

**Business
Analysis
Essentials
ISEB Accredited**

Price: £1195 + vat
Duration: 3 days

This course is designed to be both practical and participative. A theoretical background is provided but the emphasis of the course is on a realistic case study, on which the participants work. An overall structure is offered that includes an explanation and application of a range of business analysis skills, including a practical approach to business improvement. During the course, the participants work through a typical business analysis assignment, from the initial analysis of the business to establish the 'problem', to the identification and evaluation of possible solutions.

Course Objectives:

At the end of this course, participants will be able to:

- Demonstrate an understanding of business strategy and strategic analysis techniques.
- Act as effective members of a team investigating an organisation's business systems with a view to recommending business improvements.
- Apply techniques in order to analyse and model business systems.
- Understand how recommendations for business improvement may be identified.
- Assist in the production of a rigorous business case covering the development and implementation of business changes.
- Identify how business requirements may be supported by IT systems.

Rationale

A lifecycle for business change.
The role of the Business Analyst.
A comparison of the business analyst and systems analyst roles.
Purpose of analysing and modelling business systems.
Overview of business analysis approach (overview model showing roadmap/workflow).

Strategic analysis in context

Identifying the business domain.
Internal environment analysis
External environment analysis
SWOT analysis
Overview of areas of strategy, including IS strategy
Critical Success Factors and Key Performance Indicators
The Balanced Business Scorecard

Project discipline for business analysis studies

Terms of reference/project initiation.
Business and project objectives.
Deliverables from business analysis studies

Understanding the situation/issues

Stakeholder analysis
Overview of investigative techniques.
Representation of the business situation.

Business perspectives

Identifying different perspectives.
Defining business perspectives.
Identifying and resolving conflicts.

ISEB certificates

The course prepares participants to sit the one-hour, open book, examination leading to the certificate in Business Analysis Essentials offered by the Information Systems Examinations Board (ISEB). This certificate is a core module for the ISEB diploma in Business Analysis. The certificate is also an optional module in the ISEB diploma in Systems Development.

Analysing and modelling business activities

Identifying activities
Identifying dependencies
Building a business activity model
Business events/activity triggers
Business rules/constraints

Identifying potential solutions

Gap analysis - comparing the ideal and existing systems.
Defining a new business model (the processes, people and organisation).
Identifying IS/IT requirements to support the new business model.

Making the business case

Structure of a business case
Identifying options for business change
Costs and Benefits analysis
Impact analysis
Risk analysis and management
Presenting a business case

Accepting the business case

Testing the system for user acceptance
Managing the implementation of change
Realising the business benefits