



Facilitated Requirements Gathering

Duration: 4 Days

Course Description

Business analysis techniques are powerful methods for redesigning and revitalizing business processes as well as specifying applications. These techniques must be well understood and applied correctly. Working with clients and system users is often a complex assignment which requires the Analyst to quickly understand the business processes which comprise an enterprise system.

This course helps Analysts in conceptualizing new solutions that are accurate, pragmatic, testable and implementable. Developing the skills for conducting effective business systems analysis and developing the right solution is the course's focus.

During this course the student will develop essential analytical and consulting skills needed for effective business analysis. During case study exercises, the student will learn to document existing business processes and define workable specifications for new business solutions.

Upon completion, the attendee will have developed new skill sets and tools for performing business analysis projects.

Audience

The course is intended for business analysts, systems analysts, business users, project managers, project team members, consultants and project auditors.

Prerequisites

No specific prerequisites.



Sterlink Training

Business Analysis Curriculum

Course Outline

Introduction to Business Analysis concepts and process
Fundamental analysis techniques

Initiating Business Analysis projects
Establishing project scope
Modeling and measuring the 'As-Is' environment

Root cause analysis techniques
Brainstorming techniques
Developing business solutions

Modeling the 'To-Be' environment
Variations and compromises

Client/User interviewing techniques
Effective listening for Business Analysts
Facilitating productive meetings
Solution facilitation techniques
Techniques for conflict resolution
Handling difficult people

Documenting Clients/Users needs
Use cases for requirements documentation

Conducting structured walkthroughs and peer reviews
Presenting recommendations
Obtaining Client/User feedback and handling issues
Group facilitation techniques
Overview of Joint Application Design (JAD) techniques

For more information about this and other offerings

Please contact Sterlink Data Systems at (416) 859-6470 or email us at training@sterlink.ca

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