

# Business System Analysis

## OBJECTIVES

At the end of this training seminar, you will learn to:

- Understand the Role of the Business Systems Analyst, the Systems Development Life Cycle (SDLC) and How the System Scope is defined
- Understand the importance of system stakeholders and their goals
- Plan, conduct, and follow up on a structured investigative interview
- Produce a use case diagram and a detailed use case description
- Define System Actor Goals and Convert these to Use Cases
- Write Effective Business Rules
- Document Functional and Non-functional Business Requirements
- Compile the desirable contents of a Business Requirements Specification

## TRAINING METHODOLOGY

- State-of-the-art business systems analysis methods and techniques are transferred by means of short, focused presentations which are followed by experiential learning workshop sessions. In these sessions the knowledge gained is applied to real-world examples and case studies. Rapid learning of the methods and techniques is achieved by means of group work, individual work, participant discussion, facilitator interaction and constructive feedback.

## ORGANISATIONAL IMPACT

- Reduced information technology development risk, costs and time overruns
- Improved integration of information technology projects with business needs
- Improved communication between the business and the information technology department of the organisation
- The correct fit between the requirements of the organisation and information systems that are developed or procured

## PERSONAL IMPACT

- This training program will provide you with a basic fluency and literacy in a number of core issues that involve business system analysis so that you are better equipped to manage the opportunities and challenges it presents.

Specifically, participants will:

- Work more effectively in or with a systems development project
- Have the ability to gather elicit business requirements from users
- Be able to comprehensively identify the requirements of the business
- Effectively communicate business requirements to developers
- Attain IIBA Certification and Re-certification credits

## WHO SHOULD ATTEND?

This Business System Analysis training course is designed for the following:

- Business and Systems Analysts
- Enterprise Architects
- Systems Development Project Leaders
- Systems Development Team Members
- Managers who need to understand more about this vital link between business users and IT systems

## Course Outline

### Introduction to Business Systems Analysis

- Understanding the Business Environment
- The Role of the Business Analysis within the System Development Cycle
- Alternative Approaches to Business Systems Analysis
- The Systems Development Life Cycle (SDLC)
- Starting a Systems Development Project
- Identifying System Users and Other Stakeholders
- Creating a Vision Statement
- Defining the System Scope

### Modelling the System

- An Introduction to Systems Modelling Concepts
- Enterprise Architecture Modelling
- Normalization
- Modelling the System Context
- System Scope Modelling

## Gathering and Communicating Requirements

- Planning, Conducting, and Following-up a Structured Investigative Interview
- Workshops and Brainstorming
- Surveys and Questionnaires
- Document Analysis and Observation
- Interface Analysis
- Random Sampling

## Writing Effective Use Cases

- Gathering User Stories
- Defining Actors and Actor Goals
- Converting Actor Goals to Use Cases
- Documenting Detailed Use Case Descriptions
- Refactoring Use Cases
- Maintaining the Data Dictionary

## Developing a Business Requirements Specification

- Value of Effective Requirements
- Gathering and Writing Business Rules
- Documenting Functional and Non-functional Requirements
- Preparing the Specification
- Verifying and Validating Requirements
- Writing Test Cases
- Presenting Your Requirements Specification