

# BUSINESS ANALYSIS FOR MANAGER

## TRAINING COURSE OUTLINE



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## Introduction

This 4 days Business Analysis for Manager courses is specifically designed to help Manager to practice the “Business Problem Solving” to resolve a needs from management system. It’s way to standardize their process of collecting, documenting, analyzing, communicating, recommendation solution and managing requirements from business users. This course would teach the industry best practices in requirements development and management so that the requirements are communicated precisely and the IT system are developed to meet the requirements.

## Duration

4 – days workshop.

## Learning Objectives

- ❖ Understand why Business Analysis is important for Manager and apply critical knowledge and skills necessary to carry out the role successfully
- ❖ Practice the good ways to engage stakeholders to build a good relationship and get the support from them to ensure project success
- ❖ Understand the way to work with stakeholders to gather, elicit and validate different types and levels of requirement focus to business requirement and user requirement
- ❖ Define business problems and find their true cause
- ❖ Analyze, structure, and document requirements so that they are readily confirmed by your business stakeholders and usable by your project teams
- ❖ Analyze and recommend solutions under a business case that bring benefits, value and risk to the organization.
- ❖ Understand and practice the good way to present the business case to business users, senior managers to get the approval
- ❖ Effectively Manage requirements through the solutions life cycle
- ❖ Be coached and guided with theory and practical a real case study to help you learn and apply process and techniques to your real work
- ❖ Learn from problem solving experienced and passionate trainers

## Target Audience

**This course is intended for those as below:**

- ❖ IT Manager
- ❖ Deputy IT Manager
- ❖ IS Manager
- ❖ Project Manager
- ❖ IT Director / Head of IT
- ❖ CIO / CTO
- ❖ IT Operation Manager
- ❖ IT Infrastructure Manager
- ❖ Security Manager
- ❖ IT Service Manager
- ❖ IT Governance Manager
- ❖ Enterprise Architect
- ❖ Business Consultant
- ❖ Any Managers who would like improve the Problem Solving competency

## Training contents

### **Module 1: Core Concepts of Business Analysis**

- ❖ What is business analysis?
- ❖ Why business analysis is important for a manager?
- ❖ Which are expected from business?
- ❖ Introducing business analysis knowledge areas
- ❖ Exploring requirements?
- ❖ Requirements and designs

### **Module 2: Knowledges and Skills for a Success Problem Solver**

- ❖ Analytical thinking and problem-solving skills
- ❖ Behavioral and characteristics
- ❖ Business knowledges
- ❖ Leadership and interaction skills
- ❖ Tools and technologies
- ❖ Communication skills
- ❖ Presentation skills

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### **Module 3: Business Analysis Planning and Monitoring**

- ❖ Defines an appropriate method to conduct business analysis activities
- ❖ Identify team roles and responsibilities
- ❖ Performs stakeholder analysis
- ❖ Establishes and maintain effective working relationships with the stakeholders
- ❖ Defines how to reviews, change control, approvals, and prioritization
- ❖ Defines how business analysis information will be stored and accessed
- ❖ Assesses business analysis work and to plan to improve processes
- ❖ Selects the right techniques in practice

### **Module 4: Business Strategy Analysis**

- ❖ Understands the business needs
- ❖ Sets a baseline and context for change
- ❖ Defines goals and objectives of the business need
- ❖ Explores the business stakeholder objectives
- ❖ Defines what parts of the enterprise need to change
- ❖ Assesses business risks
- ❖ Performs a gap analysis between current and future state
- ❖ Assesses options for achieving the future state
- ❖ Recommends the highest value approach for reaching the future state.
- ❖ Presents the business case to get approval from senior managers

### **Module 5: Effective Elicitation and Collaboration With Stakeholder**

- ❖ Understands the scope of the elicitation business activity
- ❖ Prepares for and conducts elicitation business activities
- ❖ Documents and confirms elicitation results
- ❖ Draws out, explores, and identifies information relevant to the business change
- ❖ Discovers errors, omissions, conflicts, and ambiguity
- ❖ Communicates information with business users and stakeholders
- ❖ Encourages stakeholders to work towards a common goals

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## **Module 6: Requirements Management**

- ❖ Aligns requirements and designs at different
- ❖ Manages business change effectively
- ❖ Maintains business requirement accuracy and consistency
- ❖ Manages conflicts, issues and changes in requirement
- ❖ Supports reuse of requirements in other solutions
- ❖ Ranks business requirements in the order of relative importance
- ❖ Establishes appropriate requirements packages
- ❖ Evaluates the proposed changes to requirements and designs
- ❖ Obtains agreement on and approval requirements

## **Module 7: Requirements Modeling And Solution Design**

- ❖ Analyzes, synthesizes, and refines requirements and designs
- ❖ Ensures the requirements and designs have been defined correctly
- ❖ Ensure that stakeholder, solution, and transition requirements align to the business requirements
- ❖ Ensures the requirements fully achieve the objectives
- ❖ Defines the solution approach
- ❖ Identifies opportunities to improve the business
- ❖ Allocates requirements across solution components
- ❖ Represents design options that achieve the desired future state.
- ❖ Estimates the potential value for each design option

## **Module 8: Solution Value Assessment**

- ❖ Defines solution performance measures
- ❖ Analyze performance measures
- ❖ Determines the solution limitations to fully archive the business values
- ❖ Determines how factors external to the solution are restricting value realization
- ❖ Defining transition requirements for the new solution
- ❖ Validating that the solution meets the business need
- ❖ Evaluating solution performance after deployment
- ❖ Recommend a course of action to align the solution with business objectives