



Course Name: Business Analyst Professional Training Program

Course Overview

This comprehensive Business Analysis course equips participants with the foundational knowledge and practical skills needed to excel as Business Analysts. Covering the role of a Business Analyst, requirements elicitation, process modeling, solution validation, and agile methodology, the course bridges theoretical concepts and real-world applications. Through hands-on case studies, data analysis, and a capstone project, learners will master stakeholder engagement, communication, and project documentation. With exposure to industry-standard tools like BPMN, JIRA, and Power BI, this course prepares participants for dynamic BA roles across industries.

Course Type

Entry-Level

Course Objectives

- Develop a solid understanding of Business Analysis concepts and practices.
- Master the skills for requirements elicitation, documentation, and prioritization.
- Analyze and model business processes for optimization and improvement.
- Learn stakeholder management and effective communication techniques.
- Explore data analysis and its application in decision-making.
- Gain practical exposure to Agile practices and tools.

What You'll Learn?

- The role and responsibilities of a Business Analyst, including stakeholder engagement.
- Techniques for gathering and documenting requirements using user stories, use cases, and wireframes.
- Tools and methods for process modeling and analysis, including BPMN and SIPOC diagrams.
- Basics of data analysis and visualization using tools like Power BI and Tableau.
- The principles of Agile methodology and the BA's role in Agile projects.
- Practical experience through a capstone project involving real-world business scenarios.

Duration

Approximately 60–70 hours



Requirements

- A computer with internet access.
- Access to tools like Microsoft Excel, JIRA, or equivalent for practice.

Prerequisites

- None, though basic knowledge of business processes and IT concepts is helpful.

Target Audience

- Aspiring Business Analysts seeking to build a strong foundation.
- Professionals transitioning to BA roles from other domains.
- Recent graduates looking to enter the business analysis field.
- Organizations aiming to train employees for internal BA roles.

Curriculum

Module 1: Introduction to Business Analysis

1.1 Role of a Business Analyst

- Overview of business analysis.
- Understanding the responsibilities of a BA.
- Differences between business analysis and project management.

1.2 The BA Skill Set

- Analytical thinking and problem-solving.
- Communication, negotiation, and presentation skills.
- Soft skills required for stakeholder engagement.

1.3 Business Analysis Process Framework

- Introduction to BABOK® (Business Analysis Body of Knowledge guide).
- Phases of business analysis: Initiation, planning, execution, monitoring, and closing.

Module 2: Business Analysis Planning and Monitoring

2.1 Defining Business Analysis Approach

- Developing a business analysis approach based on project needs.
- Identifying key stakeholders and determining stakeholder roles.

2.2 Identifying Stakeholders and Stakeholder Engagement

- Techniques for stakeholder identification.
- Managing stakeholder expectations.
- Tools for stakeholder analysis (e.g., RACI matrix, stakeholder mapping).

2.3 Establishing Performance Metrics for BA Activities

- Setting Key Performance Indicators (KPIs for business analysis tasks).
- Techniques for monitoring BA performance and progress.

Module 3: Requirements Elicitation Techniques

3.1 Gathering and Documenting Requirements

- Different types of requirements (functional, non-functional, technical).
- Elicitation techniques: Interviews, workshops, brainstorming, surveys.
- Best practices for requirements documentation.

3.2 Creating Effective Business Requirements Documents (BRD)

- Structure and components of a BRD.
- Using clear and unambiguous language.
- Validating and reviewing requirements with stakeholders.

3.3 Elicitation Tools and Techniques

- User stories, use cases, and process mapping.
- Context diagrams, wireframes, and workflow diagrams.
- Requirement traceability matrices (RTM).

Module 4: Business Process Modeling and Analysis

4.1 Introduction to Business Process Modeling

- Understanding business processes and their importance.
- Tools for modeling business processes (e.g., BPMN, flowcharts).

4.2 Techniques for Business Process Analysis

- As-is vs. to-be process analysis.
- Identifying process improvements and areas for optimization.
- Using value stream mapping and SIPOC diagrams.

4.3 Case Study: Process Improvement

- Applying process analysis techniques to a real-world business scenario.
- Documenting findings and recommendations for process improvement.

Module 5: Requirements Analysis and Prioritization

5.1 Analyzing and Structuring Requirements

- Techniques for categorizing and structuring requirements.
- Ensuring completeness, consistency, and feasibility of requirements.

5.2 Prioritizing Requirements

- Prioritization techniques (MoSCoW, RICE, Weighted Scoring).
- Engaging stakeholders in the prioritization process.
- Managing changing priorities throughout the project lifecycle.

5.3 Managing Requirements Risk

- Identifying risks related to requirements gathering and implementation.
- Strategies for mitigating requirement-related risks.

Module 6: Solution Assessment and Validation

6.1 Evaluating Potential Solutions

- Techniques for solution evaluation (prototyping, feasibility analysis).
- Criteria for evaluating business solutions (cost, time, scalability).
- Preparing solution assessment reports.

6.2 Validating Requirements and Solutions

- Ensuring alignment between business requirements and solutions.
- Validating solutions with stakeholders through user acceptance testing (UAT).
- Gathering feedback and implementing necessary changes.

6.3 Change Management and Business Readiness

- Preparing the business for solution implementation.
- Training and onboarding stakeholders on the new system or process.
- Techniques for effective change management.

Module 7: Data Analysis and Business Intelligence

7.1 Basics of Data Analysis for Business Analysts

- Introduction to data analysis and its role in business decision-making.
- Types of data: Qualitative vs. quantitative.
- Data visualization techniques (charts, dashboards, reports).

7.2 Tools for Data Analysis

- Overview of data analysis tools (Excel, Power BI, Tableau).
- Collecting, organizing, and analyzing data to identify trends and patterns.

7.3 Case Study: Data-Driven Decision Making

- Using data analysis to support a business decision.
- Presenting data insights to stakeholders using reports and visualizations.

Module 8: Agile Methodology and Business Analysis

8.1 Introduction to Agile Methodology

- Overview of Agile principles and values.
- The role of a Business Analyst in Agile projects.
- Differences between Agile and Waterfall approaches.

8.2 Agile Tools and Techniques

- Writing user stories and acceptance criteria.
- Working with product backlogs and managing sprints.
- Using Agile tools like JIRA, Trello, and Confluence.

8.3 Collaboration in Agile Teams

- Engaging with cross-functional teams (developers, testers, product owners).
- Facilitating Agile ceremonies (daily standups, sprint reviews).
- Managing changing requirements in Agile projects.

Module 9: Communication and Stakeholder Management

9.1 Effective Communication for Business Analysts

- Best practices for clear and concise communication.
- Tailoring communication to different stakeholders (technical vs. non-technical).
- Presentation techniques for delivering business insights.

9.2 Conflict Resolution and Negotiation

- Identifying potential conflicts during business analysis.
- Techniques for resolving conflicts and reaching consensus.
- Negotiation strategies to manage stakeholder expectations.

9.3 Building Strong Stakeholder Relationships

- Strategies for building trust and rapport with stakeholders.
- Managing difficult stakeholders.
- Ensuring long-term engagement and satisfaction.

Module 10: Capstone Project and Job Preparation

10.1 Capstone Project: End-to-End Business Analysis Case

- Conducting an end-to-end business analysis for a real-world project.
- Eliciting and documenting requirements, process modeling, and solution assessment.
- Presenting the final project to stakeholders for feedback.

10.2 Resume Writing and Interview Preparation

- Crafting a business analyst resume tailored to job descriptions.
- Preparing for common BA interview questions (behavioral and technical).
- Mock interviews with feedback for improvement.