BUSINESS ANALYSIS SYLLABUS

Project Description
The project focuses on the business need to have its own support ticketing system. Currently, the business does not have a support system for client concerns and requests. The expectation is for you to design and develop from scratch or use an open-source ticketing system following the SDLC.

What Mentee's can learn in our BA Training

- Gain experience with Task Management and Kanban using different in-demand online tools like JIRA, Trello or ASANA.
- Gain expertise with Agile methodologies.
- Improve decision-making and logical-thinking skills through analyzing the business requirements and providing recommendations to the clients.
- Create industry-grade templates for important documents that BA needs to know like Project Charter, Project Scope, Business Requirements Document, Technical Specification Document, Functional Specification Document and making sure to maintain the documents.
- Create Customer Journey Maps and Process Flowcharts that are useful in presenting the business processes to clients and the impact when the project is implemented.
- Create data mapping based on client requirements.
- Create different kinds of presentations that are needed in client meetings to help them further understand the business and technical requirements, and the processes.
- Create comprehensive User Stories and Wireframes for the given requirements
- Create Functional End-to-End Testing document.
- Complete a project from planning to maintenance phase using the agile framework.
- Apply lean methodology to identify wastes and provide recommendations to reduce these wastes.
- Boost confidence on how to create professional design and requirements documents to be created during the training.

Phases

1. **Project Planning (1-2 days)**
   - Discussion of Project
   - Creation of Kanban Board

2. **Requirements Analysis (2 – 4 weeks)**
   - Project Document Preparation
     - Create Project Charter
     - Create Project Scope
     - Create a project repository
   - Data, Requirements and Process Gathering
     - Prepare Process Mapping and Data Mapping Templates

- ○ Gather process and data fields
- ○ Gather ASIS Process
- ○ Save all documents in the project repository

3. **Validate Requirements (2 - 4 weeks)**
   - Prepare Customer Journey Map (BPMN and Flowchart)
     - ○ Create UML for AS-IS Process
     - ○ Create UML for TO-BE Process
   - Create a BRD (Business Requirements Document)
     - ○ A document covering the whole project features, functionalities, technical requirements)
     - ○ Include a summary of ASIS and TOBE
   - Save all document in the project repository
   - Present to Client
   - Adjustments from Presentation
   - Present to Client
   - Client Sign-off

4. **Design (2 - 4 weeks)**
   - Create User Stories
     - ○ Include the following:
       - ■ Title
       - ■ Description
       - ■ Business Rules
       - ■ Pre-condition
       - ■ Exceptional Case
       - ■ Technical Requirements
       - ■ Acceptance Criteria
   - Create an FSD (Functional Specification Document)
     - ○ This is the whole document covering the following:
       - ■ Summary of user stories
       - ■ Include the system processes
       - ■ Include the process steps
   - Create Wireframes (if needed)
   - Create a Prototype
   - Present to Development Team (if there is any)
   - Create Design Sign-off Template
     - ○ Prepare Sign-off Template
   - Save all templates and documents in the project repository
   - Present to Client
   - Client Sign-off