

Business Analyst Fundamentals

Content Outline

Below is an outline of the existing content.

Existing Contents	My Recommendations
Course Title: Business Analyst Fundamentals	Specialized/Technical Skills
<p>Course Learning Objectives: <i>“By the end of this course, a learner will be able to...” (3+ per course)</i></p> <p>Explain what an IT Business Analyst does:</p> <ul style="list-style-type: none"> • Acts as the bridge between the business and technology, translating business goals into business and system requirements • Analyses current business practices to identify gaps and determine business and system requirements • Understands tool capability and the gaps between existing functionality and the requirement • Designs and helps implement system programs meeting business requirements • May analyze or recommend commercially available software • Acts as the customer voice or business advocate • Works with the business to identify opportunities for process improvement, automation, and cost optimization <p>Describe the role of an SAP Business Analyst:</p> <ul style="list-style-type: none"> • Analyze current needs and anticipate future needs to provide SAP solutions that integrate and improve business operations • Determine SAP application requirements for customers • Identify the gap between SAP capability and existing functionality • Help design and implement SAP programs that meet business requirements/needs • Provide SAP support and training in the context of business for users, stakeholders, etc 	<p>Business Analysis - Identify what a business needs and determine solutions to business problems (conceptual level)</p> <p>Business Processes - Basic knowledge and understanding of business processes (i.e., collections of related, structured activities or tasks that produce a specific service or product) (conceptual level)</p> <p>Business Systems - Familiarity with the main concepts and usages of business information systems (conceptual level)</p> <p>Process improvement (intermediate level)</p> <p>Change Management - Basic knowledge and understanding of systematic application of the knowledge, tools, and resources of change (conceptual level)</p>

<ul style="list-style-type: none"> ● Monitor SAP implementations and help support issue resolution, further enhancements, etc <p>Describe other key roles a Business Analyst typically collaborates with:</p> <ul style="list-style-type: none"> ● Technology Consultant ● Data Analyst ● Strategy Consultant ● Solution Engineer ● Functional Consultant ● Project Manager/PMO ● Change Management professional ● Customer stakeholder(s) 	
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Course 2	
<p>Course Title: Understanding IT-enabled change in a business environment</p>	<p>Specialized/Technical Skills</p>
<p>Course Learning Objectives: <i>“By the end of this course, a learner will be able to...” (3+ per course)</i></p> <p>Describe the current digital landscape and how it shapes and provides context for business analysis</p> <ul style="list-style-type: none"> ● Digital transformation ● Enterprise Resource Planning (ERP) systems – HR, Financials, Supply Chain, etc ● Cloud ● API economy ● Customer Experience systems ● Data Science (e.g., analytics) ● Artificial Intelligence and Machine Learning ● Automation ● Cybersecurity <p>Understand how key tools, platforms, and languages are used to build system environments:</p> <ul style="list-style-type: none"> ● Operating Systems (Microsoft Windows, Linux, Unix, macOS) ● ERP (e.g., SAP) ● Programming and querying languages (JAVA, Python, Microsoft C#, C/C++), SQL, Oracle PL/SQL, GraphQL) 	<p>Information Systems - Basic knowledge and understanding of the characteristics of different information systems</p> <p>API Configurations - APIs’ functionalities and needed configurations for certain applications (conceptual level)</p> <p>Relational and Non-Relational Databases - Familiarity with relational and non-relational databases</p> <p>Customer Service and Customer Contact - Ability to work with business processes and technologies that are designed to engage customers and facilitate communication by a variety of channels as well as a workflow management (ticketing) system</p> <p>Software Engineering – Knowledge of processes and tools</p> <p>System Design and Development - Understand the architecture, modules, interfaces, and data for a system to satisfy specified requirements in IT</p>

<ul style="list-style-type: none"> • Elastic computing (e.g. containerization, virtualization) • Databases (relational and non-relational) • Workflow and collaboration tools (e.g., JIRA Atlassian) • Customer Relationship Management (CRM) and service systems (ticketing etc.) • Microsoft Office Suite <p>Identify the key elements of system design and development and how they relate to specific IT requirements.</p> <ul style="list-style-type: none"> • Cloud Models (e.g., Native, Hybrid, Multi-Cloud) • Architecture • Application Modules • API Management • Data • UI/UX • Security • Application Development and Deployment (e.g., Agile, DevOps, etc.) 	
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<p>Course 3</p>	
<p>Course Title: Operating in a Business Environment as a Business Analyst</p>	<p>Specialized/Technical Skills</p>
<p>Course Learning Objectives: <i>“By the end of this course, a learner will be able to...” (3+ per course)</i></p> <p>Describe key skills required to operate as an analyst in a business environment, including how to:</p> <ul style="list-style-type: none"> • Write concise, clear communications, including emails, plans, roadmaps, etc • Communicate priorities, plans and progress regularly and clearly • Identify and raise issues and roadblocks in a timely way • Manage projects working within key project or development methodologies (e.g., Waterfall, Agile, DevOps) 	<p>Agile development - Understanding of and ability to work with Agile methodology and frameworks such as Scrum, Crystal</p> <p>Project Management (conceptual level)</p> <p>Budgeting – Plan how the financial resources of a business (or IT department) are allocated for the development process of a computer system.</p> <p>Change Management - Basic knowledge and understanding of systematic application of the knowledge, tools, and resources of change (conceptual level)</p>

<ul style="list-style-type: none"> • Develop easy to interpret analysis documents and reports • Simplify complex concepts for audiences using storytelling or other presentation techniques • Interact with project and business management groups, e.g., stakeholders, Steering Committees, business leadership, external providers, etc • Collaborate with different teams and IT partners (whether locally or distributed remotely) • Facilitate group sessions such as workshops, design or requirements sessions <p>Describe the business analyst’s role as the advocate or ‘voice of the customer’ in different types of business engagements:</p> <ul style="list-style-type: none"> • Business as Usual (BAU) • Process improvement and enhancements • Projects and change management initiatives • Compliance and quality assurance <p>Understand process improvement tasks a business analyst would participate in:</p> <ul style="list-style-type: none"> • Continuous liaison/feedback with business to understand roadblocks, strategy changes upcoming enhancements • Identify and apply opportunities for process improvement, integration, and standardization • Engagement with business to understand demand and priorities and identify opportunities to lower total cost of ownership <p>Describe key tasks a Business Analyst would participate in during a project/initiative:</p> <ul style="list-style-type: none"> • Collaborate on project planning, resourcing, budgeting • Interact with project operations e.g., Project Management Office (PMO), Architecture Management Office (AMO), Steering Committees, etc • Monitor the development and provide periodic progress reporting • Help facilitate business process review sessions with internal customers and stakeholders • Collaborate with change management teams to help design change interventions aligned with business goals and requirements 	<p>Soft skills – communication, storytelling, facilitation, collaboration</p>
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<ul style="list-style-type: none"> • Collaborate on creating help content/assets/support mechanisms for users (e.g., SME reviewer) • Collaborate on creating Functional Test plans • Participate in UAT Functional Testing • Deliver SAP training for internal customers or users • Identify and contribute to solutions for post-production issues, gaps. 	
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Course 4	
Course Title: Gathering Business Requirements – Practices and Methods	Specialized/Technical Skills
<p>Course Learning Objectives: <i>“By the end of this course, a learner will be able to...” (3+ per course)</i></p> <p>Define business goals for a system and explain how they relate to the overall organizational strategy e.g.</p> <ul style="list-style-type: none"> • Reduce total cost of ownership • Improve customer response times and ‘stickiness.’ • Reduce time or cost to complete transactions • Improve customer engagement or remove roadblocks • Meet compliance or quality guidelines, e.g., GDPR data privacy, SEC requirements, ISO standards • Reduce errors • Improve integration with or retire legacy systems • Improve recovery time when the system goes down • Automate processes • Enhance security to prevent losses from hacks and attacks <p>Identify and describe current business processes.</p> <ul style="list-style-type: none"> • Objectives • How they flow within the organizational context • Connections with outside providers • Roles and Stakeholders in the process • Metrics and reporting <p>Define what a business requirement is and provide best practice examples:</p> <ul style="list-style-type: none"> • “What must be delivered to achieve value.” • Business need, metrics, and success criteria 	<p>Requirements elicitation- Basic knowledge and understanding of elicitation methods to identify the system requirements that would best satisfy stakeholders’ needs (conceptual level)</p> <p>System Design and Development - Understand the architecture, modules, interfaces, and data for a system to satisfy specified requirements in IT</p> <p>Systems Analysis and Evaluation/ Business Systems Analysis – Determine/identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system (conceptual level)</p> <p>Data Analysis - Inspect, clean, and perform basic statistical analysis of data with the goal of discovering useful information, suggesting conclusions, and supporting decision-making around business and IT system</p> <p>Soft skills – communication, storytelling, facilitation, collaboration</p>

<ul style="list-style-type: none"> • Best practices – can be verified, are clear, comprehensive, measurable, etc. <p>Describe the practices and methods used to gather business requirements:</p> <ul style="list-style-type: none"> • Review key organizational business documents, e.g., Strategy, Vision • Identify and gather key reporting inputs, e.g., Quarterly Reports, System Metrics, Issues Logs, Steering Committee minutes. • Perform Needs Analysis • Interview or survey users and key stakeholders • Observe job performance, or perform the job to determine what information is processed and how it is processed • Facilitate workshops or other business requirement-gathering sessions 	
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Course 5	
Course Title: Analyze and Documenting Business Requirements – Tools and Metrics	Specialized/Technical Skills
<p>Course Learning Objectives: <i>“By the end of this course, a learner will be able to...” (3+ per course)</i></p> <p>Describe the metrics that can be used in business requirement analysis and their sources</p> <ul style="list-style-type: none"> • Expected user volume • Expected transaction volume • Capacity projections • Storage • Customer and other data • Geographical requirements • Human factors <p>Describe the models, frameworks, and tools typically used to analyze business and IT needs:</p> <ul style="list-style-type: none"> • Structured analysis • Data modeling • Information engineering • RACI, SWOT, Non-Functional Requirements Analysis, Brainstorming, CATWOE 	<p>Technical Writing/Editing – Draft technical communication used in a variety of technical fields, such as computer hardware and software engineering</p> <p>Process Mapping</p> <p>Soft skills – communication, storytelling, facilitation, collaboration</p>

<p>Explain how to map and document current and to-be business processes</p> <ul style="list-style-type: none"> ● Business Process nomenclature/icons ● Mapping tools – Visio, Lucidchart, flowcharts ● Develop use cases, user stories, and scenarios to better understand the customer journey and provide input to business requirements and testing plans. ● Produce reports and analyses detailing business requirements, functional requirements, process, and data flow documents ● Maintain stable, reliable, and effective databases 	
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<p>Course 6</p>	
<p>Course Title: Becoming an SAP Business Analyst – Industries, Portfolios, and Domains</p>	
<p>Course Learning Objectives: <i>“By the end of this course, a learner will be able to...” (3+ per course)</i></p> <p>Explain what value an SAP Business Analyst brings to business engagements</p> <p>Understand the different industries, portfolios, and domains a Business Analyst can specialize in at SAP</p> <ul style="list-style-type: none"> ● Supply Chain Management ● HR ● Financials ● Sales and Distribution ● etc <p>Describe how to work towards an SAP qualification in a chosen domain</p> <ul style="list-style-type: none"> ● Leveraging relevant domain experience, e.g., Accounting for Financials ● Developing technical skills (Configuration, programming...) ● Developing soft skills (Listening, Communication...) ● Leverage SAP knowledge and resources such as SAP Help, SAP Community Network, SAP Best Practices Building Blocks 	

