

# Business Systems Analysis

## Wellington

12-16 Apr 2010  
24-28 May 2010  
12-16 Jul 2010  
30 Aug - 03 Sep 2010  
18-22 Oct 2010  
06-10 Dec 2010

## Auckland


19-23 Apr 2010  
14-18 Jun 2010  
09-13 Aug 2010  
11-15 Oct 2010  
29 Nov - 03 Dec 2010

## Christchurch

31 May - 04 Jun 2010  
01-05 Nov 2010

Other centres on demand

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Provider  
[www.softed.com](http://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.**

**Auckland, Wellington, Christchurch  
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

**“Excellent course. The tutor made a very complex five days easy to understand, and concepts were explained with good real life examples.”**

Rhys Wilson, Business Applications Support, Transpacific Industries Group (NZ) 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 0800 268 773 to discuss options.

**"A great overview course – well presented and interesting examples/experiences shared. It gives another dimension to analysing statistical data, information/processes."**

Alison McConnell, Statistical Analyst, Statistics New Zealand

## 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:**

**\$2990 per person (plus GST)\***

**How to Book:**

Go to [www.softed.com/register](http://www.softed.com/register) or call 0800 268 773

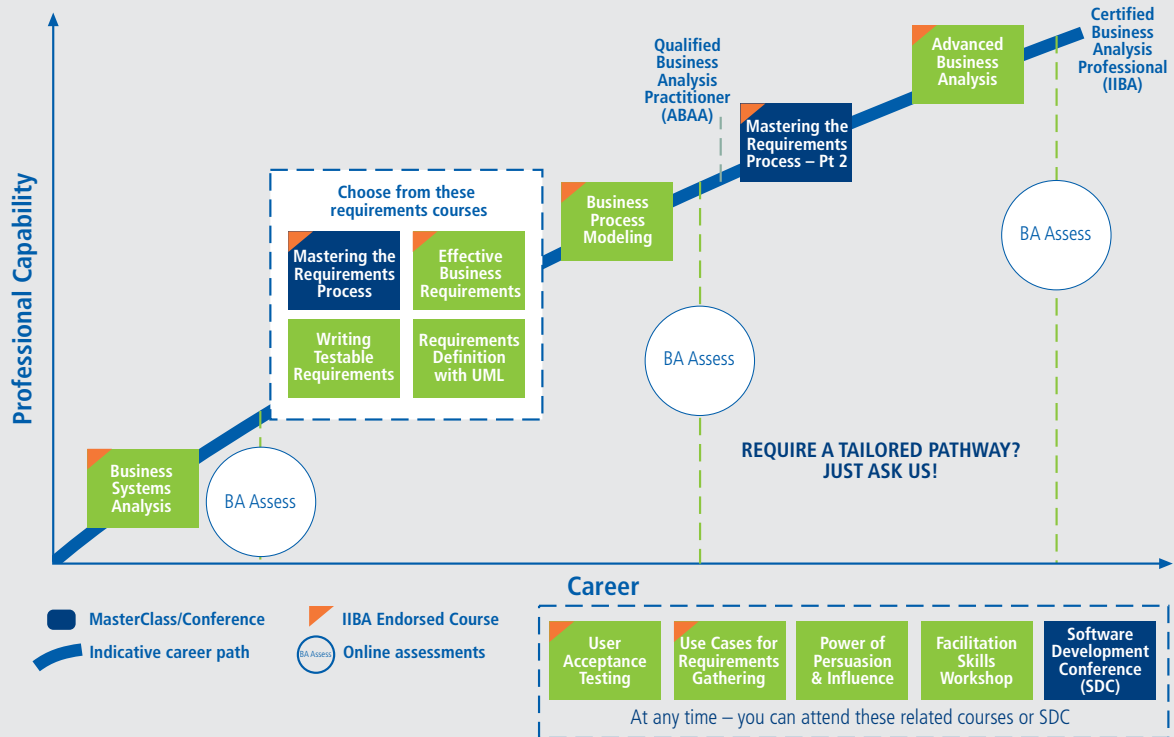
**For Assistance:**

Email [info@softed.com](mailto:info@softed.com) or call 0800 268 773

\* Every 5<sup>th</sup> 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](http://www.softed.com/register/terms.aspx)

Group Discount  
**5th FREE\***

# Business Analyst Professional Pathway



## Course Schedule 2010

	AKL = Auckland	WLG = Wellington	Days	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Price (Excl. GST)
<b>BUSINESS ANALYSIS &amp; SYSTEM DESIGN</b>														
Business Systems Analysis (IIBA Endorsed)			5		12-WLG 19-AKL	24-WLG 31-CHC	14-AKL	12-WLG	09-AKL 30-WLG		11-AKL 18-WLG	01-CHC 29-AKL	06-WLG	\$2990
Advanced Business Analysis (IIBA Endorsed)			3		12-AKL 26-WLG						06-WLG 27-AKL			\$2690
Business Process Modeling (IIBA Endorsed)			3			10-AKL 17-WLG		26-CHC	09-AKL 23-WLG			15-WLG 29-AKL		\$2390
Use Cases for Requirements Gathering (IIBA Endorsed)			2		12-AKL 29-WLG			05-AKL 08-WLG				22-WLG 25-AKL		\$1750
Advanced Data Modeling			3				16-AKL 21-WLG			06-AKL 27-WLG				\$2390
Effective Business Requirements (IIBA Endorsed)			3	03-WLG 15-AKL		03-CHC		05-WLG 28-AKL			06-AKL 27-WLG			\$2390
Mastering the Requirements Process (IIBA Endorsed)			3			19-AKL 24-WLG						15-AKL 15-WLG		\$2740
Mastering the Requirements Process – Part 2 (IIBA Endorsed)			2			27-WLG						18-WLG		\$1950
<b>AGILE</b>														
Agile Initiate Phase Start Me Up			2	11-WLG				12-AKL						\$1750
Agile Delivery Phase Start Me Up			2	18-AKL					05-AKL					\$1750
Agile Facilitation			1		06-WLG 13-AKL	21-CHC				16-AKL 20-WLG				\$990
Agile For The Business			1			22-WLG 23-AKL						26-AKL	01-WLG	\$990
Agile Project Management			2		22-WLG		24-AKL	29-CHC	12-WLG		21-AKL		02-WLG	\$1750

Correct as at February 2010. Price is per person. Schedule and prices subject to change. Full details at [www.softed.com](http://www.softed.com)

[www.softed.com](http://www.softed.com) or call 0800 268 773



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