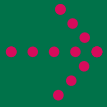




University of Saskatchewan Edwards School of Business Presents...



# The Business Analyst's Course

- ▶ *Master the skills required for effective business analysis including planning, gathering, communicating and documenting End User Requirements.*
- ▶ *Ideal for Business Analysts or anyone working with Analysts.*



**SASKATCHEWAN SESSIONS:  
2 DATES ONLY**

## SEMINAR DATES:

September 22 - 24, 2008 • Saskatoon  
April 20 - 22, 2009 • Regina

**A practical course to help you better perform as a Business Analyst (BA) or work more effectively with analysts.**

- Learn the key roles and project reporting responsibilities of high-performing BA's
- How to professionally gather and document User Requirements for project success
- Process Management and Project Management Techniques for Business Analysts
- Understanding communication strategies to ensure constant customer contact and feedback
- Critical Thinking to ensure all concerns, issues and problems are effectively managed

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UNIVERSITY OF SASKATCHEWAN

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# The Business Analyst's Course

**Saskatoon Session:**  
September 22 - 24, 2008

**Regina Session:**  
April 20 - 22, 2009

PUBLIC SEMINARS | BUSINESS OPERATIONS



## About This Seminar

If you serve in a **Business Analyst or Project Management capacity, or must direct systems or business development teams**, our Business Analyst course is an ideal learning forum.

**Business Analysts are the LINK between the customer and the project.** They have the task of identifying the customer needs and translating these into business requirements. These business requirements are in turn used to develop new customer-focused products, services and systems.

**This seminar will create a new level of knowledge for Business Analysts on your roles and responsibilities** as well as understanding all of the steps in the Business Requirements Process – from customer identification to customer satisfaction. **Superior teamwork and project communication techniques will also be taught**, ensuring a well-rounded learning experience.

## Who Should Attend

**This course is recommended to Analysts and anyone who interfaces with the Business Analyst function** and requires better understanding of a professional analyst's duties. This practical course will benefit:

- Business Analysts
- Systems Analysts
- Business Team Leaders
- Policy or Functional Analysts
- Project Managers
- IT Specialists
- Customers, Users and Clients working with Analysts

## Learning Objectives

This highly participative 3-day session includes:

- ▶ Role and responsibilities of a Business Analyst
- ▶ The Business Requirements Process
- ▶ Gathering and documenting customer requirements
- ▶ Analyzing process management issues
- ▶ Fundamentals of Project Management
- ▶ Applying critical thinking skills
- ▶ Implementing a customer feedback system
- ▶ Applying Creative Thinking techniques to defining the business requirements and translating them to specifications that could be passed on to the technical teams

*This practical course is designed for immediate application in your workplace.*

## What You Will Learn

- 1 The role of the Business Analyst in systems, software and new product development – plus other functional areas.
- 2 The competency requirements for a Business Analyst.
- 3 Applying the business requirements process to ensure clarity in understanding and translating customer requirements.
- 4 How to analyze key business processes to ensure that customer concerns are met through continuous process improvements.
- 5 The role of a Business Analyst on a project team.
- 6 How to elicit User Requirements and translate them to system specifications.
- 7 How to develop a Project Plan which ensures that the customer is considered and involved throughout the project.
- 8 Create solutions to customer problems by applying the critical thinking process.



## Program Content

### The Role of the Business Analyst (BA)

- The key roles and responsibilities of a Business Analyst
- Interfacing with the Project Manager and project team
- Working with stakeholders
- Business Analyst competencies
- Challenges in managing ongoing requirements

### The Business Requirements Process

- Identifying and determining customer requirements
- Analyzing customer requirements
- Documenting customer requirements
- Developing the Business Requirements Document
- Implementing customer feedback

### Business Process and Data Modeling

- The principles, processes and methodology of Business Process and Data Modeling
- How to review the scope of the business processes and measure their impact on the project
- How to identify and maintain the customer requirements through process and data modeling

- How to use and apply various analytical tools including: Analysis; Process Flowcharting; Data Flow Diagram; Swimlane Diagrams; Decision Trees and Decision Tables; Use-case Diagrams; Criteria Evaluation
- How to define business requirements through building data models
- How to cross-reference data models and process models to ensure the completeness of the analysis process
- How to decompose the different process models

### Project Management Providers

- Determining the different methods of project management, and the project life cycle
- Managing an entire project from beginning to end
- Developing the project scope statement
- Developing the work breakdown structures
- Developing the time lines (applying duration to each project task) and scheduling (allocating resources to each project task)
- Identifying project task dependencies

- Identifying project milestones
- Implementing the entire project

### Critical Thinking Skills

- Understanding the problem or opportunity
- Determining root causes of the problems or opportunities
- Identifying approaches for possible solutions or options
- Determining the best solution or option
- Measuring the impact of going with the final decision or not

### Maintaining On-Going Customer Feedback and Involvement

- Developing a customer feedback system
- Ensuring customer involvement throughout the project
- Organizing testing with the customer
- Managing on-going issues and concerns
- Gaining final customer approval

“ In a world where the role of BA is relatively new, constantly changing, and increasing in demand, this course provides an excellent framework for the work of a BA relative to different organizations as well as other roles that may be associated with it. The instructor was excellent, one of the best I've ever had. Thanks for offering this course! ”

Nancy Gardner,  
Sr. Business Analyst  
Saskatchewan  
Ministry of Agriculture

## Instructor Profile

### Ramy R. Taraboulsi

- Ramy has over 25 years of business analysis and systems experience. He is currently Professor of Ethics, Leadership and Corporate Governance at Seneca College, and also the CEO of SyncBASE Inc., a global software development firm specializing in building corporate governance software and software for managing stock-based compensation plans.

- Prior to founding SyncBASE, Ramy held senior positions as VP Information Services, Insurance Bureau of Canada; VP Internet Strategy and Development, Fidelity Investments; and Chief Systems Architect, Mercer Human Resources Consulting.

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**MAIL** to Edwards School of Business, Room 86, 25 Campus Dr, Saskatoon, SK S7N 5A7

## FRAMED CERTIFICATION



All participants who complete this program will receive a framed **Certificate of Course Completion**. Early enrollment is recommended for all courses

**Please check desired session:**  **September 22 – 24, 2008 - Saskatoon**  
 **April 20 – 22, 2009 - Regina**

Name (Mr) (Mrs) (Ms) .....

Title ..... Email .....

Organization ..... # of Employees .....

Address ..... City .....

Prov. ..... Postal Code ..... Fax .....

Bus. Phone ..... Home Phone or Cell .....

Primary Product / Service: .....

Authorizing Manager's Name ..... Title .....

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### Other Edwards School of Business Offerings:

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Saskatoon  
Nov 5, 2008 - Mar 28, 2009  
Tuition: \$7200 plus GST

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## COURSE TUITION & DETAILS

**Program tuition: \$1895.00 + 94.75 (GST) = \$1989.75.** This includes instruction, all seminar materials, lunches, refreshments, but not hotel accommodations.

**Please Note:** Fees, dates and speakers are subject to change. Edward's liability is limited to reimbursement of paid tuition fees. One free transfer is permitted, provided written notice is received at least 14 days in advance of the seminar start date. Late transfer requests, less than 14 days in advance of the start date, will incur a \$100 fee. Additional transfers are \$200 each. Cancellations received in writing at least 14 days in advance of the seminar start date will receive a full refund. Written cancellations received less than 14 days prior to the seminar will be subject to a \$500 administration fee. Non-attendance will incur full seminar tuition cost. GST#11927 9313 RT0001.

Call us at **(306) 966-8686** or email: [bas@edwards.usask.ca](mailto:bas@edwards.usask.ca)

## COURSE LOCATION(S)

**September Session:**  
September 22 – 24, 2008  
8:30 – 5:00 each day  
Hilton Garden Inn  
Saskatoon Downtown  
90-22nd Street East  
Saskatoon SK S7K 3X6  
Tel: (306) 244-2311  
Fax: (306) 244-0621

**April Session:**  
April 20 - 22, 2009  
8:30 – 5:00 each day  
Regina Inn  
1975 Broad Street  
Regina SK S4P 1Y2  
Tel: (306) 525-6767  
Fax: (306) 352-1858

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