



Business Analysis: Tools and techniques

Duration: 2 days

“ PM-Partners have been leaders in training and professional certification for over 20 years.

Our trainers are highly qualified, practitioners in their chosen fields. ”

Sydney

Level 2, Bank of NSW House
228 Pitt Street
Sydney NSW 2000
P: 1300 70 13 14
www.pm-partners.com.au
info@pm-partners.com.au

Melbourne

Saxons
Level 8, 500 Collins Street
Melbourne VIC 3000
P: 1300 70 13 14

Singapore

20 Bendemeer Road #03-12
Singapore 339914
P: +65 6818 5771
www.pm-partners.com.sg
info@pm-partners.com.au

Overview

Business strategy execution depends upon developing and implementing the best solution. Success however, relies upon basing the solution on precise requirements to fully address the issue or opportunity within the context of the “whole organisation and environment.”

This course introduces participants to the basics of business analysis tools and techniques, within the context of an interactive course, driven by a case study.

Course Objectives

This course will provide participants with a working knowledge of the fundamental business analysis tools and techniques.

The course is driven by participation in a case study, promoting immediate workplace transference.

Please note: This is not a Software / IT Business Analysis course.

Corporate Benefits

- » Implement the most appropriate solution for the issue or opportunity, increasing the return on investment.
- » Provide the solid foundation required for projects to generate results.
- » BA requirements will be comprehensive and measurable, assisting executives with good decision-making, increasing the rate of successful implementation and returns to the business.
- » Allow organisations to begin to create a reputation for consistent successful delivery of project initiatives, through the enhanced capabilities of their Business Analysts and Project Managers.

Individual Benefits

- » Participants will be able to facilitate the delivery of objective requirements with measurable benefits.
- » Participants will be provided with tools, templates and guidance for immediate use back in the workplace.

Business Analysis: Tools and techniques

Who should attend?

This course is designed for business analysts who wish to further their knowledge of BA tools and techniques.

Prerequisites

To gain the greatest benefit from participation in this course, participants should have an understanding of the BA role and basic BA concepts.

Course Summary

Quantification of current state

Overview and application of various tools and techniques: pareto charts, run charts, weighted decision tables, control charts.

Root cause analysis

Overview and application of various tools and techniques: 5 whys, brainstorming and mind mapping, fishbone diagrams, scattergrams, 6 thinking hats.

Mapping techniques

Overview and application of various techniques: context diagrams, use cases, data flow diagrams, flowcharts, BPMN, entity relationship models, storyboards, scenario modelling, decision trees and tables, functional decomposition.

Course Delivery

Trainers of this course will use a practical delivery approach to provide participants with a 'hands-on', multi-faceted and challenging learning experience.



IIBA is a non-profit organisation whose vision is to be the leading world-wide professional association that develops and maintains standards for the practice of Business Analysis, and for the certification of practitioners. PM-Partners is an **Endorsed Education Provider of IIBA.**

This course can be held on-site or at our premises. All courses can be customised to suit your requirements.

Materials: A comprehensive participant handbook is provided.