KOENIG SOLUTIONS · COURSE OUTLINE

Business Analysis: Use Cases, RACI & User Stories

Learn to build SWOT analyses, use cases, org charts, stakeholder maps, RACI matrices, scoring matrices, process flowcharts and user stories.

24 Hours	8	41	7
DURATION	MODULES	TOPICS	HANDS-ON ACTIVITIES

COURSE OVERVIEW

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

WHO THIS COURSE IS FOR

- **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**

LEARNING OBJECTIVES

- 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

COURSE SYLLABUS

8 Modules, 41 Topics

01

STUDENT ACTIVITY

SWOT Analysis Practical Walkthrough

TOPICS

SWOT Analysis Template Explained

02

STUDENT ACTIVITY

Introduction to Use Cases

TOPICS

- 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

03

STUDENT ACTIVITY

Introduction to the Organization Chart

TOPICS

- 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
- Understanding Org Chart Tiers
- **READ THIS FIRST:** Information about these visual models
- Introduction to Identify and Manage Stakeholders

04

STUDENT ACTIVITY

The Stakeholder Map and Its Purpose

TOPICS

Identify and Categorize Stakeholders · Stakeholder Map Template Walkthrough · Don’t have Visio? We’ve got you covered · Stakeholder Map Practical Exercise

05

Quiz

RACI Matrix Overview

TOPICS

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

06

STUDENT ACTIVITY

Scoring Matrix Basics

TOPICS

- 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

07

Process Flowchart Section Summary

TOPICS

- 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

08

STUDENT ACTIVITY

User Stories Structure

TOPICS

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

HANDS-ON ACTIVITIES

Practise What You Learn

#	MODULE	ACTIVITY
01	**SWOT Analysis Practical Walkthrough**	**STUDENT ACTIVITY:** Now It's Your Turn (SWOT Analysis)
02	**Introduction to Use Cases**	**STUDENT ACTIVITY:** Now It's Your Turn (Use Cases)
03	**Introduction to the Organization Chart**	**STUDENT ACTIVITY:** Now It's Your Turn (Organizational Chart)
04	**The Stakeholder Map and Its Purpose**	**STUDENT ACTIVITY:** Now It's Your Turn (Stakeholder Map)
05	**RACI Matrix Overview**	**Quiz:** RACI Matrix Quiz
06	**Scoring Matrix Basics**	**STUDENT ACTIVITY:** Now It's Your Turn (Scoring Matrix)
08	**User Stories Structure**	**STUDENT ACTIVITY:** Now It's Your Turn (User Stories)

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training | Live Online Classes (ILO) | Fly-Me-A-Trainer (FMAT) | Flexi (Self-Paced) | 1-on-1 Training

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