Promendo
the process improvement company

Fundamentals of
Business Analysis

COURSE OUTCOMES

Upon completing this course, attendees will be:

- Familiar with the steps, deliverables and success factors of business process projects
- Understand the skills and attributes required to be a successful Business Analyst
- Able to use and understand the fundamental concepts and steps in analysing and improving processes in an enterprise
- Able to prepare business cases and business requirements reports
- Able to prepare and review As-Is and To-Be Business Process Models
- Familiar with typical organisational and technological issues surrounding business analysis projects
- Able to apply basic interview and research techniques to get the answers and facts needed to identify business improvement opportunities

An introductory course that teaches basics of current process-centred business analysis practice, within the context of a typical business improvement methodology

WHO SHOULD ATTEND?

This course is for anyone new to business analysis or wishing to improve their skills and knowledge. Learn from world's best practice about the topics, concepts, and practices that a Business Analyst needs to know.

This introductory course teaches the fundamentals through discussion of current business analysis methods, practical examples, and thought-provoking exercises. The course assumes no previous experience. It will prove invaluable to managers, business users and other people involved with business change projects.

PUBLIC COURSES

We offer public courses in Brisbane, Sydney, Melbourne and Perth on a regular schedule. Browse the online Training Calendar or download the printable calendar at www.promendo.com

IN-HOUSE TRAINING

Courses can be delivered at your business location, or at an off-site venue of your choice, for groups of four or more participants. Our consultation prior to delivery identifies your concerns and ensures a focus that is specific to your organisation.

COURSE CONTENT

Course material and activities are organised into the following modules.

Introduction to Business Analysis
Learn how Business Analysis and Improvement has become mainstream practice in a wide range of enterprises today.

The Role of the Business Analyst
How do people of all backgrounds come into Business Analysis, what skills do they need, what tasks can they expect to perform?

Project Definition
Understand how Improvement projects get started, and how they are firmly based on Business Strategy.

Approach
An overview of a typical Business Improvement project methodology and what tasks Business Analysts undertake.

Business Improvement
Gain some insight into where real-life Business Analysts look for opportunities and gains.

Business Process Modelling
An overview of modelling business process for Business Analysis. Become aware of basic Process Modelling principles.

Presentation and Delivery
How Business Analysts relate and communicate with stakeholders and clients, and maintain standards of quality.

Business Process Workshops
Throughout, combine the skills and concepts together with interviewing, group analysis and modelling exercises and individual mentoring.

WHY PROMENDO?

Promendo's courses focus on business needs rather than taking a purely technical approach. We concentrate on delivering business outcomes, using tips and techniques that work. Our courses are hands-on, with practical examples and worked case studies. Promendo instructors are experienced business consulting practitioners with experience across a broad range of industries.

Promendo is an endorsed education provider of IIBA®. The Fundamentals of Business Analysis course is an IIBA® endorsed course. This course is aligned with *Business Analysis Body of Knowledge®* (*BABOK®*) version 2.0. Course graduates receive 15 PDU's (personal development units) toward the IIBA® Certified Business Analysis Professional™ (CBAP®) qualification.

WHAT PEOPLE HAVE SAID ABOUT OUR TRAINING

It was the first time I've seen an overall process for BA work and it was put into the context of where it fits into a project...very good, really spot on.'

'I now have the confidence to address my company's business processes from the top down... This will be an invaluable resource for the business as we implement our business strategies for the next year. I would recommend the course to other business professionals - regardless of whether you have an analytical background or not.'

Request a registration form at
www.promendo.com
Contact the Promendo Training Team on **1300 654 676.**
Email **training@promendo.com** to receive prompt
assistance with queries about schedule and availability.