



## Business Systems Analysis Techniques

5 Days

### **COURSE OVERVIEW**

This course uses a structured approach to understanding business systems, eliciting, analysing, documenting and validating business system requirements. A practical approach is used with proven investigation techniques to identify and analyse user requirements, ensuring consistency, completeness and accuracy of the requirements.

### **COURSE OBJECTIVES**

By the end of this course delegates will:

- Understand the role of the Business Systems Analyst
- Be able to apply a variety of elicitation techniques for extracting business requirements
- Be able to conduct and follow up a structured interview
- Be able to produce a process model of the business process
- Be able to produce a use case diagram and a detailed use case descriptions
- Be able to produce an entity relationship diagram showing the relationships between information entities in a business system
- Understand the role, content and structure of a business requirements specification

### **TARGET AUDIENCE**

This course is suitable for programmers requiring understanding of, or moving into systems analysis. Analysts who are requiring formal training and other IT or business staff who need to understand these techniques.

### **COURSE CONTENT**

#### **Introduction**

- The role of business analysis
- Project Scope and Planning the Analysis
- Effective Requirements

#### **Investigation Techniques**

- Planning, conducting and following up a structured interview
- Workshops and Brainstorming
- Observation
- Searching records
- Questionnaires
- Sampling

### **Techniques for Modelling the System**

- Business process modelling
- Use cases
- Entity/Class diagramming

### **Business Requirements Specification**

- The purpose of the Business Requirements Specification
- The specification content
- Guidelines for writing an effective specification