

Name: Business Analysis Skills and Techniques

Course Duration: 24 hours

Course Overview: Create EIGHT different visual models including Process Flowcharts, Use Cases, SWOT Analysis, RACI Matrix, Org Charts, Scoring Matrix, Stakeholder Maps, and more

- Understand how visual modeling can help in daily requirement activities.
- Ability to read and create important business and technical visual models.
- Utilize visual modeling to make requirements come alive.
- Ability to choose the best visual model to aid in various situations.
- Increase your project success by giving your stakeholders a clearer understanding of your vision.
- Confidently explain and demonstrate the uses of visual models in an interview.

Target Audience:

- Aspiring Business Analysts wanting to increase their ability to land that Business Analyst job.
- Current Business Analysts looking to increase their value and general more successful projects.
- Anyone who analyzes, elicits, or documents requirements.
- Developers who want to better understand and have the ability to create various visual models.

Table of Contents

SWOT Analysis Practical Walkthrough

- SWOT Analysis Template Explained
- STUDENT ACTIVITY: Now It's Your Turn (SWOT Analysis)

Introduction to Use Cases

- Written Use Case Overview
- Use Case Elements Breakdown - System
- Use Case Elements Breakdown - Actor
- Use Case Elements Breakdown - Use Case
- Use Case Elements Breakdown - Associations & Dependencies
- Steps to Create a Use Case
- Use Case Practical Exercise
- STUDENT ACTIVITY: Now It's Your Turn (Use Cases)

Introduction to the Organization Chart

- Creating a Basic Organization Chart using Visio
- Another Practical Example using Visio
- A Third Practical Example using Visio

- Creating a Basic Organization Chart using Excel
- STUDENT ACTIVITY: Now It's Your Turn (Organizational Chart)
- Understanding Org Chart Tiers
- READ THIS FIRST: Information about these visual models
- Introduction to Identify and Manage Stakeholders

The Stakeholder Map and its Purpose

- Identify and Categorize Stakeholders
- Stakeholder Map Template Walkthrough
- Don't have Visio? We've got you covered
- Stakeholder Map Practical Exercise
- STUDENT ACTIVITY: Now It's Your Turn (Stakeholder Map)

RACI Matrix Overview

- Creating a RACI Matrix
- RACI Matrix Creation Practical Example (PART 1 OF 2)
- RACI Matrix Creation Practical Example (PART 2 OF 2)
- RACI Matrix Quiz

Scoring Matrix Basics

- Definitive Template Walkthrough and Practical Exercise
- Rating Template Walkthrough and Practical Exercise
- Weighted Template Walkthrough and Practical Exercise
- Template Wrap-Up
- Step-by-Step Process to Create the Perfect Scoring Matrix
- STUDENT ACTIVITY: Now It's Your Turn (Scoring Matrix)

Process Flowchart Section Summary

- Breaking down Flowchart Symbols
- Suggested Verbs for Process Names
- Understanding Flowchart Layers/Levels
- BPMN vs UML
- 7 Steps to Create a Process Flowchart
- Process Flowchart Practical Example 1
- Process Flowchart Practical Example 2

User Stories Structure

- User Stories Key Characteristics
- User Stories Additional Examples
- User Stories Acceptance Criteria
- User Stories Epics
- User Stories Documentation
- User Stories Creation Process
- User Stories Practical Example
- STUDENT ACTIVITY: Now It's Your Turn (User Stories)

