BCS Foundation Certificate in Business Analysis

The Business Change Life Cycle –

The role of the Business Analyst in the business change life cycle

- Producing the business case
- Other roles in the business change life cycle

The framework for business analysis activities

- Relating business analysis to strategic analysis, definition, and IT systems analysis
- The holistic approach to business analysis

Understanding the Strategic Context –

Analysing the business environment

- Internal and external environments
- Analysing the business with SWOT analysis

Developing business metrics

- Identifying your Critical Success Factors (CSF)
- Creating Key Performance Indicators (KPI)
- Identifying critical success with the Balanced Business Scorecard

Project Discipline for Business Analysis Studies –

- Reading the Terms of Reference or Project Initiation Document
- OSCAR (objectives, scope, constraints, authority and resources)
- What does the business wish to achieve and deliver?
    - Creating SMART objectives

Understanding the Business Situation –

Stakeholder identification

- Using the Stakeholder wheel
- Overview of investigative techniques

Representing a holistic view of the business situation

- Generating Rich pictures
- Making Mind Maps

Analysing Stakeholder Perspectives –

Stakeholder analysis and management

- Power/Interest Grid
- Stakeholder management strategies

Identifying and defining different perspectives

- Contrasting different stakeholder perspectives
- Analysing the root cause with CATWOE

Analysing and Modelling Business Activities –

Developing a Business Activity Model

- Depicting business perspectives with a Business Activity Model (BAM)
- Describing the BAM process and notation
- Identifying business events

Analysing business rules

- Distinguishing between business rule types
- Recognising business rules levels of constraint

Building the consensus Business Activity Model

- Identifying differences between business activity models
- Negotiating to resolve conflicts
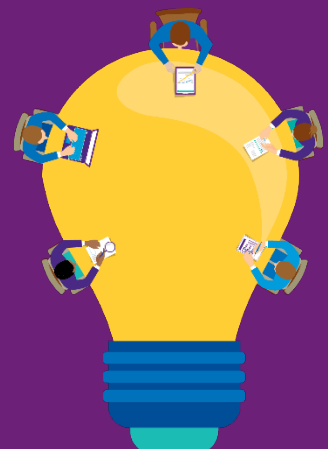
Identifying Potential Solutions –

Gap analysis - comparing the ideal and existing systems

- Outlining the gap analysis process
- Identifying inputs to, and outputs from, gap analysis

Defining a new business model

- Exploiting areas for change - processes, people, technology and organisation

Identifying requirements using business activity and business process models

- Classifying models that document and analyse requirements
- Recognising data/processing requirements