

# Business Analysis in Practice

Level 2 – CCBA® Certification  
Preparation Course

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## Overview

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The spotlight is well and truly on designing solutions that deliver the most value to an organisation. Not only does a solution need to satisfy project objectives and stakeholder requirements, but it also needs to contribute to the realisation of business goals and organisational strategy.

The Business Analyst (BA) role is therefore critical as organisations rely on BAs to ensure delivered solutions are aligned with organisational strategy, and that implemented solutions realise their full value through the removal of any limiting factors related to organisational or technical factors.

Our Business Analysis in Practice course provides practitioners with an in-depth opportunity to develop and evaluate solution requirements that encompass organisational and environment factors such as business processes, systems and organisational culture.

Aligned with A Guide to the Business Analysis Body of Knowledge (BABOK Guide) V3, this course builds upon participants' existing skills and knowledge by way of a guided tour through a series of real-life scenarios, problems and issues faced by Business Analysts today.

# Objectives

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**Course duration:** 3 days

This course provides participants with a standardised and systematic approach for eliciting, analysing and managing business requirements that form the basis for successful solutions delivered to the organisation.

It uses a real-life case study approach to plan, manage and execute a detailed requirements development process, to successfully manage stakeholders, and to reduce organisational risk by understanding the impact of change across the business.

This course builds on information covered in our BA Fundamentals course. In BA Fundamentals, the focus is on understanding the role of the Business Analysts, key business analysis concepts and which common techniques can assist the BA in specific situations. **The focus of BA in Practice is to practically apply a range of techniques** to common analysis activities.

# Key topics

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## Session 1: Setting the Scene

Course objectives. IIBA certification.

## Session 2: Business Analysis Planning and Monitoring

Overview of the Business Analysis Planning and Monitoring knowledge area. Planning your approach – predictive (e.g. waterfall) versus adaptive (e.g. agile). Identifying and analysing stakeholders. Planning for BA governance and Information Management. Identifying BA performance improvements.

## Session 3: Elicitation and Collaboration

Overview of the Elicitation and Collaboration knowledge area. Preparing for and conducting elicitation. Confirming and communicating elicitation results.

## Session 4: Strategy Analysis

Overview of the Strategy Analysis knowledge area. Techniques used in Strategy Analysis.

## Session 5: Requirements Analysis and Design Definition (RADD)

Overview of the RADD knowledge area. Specifying and verifying requirements using

boilerplates, user stories, pre-defined quality characteristics and acceptance criteria. Modelling requirements using a range of techniques such as process models, data models and business rules analysis. Defining design options and recommending a solution based on potential value.

## Session 6: Requirements Lifecycle Management

Overview of the Requirements Lifecycle Management knowledge area. Tracing, maintaining, prioritising and reusing requirements.

## Session 7: Solution Evaluation

Overview of the Solution Evaluation knowledge area. Measuring solution performance using value attributes, qualitative and quantitative measures. Analysing performance measures. Assessing solution and enterprise limitations that limit the value an implemented solution brings to an organisation. Recommending actions to increase the value of an implemented solution.



## Exam & certification

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This course follows a practical path with participants working on a case study to develop a solution using the most appropriate method (agile / waterfall). This will include practical experience of using a range of techniques and models such as personas, business capability maps, use case diagrams and scenarios, user

stories and acceptance criteria, data flow diagrams, state models, and many more.

This course will also focus on managing and improving BA work, so participants will be asked to create supporting artefacts such as risk registers and change control procedures.

Whilst this course helps prepare you for the CCBA certification, additional self-study is required prior to taking the exam. If you are planning to sit the CCBA exam, please speak to your course trainer for direction and study advice.



## Learning outcomes

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Successful completion of this course will enable participants to:

- Define, recommend and apply knowledge for the purposes of guiding business analysis activities, managing output delivered by said activities, and managing stakeholder engagement. (Business Analysis Planning and Monitoring)
- Define, recommend, apply and pragmatically prepare for, conduct, confirm, communicate and collaborate with stakeholders for the purposes of defining and designing requirements to meet a business need. (Elicitation and Collaboration)
- Apply and recommend a means by which an organisation can effectively obtain goals and objectives through the identification of current state practices and defining future state practices, considering risk and overall change strategy. (Strategy Analysis)
- Apply and recommend a means by which requirements are to be modelled, verified, validated and supported in a pragmatic architecture that fosters design options and ultimately value in recommended solution options. (Requirements Analysis and Design Definition)
- Apply and recommend a course of action using appropriate tasks and techniques necessary to manage requirements from inception through to retirement. (Requirements Lifecycle Management)
- Recommend options to ensure that solutions delivered adhere to standards and realise the full potential - as dictated by the solution options recommended and deployed. (Solution Evaluation)
- Review and measure the effectiveness of deployed solutions to understand solution and enterprise limitations, which can then be used to recommend opportunities for increased efficiencies. (Solution Evaluation)

## Course delivery

As part of PM-Partners' new integrated learning solution, this course offers students the option to attend our bespoke classroom in person or virtually by dialling in from a remote location.

Our accredited, multi-modal trainers will use a comprehensive participant handbook and a dynamic case study delivery approach to provide all participants with an interactive, multi-faceted and challenging learning experience. Learners will be actively engaged in progressing an initial issue or opportunity statement into documented and validated business requirements.

For group bookings, courses can be customised to suit your requirements and conducted onsite at your premises, at our training centre, or virtually.

- **Hybrid training:** You can learn more about our hybrid training visiting [www.pm-partners.com.au/hybrid-classroom](http://www.pm-partners.com.au/hybrid-classroom)
- **Materials:** A comprehensive participant handbook is provided.



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.

IIBA offers formal certifications for professional Business Analysts including Certification of Capability in Business Analysis (CCBA) and Certified Business Analysis Professional (CBAP).

## Who is this course for?

### Business Analysts who wish to:

- Build upon their existing Business Analysis knowledge and experience
- Learn more about applying knowledge areas, concepts and techniques presented in the BABOK Guide
- Undertake CCBA certification

### Participants should:

- Have minimum 1 - 2 years experience working in a Business Analysis environment

OR

- Be practicing Business Analysts who have attended the PM-Partners Business Analysis Fundamentals course or equivalent.

## Professional Development Units

Participants who have been awarded the Project Management Professional (PMP) credential by the Project Management Institute (PMI) are eligible to earn PDUs for their participation in these course: **21 PDUs (19 Ways of Working, 2 Business Acumen)**

### Next Steps



If you are pursuing BA certification, consider taking our **5-day Level 3 CBAP Examination Prep course**.

If you would like to know more about the BA role in an Agile environment, then consider taking our **AgileBA Foundation Certificate course**.

If you would like to know more about taking on a Product Owner role in an Agile environment, then consider taking our **Scrum Product Owner Certified (SPOC) course**.

# Why learn with PM-Partners?

## Because we turn your career goals into reality.

Poor project skills are consistently quoted as a key reason for project failure. To be successful in project delivery, it's critical to invest in yourself and the capabilities of your team. This means setting clear goals and making a commitment to continuous improvement.

Certification and training is a vital part of this journey. But you need to know which foot to put forward, and when, to ensure you're heading in the right direction. That's where our expert guidance and support comes in.

## Tell us where you want to go

At PM-Partners we start every conversation with the question, 'Where are you trying to go?' We then apply our expertise to show you exactly 'how' to get there.

We believe that having the relevant skills and methodologies is critical to delivery success, and ultimately career success. Depending on your aims, our team of professional development consultants will work closely with you to create a development pathway, or team training program, that aligns with your goals.

## Helping to develop professional capabilities for 25 years

Our accredited programs provide certification and development across a range of globally recognised project management and delivery streams.

Each year, our expert facilitators train and certify

more than 12,000 people throughout Australia, New Zealand and South-East Asia to best practice standards. All highly qualified practitioners in their field, they draw from real-life scenarios and their own experience to add real value for individuals, teams and organisations.

## Our promise to you

PM-Partners is committed to providing industry leading education that is relevant, up-to-date and designed to meet your specific needs.

We offer qualifications in multiple disciplines, including key products in PeopleCert's best practice portfolio, such as ITIL®, PRINCE2® Project Management, PRINCE2® Agile Project Management, PRINCE2® Programme Management, Prince2® Portfolio Management, and P3O®; APMG's AgilePM®, AgileBA®, AgilePgM™, Lean Six Sigma, Managing Benefits and Change Management; as well as the Scaled Agile Framework® (SAFe®); and Business Analysis programs from The Australian Chapter of the International Institute of Business Analysis™ (IIBA®), to name a few.

To find out more about how we can help you or your organisation uplift their capability, contact the experts on 1300 70 13 14.



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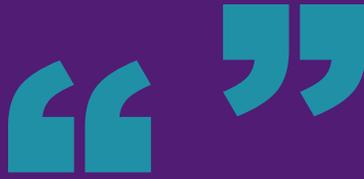


## Customer story

Listen to Dominic Cain speak about how he went from being a young Chef to a Programme Director.



[vimeo.com/pmpartners/customer-story](https://vimeo.com/pmpartners/customer-story)



Great courses that are well structured, delivered and informative. Good diverse background of clientele to speak to and converse with.

- Anthony lafrate

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