

Business Analysis Essentials

Fundamentals of Business Analysis in Managing Projects

Business Analysts act as the key intermediary between business and technical areas, playing a key role prior, during and after a project.

This program explores the functions of the Business Analyst in supporting the project process: from pre-project activities such as justifying the project, to eliciting and managing user requirements, to ensuring that stakeholder needs are satisfied. You will also gain tools and techniques you can immediately apply back at work to evaluate business opportunities and to elicit, prioritize, communicate and validate requirements, and manage scope throughout the project life cycle.

Takeaways

- Expand your knowledge of the roles and responsibilities of an effective Business Analyst, and learn why and when to involve them
- Understand the roles and responsibilities of stakeholders
- Comprehend the critical issues and pitfalls of business analysis
- Increase your understanding of feasibility studies and business cases
- Use collaborative processes to develop requirements that meet the project's strategies and objectives
- Plan a detailed requirements development process using best practices
- Improve creative problem-solving skills using lateral thinking techniques
- Employ communication strategies that ensure stakeholder contact, feedback and satisfaction
- Share knowledge and network with others

Audience

The workshop is designed for those who want to better understand the key functions of a Business Analyst, or to enhance their ability to effectively analyze business options and solutions. Attendees include Business Analysts, Systems Analysts and IT Professionals, Project Managers and Team Leads, Customers and Users.

Program Content

Understanding the Fundamentals of Business Analysis

- PMI® project management processes, phases and life cycle
- Business Analyst roles and core competencies in the project life cycle
- Requirement types
- IIBA® knowledge areas and business analysis framework
- Business Analyst and project key challenges

Analyzing Business Opportunities

- Conducting feasibility studies
- Using affinity diagrams and decision tree analysis
- Preparing the business case
- Understanding return on investment models

Analyzing Stakeholders

- Identifying stakeholders and developing a stakeholder register
- Assessing and categorizing stakeholders
- Preparing a stakeholder matrix
- Defining stakeholder roles and responsibilities

Analyzing the 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

Program Format

This hands-on workshop includes simulated exercises of “real-world” business and project environments. In addition, dialogue sessions, reviews and guided feedback from the instructor will facilitate skill development and idea sharing.

The program is aligned to the Project Management Institute’s (PMI®) and the International Institute of Business Analysis’ standards.

Special Features

As part of the workshop, you will receive:

- Workshop templates and other hand-outs
- Book and website references
- Professional Development Unit (PDU) or Continuing Development Unit (CDU) credits

*This course qualifies for the Sauder Professional Project Management Certificate Program

Program Leader

Denise Holleran-Boswell, PMP is the Founder and Managing Partner of Collaborators In Knowledge Inc. “CIKI Learning Centre.” An expert in portfolio, program and project management, she brings more than 40 years of practical experience in managing, auditing and rescuing multi-million dollar projects. As a workshop leader, she has also trained thousands of students from the private and public sectors in the best practices of portfolio and project management. She is the past President of the Society of PMPs of Greater Vancouver, acts as an advisor to UBC’s Business Analysis and Program Management Certificate programs, and is a part-time faculty member at the Sauder School of Business, where she is the Program Leader for the Certificate in Professional Project Management.

To Register

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