

BUSINESS ANALYSIS

ANALYZING AND SATISFYING REQUIREMENTS

The ultimate objective of a business analysis, process improvement or information technology project is to improve business results. This course will present three proven approaches to analyzing current conditions, business needs and technology enablers. Business process analysis techniques will be used to convert raw requirements data into the capabilities of the solution.

Who Should Attend

- Business Analyst
- Systems Analyst
- Requirements Manager, Analyst or Engineer
- Solution Architect
- Testing Manager
- Project Manager
- Development Manager
- Product Manager
- Process Improvement team member
- IT Specialist

What You Will Learn

- Select the best techniques to analyze requirements
- Evaluate requirements against raw data to ensure all requirements have been documented
- Confirm alignment of requirements upstream to enterprise analysis and downstream to design, development and testing
- Verify requirements for clear direction to design and develop the solution
- Use requirements plan as road map to complete and manage the requirements package

BABOK™ Compliance

This course thoroughly covers the Requirements Analysis and Documentation and Solution Assessment and Validation knowledge areas.

BUILDING EFFECTIVE BUSINESS REQUIREMENTS

The job of the Business Analyst, at its core, is to elicit, analyze, communicate and validate requirements for changes to business processes, policies and information systems. This “umbrella” course addresses a broad range of critical business analysis techniques. It also delivers specific skills you need to develop system specifications that will impel quality business system results.

Who Should Attend

- Business Analyst
- Systems Analyst
- IT Project Manager
- Development Manager
- Programmer/Analyst
- Product Manager
- Testing Manager
- Requirements Manager, Analyst or Engineer
- Joint Application Design (JAD) Facilitator
- Business manager working with technical staff to resolve a business challenge
- IT Specialist
- Management Consultant

What You Will Learn

- Develop an understanding of the business analyst’s role in the requirements-gathering process
- Analyze business processes to determine business needs
- Effectively harvest business need information from the user community
- Create thorough and useful business requirements
- Integrate business requirements into a variety of system development methodologies
- Establish a requirements traceability protocol to link the business requirements to the design, development, testing and deployment activities
- Develop a requirements gathering process that fully engages the users and creates an environment for success

BABOK™ Compliance

This course provides significant coverage of the Requirements Planning and Management, Requirements Elicitation, Requirements Analysis and Documentation and Solution Assessment and Validation knowledge areas.

GATHERING AND DOCUMENTING REQUIREMENTS

The Business Analyst has been described as the person who bridges the divide between IT departments and the business organizations they support. For all of the tools and techniques to elicit requirements, nothing is more important than making the most of human contact between these two interdependent groups. This course discusses several useful approaches to gathering requirements, focusing on the facilitation of collaborative sessions.

Who Should Attend

- Business Analyst
- Systems Analyst
- Operations Analyst
- Requirements Manager, Analyst or Engineer
- Testing Manager
- Facilitator who will be leading requirements gathering sessions
- Joint Application Design (JAD) Facilitator
- Project Manager
- Development Manager
- Product Manager
- Business manager working with technical staff to resolve a business challenge
- IT Specialist

What You Will Learn

- Understand Business Analyst roles, responsibilities, disciplines and skills
- Apply best practices for problem analysis, and defining “superior” requirement sets
- Learn techniques for selecting the proper requirements gathering tools
- Define an approach for communicating with stakeholders and managing expectations
- Understand elicitation techniques, their benefits and drawbacks
- Learn to profile a project and determine the appropriate documentation style
- Create a comprehensive set of use cases and detailed requirements specifications
- Establish a requirements change control process

BABOK™ Compliance

This course thoroughly covers the Requirements Elicitation knowledge area and provides significant coverage of the Requirements Analysis and Documentation and Requirements Communication knowledge areas.

SOFTWARE TESTING AND QUALITY ASSURANCE

Software development is both creativity and production; art and science. This paradox is precarious in a business world where failure can be extremely expensive. That's why your testing and quality assurance activities must be both thorough and cost-effective. Our comprehensive course will teach you a structured approach to software quality that will help you develop applications faster, better and cheaper.

Who Should Attend

- Software Quality Assurance Analyst
- Test Manager or Tester
- Programmer, Designer or Analyst
- Software/systems engineering professional
- Project Manager
- Development Manager
- Software Engineering Process Group (SEPG) member
- Business Analyst
- Requirements Manager
- Corporate purchasing/acceptance testing professional
- Business client involved in the software testing process

This comprehensive course is also ideal for members of a newly organized QA function.

What You Will Learn

- Utilize a process assurance approach to meeting requirements
- Distinguish between and use popular testing approaches
- Establish a software quality assurance organization
- Create test plans and test cases
- Structure Software Quality Assurance (SQA) reviews and walkthroughs
- Select measures to drive process improvement efforts
- Use Software Engineering Institute (SEI) and ISO models to manage process improvement
- Reduce the time and cost of software testing while improving quality

BABOK™ Compliance

This course provides significant coverage of the Requirements Assessment and Validation knowledge area.