

## **Business Analysis: Elicitation, Documentation and Analysis** BSAN6202

### **Course Outline**

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#### **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 learning practical business analysis tools and techniques that will enable you to effectively elicit, document, analyze, and validate business requirements. You will acquire skills enabling you to effectively model data and processes for support information systems computerized projects.

This 4-day course covers the underlying competencies, business analysis elicitation, documentation and analysis, 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: 14 Technical, 14 Leadership 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:

- Elicit requirements using eight different techniques
- Design and develop seven types of process models
- Document requirements using 11 documentation techniques
- Recognize and utilize six different modeling techniques

- Organize and prioritize requirements
- Create and present a requirement package

## **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:**

This course will cover the following topics:

### Elicitation

- Structured and unstructured interviews
- Preparing for an interview to make it effective
- Question types to use and avoid in an interview
- Organizing questions in an interview
- Questionnaire response types
- Developing an effective questionnaire for elicitation
- Who might attend an elicitation workshop
- Planning an effective workshop
- Using a context diagram to elicit and document scope of a solution
- Using a use case diagram to elicit and document scope of a solution
- Create a quality context diagram and use case diagram
- Three types of prototypes and their uses
- Types of observation

### Process Modelling

- Process for preparing for observation
- Data that can be collected during observation
- Types of processes that exist in an organization
- Elements of a process model
- Six types of process models
- SIPOC
- Functional process flowcharts
- Cross-functional process flowcharts
- BPMN
- Spaghetti Diagrams
- Activity Diagrams
- Identify areas for improvement within a process

## Documentation Techniques

- Definitions and differences between use cases and scenarios
- Elements of use cases
- Tips for creating useful use cases
- Creating a use case
- Definitions of a state diagram and its elements
- Notation used to create a state diagram
- Tips for creating state diagrams
- Creating a state diagram
- Definitions of a data models that a BA will use
- Differences between conceptual, logical and physical data models and their uses
- Important elements of data models
- Notation used to create two types of data models
- Entity Relationship Diagram
- Class Diagram
- Tips for creating useful data models
- Creating a data model
- What to include in your data dictionary / glossary
- The difference between operative and structural business rules

## Analysis

- Definition of requirements analysis
- When to complete requirements analysis
- Organizing requirements
- CRUD technique
- Importance of prioritizing requirements
- Three prioritization techniques

## Requirement Package

- Differences between work products and deliverables
- Definition of requirement package
- Uses for a requirements package
- Usefulness of a structured walkthrough
- Presenting requirements to stakeholders

## **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?
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.