

Business Systems Analysis

Sydney

12-16 Apr 2010
07-11 Jun 2010
16-20 Aug 2010
11-15 Oct 2010
06-10 Dec 2010

Melbourne

22-26 Mar 2010
10-14 May 2010
05-09 Jul 2010
04-08 Oct 2010
29 Nov - 03 Dec 2010

Adelaide

05-09 Jul 2010
22-26 Nov 2010

Canberra

15-19 Mar 2010
24-28 May 2010
19-23 Jul 2010
13-17 Sep 2010
08-12 Nov 2010

Brisbane

15-19 Mar 2010
10-14 May 2010
05-09 July 2010
27 Sep - 01 Oct 2010
22-26 Nov 2010

Perth

28 Jun - 02 Jul 2010

**Other centres
on demand**



iIBA™ Endorsed Education
Provider

www.softed.com

 **software**
EDUCATION

Business Systems Analysis

– 5 Days

How can this course help you?

- If you are new to business analysis, this course gives you the fundamental knowledge, skills and techniques to enable you to be an effective business analyst.
- If you have some experience, this course builds confidence and enhances your strengths. It provides the opportunity to increase and formalise your knowledge, to validate techniques, and to practise your skills in a safe environment.

- Learn and practise the communication skills that are vital for formal investigation and interview techniques.
- Learn and practise creating a variety of models to visualise how your business processes happen now and should happen in the future.
- Learn and practise creating models to visualise how information can be managed.
- Learn and practise creating models to represent business rules.
- Hear from others and share their experiences.
- Receive full documentation, based on practical experience and leading-edge good practice approaches. This serves as an ongoing reference for the future.
- The tools, techniques and templates covered during this course apply whatever approach you take – Agile or traditional.
- **You will receive a set of tools and templates so you can be immediately productive back in the workplace.**

**Sydney, Melbourne, Brisbane,
Canberra, Adelaide, Perth and
other centres on demand**

The Trainers

Software Education's trainers are passionate about meeting each participant's learning needs. They have been chosen both for their extensive practical experience and for their ability to educate and interact with natural empathy. All of our trainers have worked on a variety of business analysis, change management and/or software development projects using a broad range of approaches. They share their experience with real systems in the real world and each individual adds their own unique perspective to the course. Our trainers present in a style that is informal, entertaining and highly interactive.



SHANE HASTIE



ELLAN YOUNG



JOHN WATSON



ANJA WEVER



SEAN BOYLAN



JAMES KING

“Would highly recommend it. Relevant, detailed, very well structured. Instructor's experience and style really made it effective. Very well paced.”

Peter Bourke, MJ Software Pty Ltd

iIBA™ Endorsed Education
Provider

This course is endorsed by the International Institute of Business Analysis (IIBA®). It covers content relating to four Business Analysis Body of Knowledge® (BABOK®) Knowledge Areas. Attending this course will give you more than the 21 Continuing Development Units (CDUs) you need for your Certified Business Analysis Professional™ (CBAP®) qualification.

What will I learn?

Over 5 days you will ...

Understand the role of the business analyst

The course starts with a discussion about the role of and the value brought by the business analyst to a project and to an organisation.

Understand the scope of work to be done

The importance of communication is discussed with the aid of practical exercises. We look at tools to identify and understand Project and Product Scope and tools to use when starting analysis. A rule-of-thumb planning technique is presented to answer the difficult question "How long will this take?".

Understand the business environment

We then cover the five B's that the business analyst needs to understand in depth; Business Objectives, Actors, Events, Processes and Objects, and look at how Scrum Meetings are used in a business context.

Identify good requirements

The value of effective requirements is discussed, looking at different levels and types of requirements and international good practices in representing requirements at a level appropriate to the project and the organisation.

Investigate the problem

We focus on the practical skills an analyst needs to effectively and efficiently conduct an analysis investigation. Participants are then given the opportunity to apply the theory of investigative techniques using the structured interview as the primary investigation tool.

Create models to describe what the system must do

A number of models and techniques will be explored, each focusing on different facets of systems, processes and business rules. Use Cases, Business Process Modeling, Decision Trees and Decision Tables will all be discussed and practised.

Create models to describe the information used

During this session we will look at the core techniques of data modeling used when identifying the informational requirements of business systems. This will include building Entity-Relationship Diagrams, and using entity classes, attributes and relationships as well as developing an understanding of normalisation, all with a clear focus on why this is important when conducting analysis.

Review the results to check the truth

We provide an introduction to documentation structures, a practical guide for requirements documentation and presentation techniques. We cover templates, reviews, structured walkthroughs and the concept of critical appraisal. Your final challenge is to use some of the new tools and techniques along with your presentation skills to communicate the results of your analysis to business stakeholders.

Tools you can use immediately

The course ends with a set of tools and templates to assist the analyst to be immediately productive back in their workplace.

LEARN WITH THE EXPERTS

If you would like the flexibility to change course content or request a specific date to meet your needs, then a course delivered in-house may be what you need. Call us on 1800 145 152 to discuss options.

"Excellent presentation and very good training materials. Lots of detail to follow up on." Kevin Keogh,

Business Analyst, Sabre Pacific

By the end of this course ...

You will be able to apply a structured, disciplined approach to understanding business systems and solving business problems. Specifically, after this course you will be able to:

- Understand the different stakeholder viewpoints that must be considered and interpreted by the analyst
- Plan, conduct, and follow up a structured investigative interview
- Produce a Process Model of an end-to-end business process
- Produce a Use Case Diagram and a detailed Use Case Description
- Produce an Entity Relationship Diagram showing the relationship between informational elements in a business system
- Build Decision Trees and Decision Tables to represent and clarify business rules
- Use critical appraisal techniques to refine and improve a system specification
- List the desirable contents of a Business Requirements Specification
- Prepare and deliver a management presentation
- Be able to produce effective requirements

Book
Now

Price:

\$2860 per person (incl. GST)*

How to Book:

Go to www.softed.com/register or call **1800 145 152**

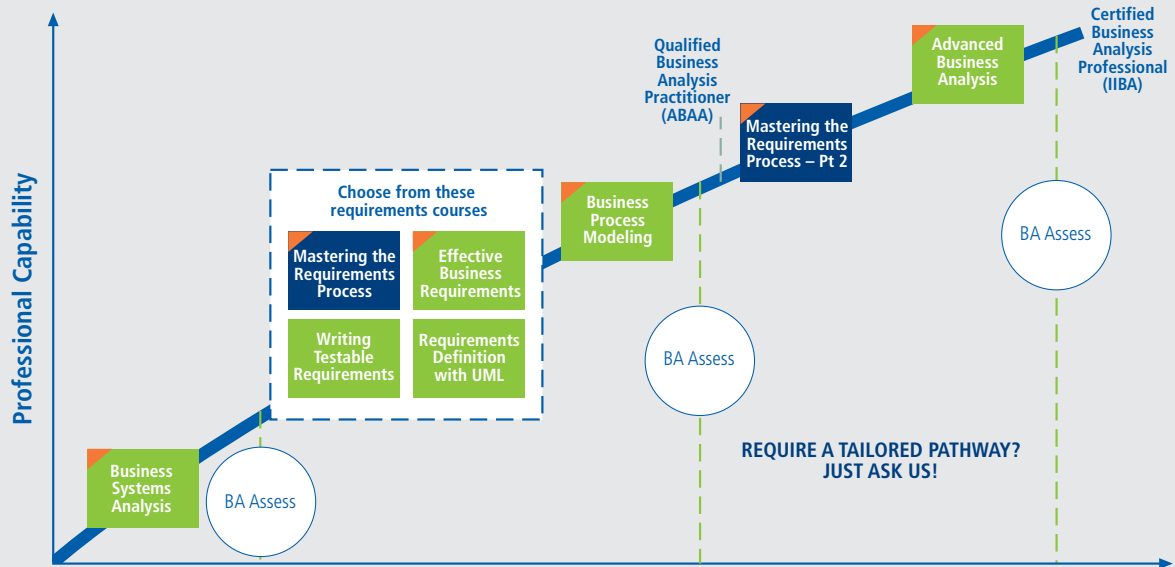
For Assistance:

Email info@softed.com or call **1800 145 152**

* Every 5th person attending the same course (date and location) from the same organisation attends for free. For terms and conditions visit www.softed.com/register/terms.aspx

Group Discount
5th FREE*

Business Analyst Professional Pathway



- MasterClass/Conference
- Indicative career path
- IIBA Endorsed Course
- Online assessments

Career

- User Acceptance Testing
- Use Cases for Requirements Gathering
- Power of Persuasion & Influence
- Facilitation Skills Workshop
- Software Development Conference (SDC)

At any time – you can attend these related courses or SDC

Course Schedule 2010

	Days	Month												Price (Incl. GST)
		Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
BUSINESS ANALYSIS & SYSTEM DESIGN														
Business Systems Analysis (IIBA Endorsed)	5	15-BNE 15-CBR 22-MEL	12-SYD	10-MEL 10-BNE 24-CBR	07-SYD 28-PER	05-ADL 05-BNE 05-MEL 19-CBR	16-SYD	13-CBR 27-BNE	04-MEL 11-SYD	08-CBR 22-BNE 22-ADL 29-MEL	06-SYD		\$2860	
Advanced Business Analysis (IIBA Endorsed)	3		12-CBR 28-SYD	03-MEL 31-BNE	07-ADL	26-SYD	30-CBR		04-MEL 25-BNE	22-SYD			\$2585	
Business Process Modeling (IIBA Endorsed)	3	08-SYD 29-BNE		10-MEL 12-ADL 24-CBR	21-SYD		11-MEL 18-CBR 30-BNE	06-SYD		08-ADL 10-CBR 22-MEL	01-SYD 06-BNE		\$2200	
Use Cases for Requirements Gathering (IIBA Endorsed)	2	04-CBR	27-BNE 29-MEL	06-SYD		19-SYD		16-CBR 28-MEL	28-BNE 08-SYD				\$1650	
Advanced Data Modeling	3		12-BNE 19-CBR				16-SYD 30-MEL		11-CBR				\$2200	
Effective Business Requirements (IIBA Endorsed)	3	01-ADL 01-SYD 29-MEL	07-CBR 28-BNE	24-SYD	21-MEL			13-SYD 27-CBR 27-ADL	25-MEL				\$2200	
Mastering the Requirements Process (IIBA Endorsed)	3				02-BNE 02-CBR 07-MEL 16-SYD					08-MEL 22-SYD			\$2585	
Mastering the Requirements Process – Part 2 (IIBA Endorsed)	2			31-SYD	10-MEL					11-MEL 25-SYD			\$1870	
AGILE														
Taste of Agile	1			25-MEL		15-SYD 21-BNE						06-BNE 07-MEL 08-SYD	\$990	
Agile Initiate Phase Start Me Up	2	11-MEL			03-BNE 10-SYD		09-MEL	09-SYD	21-BNE				\$1650	
Agile Delivery Phase Start Me Up	2	11-SYD		06-MEL	17-BNE 24-SYD			02-MEL		01-BNE 04-SYD			\$1650	
Agile Facilitation	1	09-SYD 10-MEL	27-BNE		15-SYD 21-BNE	16-MEL	05-BNE	16-SYD					\$990	
Agile For The Business	1	05-BNE	01-SYD 16-MEL	05-BNE				17-BNE 30-SYD		25-MEL			\$990	
Agile Leadership	1			18-SYD 25-MEL		20-BNE			07-BNE 19-SYD	16-MEL			\$990	
Agile Project Management	2			18-SYD 25-MEL		20-BNE			07-BNE 12-CBR 19-SYD	16-MEL			\$1650	
Continuous Improvement Using Lean and Agile	1	04-SYD	15-MEL	24-BNE		19-SYD	06-BNE	22-MEL			29-BNE 11-SYD		\$990	

Correct as at February 2010. Price is per person. Schedule and prices subject to change. Full details at www.softed.com

www.softed.com or call 1800 145 152



Email info@softed.com

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