BCS Foundation Certificate in Business Analysis

Module 1: 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 lifecycle

The framework for business analysis activities

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

Module 2: 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

Module 3: 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

Module 4: 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

Module 5: 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

Module 6: 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

Module 7: 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 organization

Identifying requirements using business activity and business process models

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

Module 8: Making the Business Case

The Business Case lifecycle

- Structuring the business case
- Identifying and shortlisting options for business change

Identifying and categorizing costs and benefits

- Classifying tangible and intangible costs and benefits
- Investment appraisal techniques

Risk and impact identification, categorization, and management

- Identifying and assessing risk impact and probability
- Risk management approaches