

**Soft-Train**



*At Soft-Train  
Technology Works*

# Process Oversight Management (1 Day)

**COURSE GOAL:** To develop the student's ability to examine systems and workflows within the organization to facilitate process improvement.

**PREREQUISITES:** None.

**LEARNING OBJECTIVES:**

Upon completion of this course, the student will be able to:

- Understand what a Business Analyst is.
- Be able to view a process and analyze it.
- Be able to complete the steps of process analysis.

**KEY TOPICS:**

**I. What are Business Analysts and Why Are They Needed?**

- A. The Problem with Projects
- B. Business Analysis Defined
- C. The Business Analyst and IT
- D. The History of the Business Analyst

**II. The Business Analyst in the Organization**

- A. Will the Real Business Analyst Please Stand Up
- B. The Business Analyst and the Project Manager
- C. Where Will the Business Analyst Reside?

**III. Business Analysis Through Life Cycles**

- A. Understanding Project Life Cycles
- B. The Business Solution Life Cycle
- C. The System Solution Life Cycle

**IV. Enterprise Analysis**

- A. Enterprise Analysis Overview
- B. The Business Analyst's Role in Enterprise Analysis

**V. Requirements Elicitation**

- A. What is Elicitation
- B. Prior to Elicitation
- C. Gather Requirements

**VI. Requirements Analysis and Specification**

- A. Requirement Analysis
- B. Analysis Activities
- C. Requirement Specification
- D. Requirement Categories

**D. Maturity Model**

**VII. Requirements, Documentation, Validations, and Management**

- A. Good Requirements Documentation
- B. Requirements Validation
- C. Requirements Management

**VIII. Business Solution Delivery, Operation, and Management**

- A. Business Solution Delivery
- B. Managing Change

**IX. Requirements Engineering Considerations**

- A. Agile Development
- B. Iteration
- C. Scalability

**X. The Grooming of the Business Analyst**

- A. The Complex Array of Skills and Knowledge
- B. Mapping Out Your Business Analyst Development Program
- C. Business Analysis Challenges

**XI. A Business Analysis Maturity Model**

- A. Introducing the CompassBA/PM Organizational Maturity Model
- B. Skipping Maturity Levels
- C. The Levels of the CompassBA/PM Maturity Model