analysis Framework
- Business Analyst and Project Key Challenges

Analyzing Business Opportunities

- Conducting Feasibility Studies
- Using Affinity Diagrams & Decision Tree Analysis
- Preparing the Business Case
- Understanding Return-On-Investment Models



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Customized Workshop
Solutions

Analyzing Stakeholders

- Identifying Stakeholders and Developing a Stakeholder Register
- Assessing and Categorizing Stakeholders
- Preparing a Stakeholder Matrix
- Defining Stakeholder Roles and responsibilities

Analyzing Requirements

- Creating the Requirements Document
- Using Eliciting, Gathering and Prioritizing Techniques
- Asking Your Customer the Right Questions
- Using Analysis and Documentation Techniques
- Validating the Requirements with Stakeholders and Obtaining Approval
- Mapping the Requirements to Business Strategy and Benefits
- Developing the Project Scope Statement

Managing Requirements with Stakeholders

- Managing Stakeholders by Ensuring Customer Involvement Throughout the Project
- Managing Issues and Concerns by Implementing a Customer Feedback Process
- Resolving Problems Using Creative and Critical Thinking Techniques
- Managing Scope by Implementing a Change Control Process
- Managing Stakeholder Communications

Workshop Conclusion

- Avoiding Mistakes of the Past - Tips to Remember
- Individual Opportunities for Improvement



Inquire About Our Customized Workshop Solutions

If your business requires confidentiality or a tailored approach to your business, a customized approach is available, email learning@ciki.ca.

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