

On-Site Business Analysis Offerings from Pendère

Value-focused Skill Development

As organizations recognize the importance of sound requirements handling, there is a renewed interest in building business analysis skills. The industry has reacted with a new professional standards group (IIBA - International Institute of Business Analysis) and an explosion of training offerings.

While an open-enrollment course may provide just what one individual employee needs, most organizations get better business value from having a course taught on-site. Common benefits include:

- The content has better value, since participants can be very open about the challenges they face and they can use local examples of processes, projects, and work products.
- By having a group of participants take a course at the same time, an organization can establish a common vocabulary, common conceptual understanding, and common practices.
- Having the course on site eliminates employee travel costs and enables training to be done for a low cost per student.

Pendère helps develop business analysis skills with a broad set of on-site offerings. The table below lists our offerings, with the number of days indicated to the right of each course (in its standard format). Each offering is eligible for continuing education unit (CEU) credit.

<i>Business Analysis Courses</i>			
Requirements Planning and Management for Business Value	3	Requirements Review and Inspection Techniques	2
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Meeting Your Specific Needs

As we plan for an on-site offering, we work with you to identify material that can be used for case studies and exercises in the course offering, to best fit your needs. Most courses use a workshop format, with at least half the time in small team exercises, using course concepts on the work of a specific project. Some alternatives we use in adapting the course to your needs include:

- Using an existing project with which all participants are familiar as the case study for the course. A short description of the project is provided by the client.
- Building a case study for the course, based on common issues and problems identified by the client. The case study is prepared by the instructor.
- Supplementing or replacing standard templates, examples, or glossaries of terms in a course by local versions. The instructor includes these items in the printed class materials.

Contact us For Further Details

A detailed description is available for each course, covered briefly on the reverse side of this sheet. Call us for prices and scheduling alternatives.

Meeting Customer Needs Requires Sound Business Analysis

Requirements Planning and Management for Business Value

SUCCESSFUL PROJECTS MUST DEMONSTRATE BUSINESS VALUE

Building or evolving useful solutions requires that the developers accommodate the true needs of a business and its users. Yet because those needs continually change, careful requirements planning and management is necessary. Keys to success include clear understanding of the business goals and objectives being served, identifying stakeholders who truly understand user needs, and establishing a requirements management approach that anticipates and accommodates needed changes. This workshop enables participants to use industry best practices to plan their requirements work and develop responsive requirements change processes.

Requirements Elicitation and Documentation

GOOD REQUIREMENTS ENSURE QUALITY PRODUCTS AND DRIVE BUSINESS VALUE

Approximately half the defects in a development project can be attributed to poor requirements. In addition, requirements errors account for three quarters of rework costs. The ability to properly elicit, document, and communicate requirements is essential to building high quality solutions, especially with globally distributed development. This workshop enables participants to effectively gather requirements, document them, and communicate them to all participants, wherever they may be around the globe.

Requirements Review and Inspection Techniques

EFFICIENT REVIEW TECHNIQUES ENABLE SOUND REQUIREMENTS FOR ANY TYPE OF PROJECT

Since requirements errors account for the majority of rework on all projects, it is critical that requirements are documented correctly and completely. Several review techniques are available, with Requirements Inspection as the acknowledged best practice for removing defects with the least time and effort. This workshop teaches participants the inspection technique and how to use the resulting data to remove defects and their causes.

Use Case Workshop

CLEARLY ARTICULATED USER REQUIREMENTS ARE KEY TO BUILDING A CORRECT SOLUTION

Use cases are a preferred method of capturing requirements, especially for systems where user interaction must be carefully explored. Both the normal path of operation and the alternate paths must be clearly documented to ensure that the related business processes work effectively under all conditions. Use cases can be reviewed with users before the system is designed to avoid unpleasant surprises and unmet expectations.

Business Process Modeling

CLEARLY DESCRIBING A BUSINESS PROCESS ENABLES OPTIMIZING THAT PROCESS

Business processes undergo change continually, to respond to new business strategies, product mix, market factors, regulatory changes, and various other influences. Proactive organizations regularly hone their key processes to use industry best practices, leverage appropriate technologies, and maximize effectiveness of their personnel. This course teaches analysts how to effectively document processes for analysis, evolution, and use.

Testing Practices for Business Analysts

QUALITY SOLUTIONS REQUIRE AN ONGOING FOCUS ON VERIFICATION AND VALIDATION

To be sure that a solution meets customer needs, the requirements and all associated work products developed or changed during a project life cycle need to be reviewed and tested against expectations. Analysts who gather and document requirements also play a key role in defining how to validate that the solution will meet user needs, and to verify that the solution correctly reflects the articulated and approved requirements.

Developing Agile Requirements with User Stories

DYNAMIC BUSINESS NEEDS DEMAND AGILE PROCESSES

Traditional requirements processes often fail to capture accurate and complete requirements under rapidly changing business needs. An agile approach to requirements moves the requirements process closer to implementation and embraces change. Moving your teams to agile processes requires a thorough understanding of how the agile requirements process works; this course helps you develop effective user stories and tests.

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