



# SUNTELEO TRAINING

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## Business Analysis for the IT Professional

### Overview

The business analyst role has evolved from that of a business procedures analyst to that of a critical business liaison between the user community and the technical solution providers. This course provides the knowledge and skills essential to effectively provide business analysis leadership to your organization.

In this **Powerful 4-Day Hands-on Course** you'll learn to...

- Describe the relationship between projects and processes
- Describe two major project management methodologies as they relate to software development
- Gather and document user requirements
- Model the business using business process analysis techniques
- Learn the fundamentals of process models
- Create data models using modeling techniques
- Develop test plans and procedures
- Understand the basic principles of Object Oriented Analysis

### Who Should Attend

- New business analysts
- Experienced business analysts looking to update their skills and understanding of their role
- Project managers who incorporate business analysis roles in their projects
- Managers that have business analysts on their staff

Most IT organizations are under pressure to improve their performance, do more with less, and deliver not only the technologies the organization needs, but the specific business impacts the company envisions. The far greater focus on business alignment has resulted in the escalation of the Business Analyst as a central figure in IT Projects. Business Analysts are responsible to clearly and completely assess stakeholders needs, recommend the solutions that deliver the most positive business impacts, and ensure the organization is able to deliver the promised results. This requires someone knowledgeable enough to capture organizational requirements and translate those into technology projects that are deliverable and achievable. The successful Business Analyst must also be able to lead people, processes, and outcomes to ensure results. The Business Analyst is the fastest growing job role in IT, and will likely continue to be for the foreseeable future.

In Business Analysis for IT Professionals, you will learn the key skills to perform this mission critical job function.

- Effective gathering of business requirements
- Project scope definition, clarity, and management
- Developing effective and accurate solution models
- Understand the different methodologies for different types of IT projects
- Develop and use effective templates
- Run an effective requirements workshop
- Identify the top 10 reasons IT projects fail and build strategies to avoid them

### What you will receive

In addition to the detailed course documentation, each participant will receive a copy of the **International Institute of Business Analysis (IIBA) Body of Knowledge**

## Course Outline

### I. Overview

BA Responsibilities

Business/technical liaison

Requirements

Facilitation

Decision-making

Issues management

QA

Communications

Why critical

Errors, myths, and process

Using verbal, nonverbal, and written communications

Documentation issues

Noise, Blockers, and Filters

Information distribution

What happens in the absence of good information

Meetings – Joy and Concern

Presentations  
The 11-second rule  
Communications styles  
BEST  
Assessing your own communications approach  
Documentation strategy

## **II. Requirements Gathering**

Levels of requirements on a project  
Relative costs of defect repair  
The Requirements Process  
Levels of Requirements  
Specifying Requirements  
Techniques for gathering requirements  
Interviewing  
Prototyping  
Use Cases  
Collaborative Workshops  
Work Breakdown Structure  
Business Process Analysis  
Ranking requirements  
Use Cases

## **III. Modeling**

Diagrams  
Modeling  
Business Process Analysis  
Workflow Mapping  
Swim Lanes  
When use BPA vs. Use Cases  
Business Process Improvements (BPI)  
Business Process Reengineering (BPR)  
10 Key mistakes and how to avoid them  
As-is Process  
Identifying weak areas  
To-be  
Gap Analysis  
The Relation of BPR to IT  
Requirements Validation  
Data Modeling  
Fundamentals  
Entity Relationship Diagrams  
Many-to-Many Relationships  
OOA/OOD

## **IV. Fundamentals of testing**

Testing strategy  
Customer satisfaction  
Prevention over Inspection  
Management responsibility  
Processes within phases  
Ensure project quality and quality of the product  
Unit Testing  
Regression/Integrated Testing  
User Acceptance Testing  
Test scripts

## **V. Templates**

Software/Product Requirements Outline  
Use Case Template  
Test Plan Template  
9 in-depth practical application sessions

## **Practical Application Sessions**

Determine your own Communication Style  
Interview a project sponsor  
Develop Use Cases and a Use Case Diagram  
Gather requirements while developing a Work Breakdown Structure  
Create a Business Process model  
Design and facilitate a Requirements-Gathering session  
Develop a high-level Requirements Document  
Develop an Entity Relationship Diagram  
Create a Project Test Plan