

Business Analysis: Planning and Communication BSAN6201

Course Outline

Description:

In today's complex and rapidly changing business environment, organizations increasingly rely on business analysis professionals to effectively enable change and contribute to value realization. In this 4-day session participants will gain insight into the business analysis profession, the role that business analysts play within an organization, the necessary skills required, and valuable tools, techniques and methodologies to effectively enable change.

This course focuses extensively on how to develop comprehensive requirements elicitation and management processes and provides participants with the opportunity to practice effective oral and written communication, documentation and facilitation skills through interactive in-class exercises. Participants will also analyze business analysis project deliverables, in the context of the project lifecycle and have an opportunity to create such deliverables.

This 4-day course covers the underlying competencies, business analysis planning and monitoring, and the requirements lifecycle management knowledge areas from the Business Analysis Body of Knowledge® (BABOK®). It is based on the Guide to the Business Analysis Body of Knowledge® version 3.0.

This course conforms to the internationally recognized standards of the International Institute of Business Analysts (IIBA®). Upon completion of this course, participants are eligible to claim 28 Continuing Development Units (CDUs).

This course also conforms to the internationally recognized standards of the Project Management Institute (PMI®). Upon completion of this course, participants are eligible to claim 28 Professional Development Units (PDUs) in the following categories: 21 Technical and 7 Business.

Course Goals:

To provide participants with a foundational knowledge of the professional discipline of business analysis, including the necessary skills and competencies required, tools, techniques and methodologies to effectively enable change and add value in any organization.

Course Objectives: At the completion of this course, the student will be able to:

- Identify key underlying competencies to gain an appreciation of how business analysts add value to an organization.
- Distinguish between business analysis and project management.
- Examine the profession, global standards, the professional organization, and trends in the industry.
- Illustrate an effective requirements management process.
- Integrate effective writing practices into business analysis communication and documentation.
- List the different requirement types.

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- Describe the steps required to complete a thorough stakeholder analysis.
- Produce the elements of a good requirements management plan.
- Prepare documents such as functional decomposition diagram, risk analysis plan, and communication plan.
- Interpret how the business analysis activities contribute to the overall product/solution.

Successful completion of this course requires passing an in-class test which is administered on the final day of the course.

Attendance Requirements:

Students are required to attend 100% of class time in order to receive a completion for this course. A grade report can be printed from myWCS.

Code of Student Conduct:

The purpose of the Code of Student Conduct is to define the general standard of conduct expected of students registered at Western University, provide examples of behavior that constitutes a breach of this standard of conduct, provide examples of sanctions that may be imposed, and set out the disciplinary procedures that the University will follow. For the complete Code of Student Conduct: <http://www.uwo.ca/univsec/pdf/board/code.pdf>.

Course Schedule:

The course will cover the following topics:

- Introduction to Business Analysis: This session will expose participants to the business analysis profession and provide insight into the role of a business analyst in an organization and project lifecycle, explore the difference between business analysis and project management and introduce the internationally recognized standards of the International Institute of Business Analysts (IIBA®)
- Requirements Analysis: This session will introduce participants to the different types of requirements, enable them to write detailed requirements and analyze and assess requirements against quality characteristics.
- Communication: This session will explore the different forms of communication, effective writing processes, facilitation and presentation best practices and will outline how to adjust communication for varying personalities and audiences.
- Stakeholder Analysis: This session will explore how to conduct a stakeholder analysis, the impact and value of stakeholder analysis and how to develop a business analysis communication plan.
- Business Analysis Planning: This session will introduce participants to the various elements of a business analysis plan and to the tools and techniques used to develop a business analysis plan. Participants will also have an opportunity to deploy the tools and techniques that are covered, to create a business analysis plan.
- Requirements Management: This session will explore the reasons why scope and requirements change and tools, techniques and processes that can be deployed to manage such change.

Evaluation Method:

As part of the course/instructor evaluation, a survey will be sent to you electronically by Continuing Studies. You will be asked the following questions. Please consider these throughout the course.

1. How would you rate your overall experience?

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2. Please indicate your agreement with the following statements:
 - a. The course content was relevant and valuable.
 - b. The instructor conducted class sessions in an organized, well-planned manner.
 - c. The instructor explained concepts clearly.
 - d. The instructor displayed enthusiasm and energy in conducting class sessions.
 - e. The instructor made me feel comfortable in the learning environment.
 - f. The instructor encouraged my participation and interaction.