Tel +44 20 4571 2395
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This Benefits Management & Business Acceptance course has been created for those requiring an understanding of how business benefits are managed to facilitate their delivery.

The delivery of business benefits relies in part upon effective testing and implementation of business solutions and the course also covers these areas.

The approach of this course is to underpin theoretical concepts with a realistic case study through which participants can gain experience of applying the benefits management and business acceptance techniques.

We also provide private and in-company Benefits Management & Business Acceptance courses. Call +44 (0)1273 622272 to discuss.

BCS Certification

The training course prepares participants to attain the BCS Certificate in Benefits Management and Business Acceptance. Candidates are required to pass a one-hour open book examination in order to acquire the Certificate. This is a specialist module in the BCS Diploma in Business Analysis.

Course Objectives

This training course aims to provide delegates with demonstrable knowledge of benefits management and acceptance testing. Key areas include:

Benefits Management

- The contents of a business case
- The importance of aligning the business strategy & the business case
- The difference between tangible & intangible benefits
- Roles in benefits management
- Processes for benefits management
- The benefits plan
- Solution delivery process

Acceptance Testing

- Frameworks for effective acceptance testing
- Development of appropriate acceptance testing scenario test specification
- Development of appropriate acceptance testing plans
- Prerequisites to acceptance testing

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Rationale for Business Success

- Lifecycle for business change
- The role and importance of benefits management
- The role and importance of business acceptance

Drivers for Business Change

- The mission and strategy of the organisation
- Value propositions
- External environment factors
- Alignment with the business environment

The Business Case

- Structure and content of the business case
- Categories of business benefit
- Measuring benefits
- Timing for quantifying benefits

Benefits Management and Planning

- Benefit owners
- The Benefits Plan
- Benefits dependencies

User Acceptance Testing - principles and approach

- Principles and vocabulary of testing
- The test process and approaches to testing
- Functional and non-functional testing
- Test documentation

The Model Office

- The scope of acceptance testing
- Time issues and testing
- Attributes of testing staff

Test Design Techniques

- Activity Diagrams
- Decision Tables
- State Machine Diagrams

Test Planning

- The Test Plan
- Progress monitoring and control
- Incident management
- Confirmation testing
- The Test Summary Report

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- Assessing impact – projects, business and environmental

Implementation of Business Solutions

- Planning the implementation
- Implementation strategies
- Training approaches
- Testing competence

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