

Job Task Skills vs. Existing Content

Job Task Analysis (JTA)

The table below provides a summary of the required skills for the role (listed on the left) alongside the corresponding existing content that addresses these skills (listed on the right).

- **Skills Shaded in Green:** These represent competencies that are already adequately covered by the current learning content.
- **Skills Shaded in Red:** These indicate skills that are not covered in the existing content but are recognized as essential and will be incorporated into future development efforts.

This visual format helps to easily identify areas of alignment as well as content gaps that need attention, ensuring comprehensive coverage of the skills necessary for the role.

JOB TASK SKILLS	EXISTING CONTENT & LEARNING OBJECTIVES
SPECIALIZED/TECHNICAL SKILLS	
Agile development - Understanding of and ability to work with Agile methodology and frameworks such as Scrum, Crystal	Course 2 Course Learning Objective: By the end of this course, a learner will be able to identify the key elements of system design and development and how they relate to specific IT requirements
API Configurations - APIs' functionalities and needed configurations for certain applications (conceptual level)	Course 2 Specialized/Technical Skills <ul style="list-style-type: none"> • API Configurations - APIs' functionalities and needed configurations for certain applications (conceptual level)
Application Support - Provide technical support for software applications and technologies to a specific target audience, according to the needs of a business	Course 6 Technical Skills in JTA not typically associated with BA role Application Support - Provide technical support for software applications and technologies to a specific target audience, according to the needs of a business
Budgeting – Plan how the financial resources of a business (or IT department) are allocated for the development process of a computer system.	Course 3 Course Learning Objective: By the end of this course, a learner will be able to describe key tasks a Business Analyst would participate in during a project/initiative: <ul style="list-style-type: none"> • Collaborate on project planning, resourcing, budgeting
Business Analysis - Identify what a business needs and determine solutions to business problems (conceptual level)	Course 6 Course Learning Objective: By the end of this course, a learner will be able to explain what value an SAP Business Analyst brings to business engagements

	<p>Course Learning Objective: By the end of this course, a learner will be able to understand the different industries, portfolios, and domains a Business Analyst can specialize in at SAP</p> <ol style="list-style-type: none"> 1. Supply Chain Management 2. HR 3. Financials 4. Sales and Distribution
<p>Business Process - 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>Course 1</p> <p>Specialized/Technical Skills</p> <p>Business Process - 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>Course 1</p> <p>Specialized/Technical Skills</p> <p>Business Systems - Familiarity with the main concepts and usages of business information systems (conceptual level)</p>
<p>Change Management - Basic knowledge and understanding of the systematic application of the knowledge, tools, and resources of change (conceptual level)</p>	<p>Course 1</p> <p>Specialized/Technical Skills</p> <p>Change Management - Basic knowledge and understanding of systematic application of the knowledge, tools, and resources of change (conceptual level)</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 workflow management (ticketing) system</p>	<p>Course 2</p> <p>Course Learning Objective: By the end of this course, a learner will be able to 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
<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 systems</p>	<p>Course 4</p> <p>Specialized/Technical Skills</p> <ul style="list-style-type: none"> ● 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 systems

<p>Information Systems - Basic knowledge and understanding of the characteristics of different information systems</p>	<p>Course 1</p> <p>Specialized/Technical Skills</p> <p>Business Systems - Familiarity with the main concepts and usages of business information systems (conceptual level)</p>
<p>Relational and Non-Relational Databases - Familiarity with relational and non-relational databases</p>	<p>Course 2</p> <p>Course Learning Objective: By the end of this course, a learner will be able to understand how key tools, platforms, and languages are used to build system environments:</p> <ul style="list-style-type: none"> • Databases (relational and non-relational)
<p>Process improvement (intermediate conceptual level)</p>	<p>Course 3</p> <p>Course Learning Objective: By the end of this course, a learner will be able to understand process improvement tasks a business analyst would participate in:</p> <ul style="list-style-type: none"> • Identify and apply opportunities for process improvement, integration, and standardization
<p>Project Management (conceptual level)</p>	<p>Course 3</p> <p>Course Learning Objective: By the end of this course, a learner will be able to describe key tasks a Business Analyst would participate in during a project/initiative:</p> <ul style="list-style-type: none"> • Interact with project operations e.g., Project Management Office (PMO), Architecture Management Office (AMO), Steering Committees, etc
<p>Quality Assurance and Control-Ability to prevent or identify and fix defects in the system to fulfill quality requirements.</p>	<p>Course 6</p> <p>Technical Skills in JTA not typically associated with BA role</p> <p>Quality Assurance and Control - Ability to prevent or identify and fix defects in the system to fulfill quality requirements.</p>
<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>Course 4</p> <p>Specialized/Technical Skills</p> <p>Requirements elicitation- Basic knowledge and understanding of elicitation methods to identify the system requirements that would best satisfy stakeholders' needs</p>
<p>Software Engineering - Knowledge of processes and tools</p>	<p>Course 2</p> <p>Specialized/Technical Skills</p> <p>Software Engineering – Knowledge of processes and tools</p>

<p>System Administration - Ensure the upkeep, configuration, and reliable operation of computer systems; especially multi-user computers, such as servers</p>	<p>Course 6</p> <p>Technical Skills in JTA not typically associated with BA role</p> <p>System Administration - Ensure the upkeep, configuration, and reliable operation of computer systems; especially multi-user computers, such as servers</p>
<p>System Design and Development - Understand the architecture, modules, interfaces, and data for a system to satisfy specified requirements in IT</p>	<p>Course 2</p> <p>Course Learning Objective: By the end of this course, a learner will be able to 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
<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>Course 4</p> <p>Specialized/Technical Skills</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>Technical Support - Provide assistance to users of business and IT systems.</p>	<p>Course 6</p> <p>Technical Skills in JTA not typically associated with BA role</p> <p>Technical Support - Provide assistance to users of business and IT systems</p> <ul style="list-style-type: none"> ● Optimize and maintain programs and all system documentation ● Planning, monitoring, and recording of IT technical hardware assets
<p>Technical Writing/Editing – Draft technical communication used in a variety of technical fields, such as computer hardware and software engineering</p>	<p>Course 5</p> <p>Specialized/Technical Skills</p> <p>Technical Writing/Editing – Draft technical communication used in a variety of technical fields, such as computer hardware and software engineering</p> <ul style="list-style-type: none"> ● Process Mapping ● Soft skills – communication, storytelling, facilitation, collaboration
<p>SOFTWARE AND PROGRAMMING SKILLS</p>	
<p>Platforms, containers, and tools</p>	<p>Course 2</p> <p>Course Learning Objective: By the end of this course, a learner will be able to 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) ● 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>Workflow management and collaboration tool: Atlassian JIRA</p>	<p>Course 2</p> <p>Course Learning Objective: By the end of this course, a learner will be able to 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) ● 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>Enterprise Resource Planning (ERP): SAP</p>	<p>Course 2</p> <p>Course Learning Objective: By the end of this course, a learner will be able to 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) ● 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>Microsoft Office Suite: Microsoft Access, Microsoft Excel, Microsoft PowerPoint, Microsoft Word, Microsoft Outlook, Microsoft SharePoint,</p>	<p>Course 2</p> <p>Course Learning Objective: By the end of this course, a learner will be able to 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) ● 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>Operating Systems (OS): Microsoft Windows, Linux, Unix, macOS</p>	<p>Course 2</p> <p>Course Learning Objective: By the end of this course, a learner will be able to 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) ● 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>LANGUAGES</p>	
<p>High-Level Programming languages: Python, Java, Ruby, Microsoft C#, C/C++</p>	<p>Course 2</p> <p>Course Learning Objective: By the end of this course, a learner will be able to 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) ● Elastic computing (e.g. containerization, virtualization) ● Databases (relational and non-relational)

	<ul style="list-style-type: none"> • Workflow and collaboration tools (e.g., JIRA Atlassian) • Customer Relationship Management (CRM) and service systems (ticketing etc.) • Microsoft Office Suite
<p>Query languages: SQL, Oracle PL/SQL</p>	<p>Course 2</p> <p>Course Learning Objective: By the end of this course, a learner will be able to 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) • 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>Query language for APIs: GraphQL (conceptual level)</p>	<p>Course 2</p> <p>Course Learning Objective: By the end of this course, a learner will be able to 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) • 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>DATABASES</p>	
<p>Relational: MySQL, Oracle, MariaDB</p>	<p>Course 2</p> <p>Course Learning Objective: By the end of this course, a learner will be able to 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)

	<ul style="list-style-type: none"> ● ERP (e.g., SAP) ● Programming and querying languages (JAVA, Python, Microsoft C#, C/C++), SQL, Oracle PL/SQL, GraphQL) ● 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>Non-relational: DynamoDB, MongoDB</p>	<p>Course 2</p> <p>Course Learning Objective: By the end of this course, a learner will be able to 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) ● 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>BASELINE SKILLS</p>	
<p>Analytical Skills</p>	<p>Course 2</p> <ul style="list-style-type: none"> ● Describe the current digital landscape and how it shapes and provides context for business analysis <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>Building Effective Relationships</p>	<p>Course 2</p> <ul style="list-style-type: none"> ● Understand how key tools, platforms, and languages are used to build system environments:

	<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) ○ 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>Communication skills (Written & Oral) - concise and succinct communication skills, e.g., writing an effective email.</p>	<p>Course 3</p> <ul style="list-style-type: none"> ● Describe key skills required to operate as an analyst in a business environment, including how to: <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) ○ 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>Computer Literacy</p>	<p>Course 2</p> <ul style="list-style-type: none"> ● Using the Microsoft Office Suite and understand key tools, platforms, and programming languages essential for building system environments. <ul style="list-style-type: none"> ○ ERP Systems: Specifically, the learning about ERP (e.g., SAP). ○ Basic Programming and Scripting: Includes an overview of high-level programming languages like Python and Java. ○ Database Management: Covering relational and non-relational databases. ○ IT System Navigation: Provides insights into various operating systems such as Windows, Linux, and macOS.
<p>Creativity</p>	<p>Course 3</p>

	<ul style="list-style-type: none"> • Apply creative problem-solving techniques to identify and implement process improvements, fostering innovation within business operations. <ul style="list-style-type: none"> ○ Focus on process improvement and applying opportunities for innovation. ○ Design Thinking: Linked with the general soft skills such as facilitation and collaboration. ○ Content Development: Deals with the development of technical skills, including soft skills related to content creation. ○ Storytelling in Business Analysis: Involves storytelling, communication, and presentation techniques.
<p>Critical Thinking</p>	<p>Course 4</p> <ul style="list-style-type: none"> • Utilize critical thinking skills to analyze data and apply insights to support sound business decision-making. <ul style="list-style-type: none"> ○ Data Analysis and its application to decision-making. ○ System Evaluation: Covers systems analysis and evaluation. ○ Change Management Analysis: Includes concepts related to change management and process evaluation. ○ Process Improvement: Focusing on opportunities for process improvement and integration.
<p>Decision Making</p>	<p>Course 4</p> <p>Specialized/Technical Skills</p> <ul style="list-style-type: none"> • 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>10. 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 systems</p> <p>Soft skills – communication, storytelling, facilitation, collaboration</p>
<p>Detail-Oriented</p>	<p>Course 3</p> <ul style="list-style-type: none"> • Demonstrate detail oriented comprehensive documentation skills, including the creation and maintenance of key project documents such as roadmaps, analysis reports, and technical specifications. <ul style="list-style-type: none"> ○ Attention to System Specifications: ○ Discusses system design and development. ○ Quality Assurance: Deals with quality control. ○ Data Precision: Focusing on data analysis and decision-making. ○ Requirement Elicitation: Discusses requirements elicitation and how to satisfy stakeholders.

<p>Leadership</p>	<p>Course 3</p> <ul style="list-style-type: none"> ● Describe key skills required to operate as an analyst in a business environment, including how to: <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) ○ 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>Listening</p>	<p>Course 6</p> <ul style="list-style-type: none"> ● Describe how to work towards an SAP qualification in a chosen domain <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
<p>MULTITASKING</p>	
<p>Organizational Skills</p>	<p>Course 4</p> <ul style="list-style-type: none"> ● Define business goals for a system and explain how they relate to the overall organizational strategy e.g. <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

	<ul style="list-style-type: none"> ○ Enhance security to prevent losses from hacks and attacks
Planning	<p>Course 6</p> <p>Technical Skills in JTA not typically associated with BA role</p> <ul style="list-style-type: none"> ● Planning, monitoring, and recording of IT technical hardware assets
Preparing reports	<p>Course 3</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) ● 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
Prioritizing tasks	<p>Course 3</p> <ul style="list-style-type: none"> ● Understand process improvement tasks a business analyst would participate in: <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
Presentation Skills	<p>Course 3</p> <ul style="list-style-type: none"> ● Describe key skills required to operate as an analyst in a business environment, including how to: <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

	<ul style="list-style-type: none"> ○ Manage projects working within key project or development methodologies (e.g., Waterfall, Agile, DevOps) ○ 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>Problem Solving</p>	<p>Course 1</p> <p>Specialized/Technical Skills</p> <ul style="list-style-type: none"> ● Business Analysis - Identify what a business needs and determine solutions to business problems (conceptual level) ● 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) ● Business Systems - Familiarity with the main concepts and usages of business information systems (conceptual level) ● Process improvement (intermediate level) ● Change Management - Basic knowledge and understanding of systematic application of the knowledge, tools, and resources of change (conceptual level)
<p>Research</p>	<p>Course 4</p> <ul style="list-style-type: none"> ● Conduct a thorough needs analysis to gather business requirements effectively. This includes understanding and applying various methods such as user interviews, stakeholder surveys, needs assessments, and business documentation review. <ul style="list-style-type: none"> ○ Market and Industry Trends: Could be linked with the analytical skills ○ Data Collection and Analysis: Data collection and analysis are key topics. ○ Competitor Analysis: Types of business analysis are covered. ○ Academic and Technical Literature Review: Soft skills related to research and content
<p>Strategic Thinking</p>	<p>Course 4</p> <ul style="list-style-type: none"> ● Describe the practices and methods used to gather business requirements: <ul style="list-style-type: none"> ○ Review key organizational business documents, e.g., Strategy, Vision

	<ul style="list-style-type: none"> ○ 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
<p>Storytelling (data/business communication)</p>	<p>Course 5</p> <p>Specialized/Technical Skills</p> <ul style="list-style-type: none"> ● Technical Writing/Editing – Draft technical communication used in a variety of technical fields, such as computer hardware and software engineering ● Process Mapping ● Soft skills – communication, storytelling, facilitation, collaboration
<p>Teamwork / Collaboration</p>	<p>Course 3</p> <ul style="list-style-type: none"> ● Describe key skills required to operate as an analyst in a business environment, including how to: <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) ○ 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

Time Management	<p>Course 4</p> <ul style="list-style-type: none">● Define business goals for a system and explain how they relate to the overall organizational strategy e.g.<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
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