COURSE OVERVIEW TM0161-3D
Introduction to Business Analysis

Course Title
Introduction to Business Analysis



Course Date/Venue
Session 1: May 09-11, 2027/Meeting Plus 9, City Centre Rotana, Doha, Qatar
Session 2: December 05-07, 2027/Meeting Plus 9, City Centre Rotana, Doha, Qatar

Course Reference
TM0161-3D

Course Duration/Credits
Three days/1.8 CEUs/18 PDHs

Course Description







This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our software tools.

Business analysis is a crucial component of business process improvement (BPI) efforts. It is also a critical but often overlooked activity in new IT system development. Transitioning to e-Business mandates rigorous business process modeling.

This course will introduce you to key techniques in documenting, process modelling tools, techniques, how to practically apply them, how to select and evaluate methods and tools that are right for your project and fit your organization's culture, key techniques in documenting and analyzing current or future business processes and identifying long and short-term business process improvements.

The course is also designed to give participants a clear understanding of business process mapping and modelling and the different techniques that can be used for IT purposes.

In this course, participants will learn to model business processes as they are currently enacted, assess the quality of those business processes, and collaborate with the stakeholders in the process to identify the business model required for the development of IT solution.

We start by teaching you the role and responsibilities of the business analyst in successful projects and the process for analyzing business systems. We investigate the quality attributes of business processes and learn to determine a business system's health. Understand how to identify business processes that could become more streamlined. Participants learn to define, model, and document business processes as they are today and analyze what should change. Problems will be evaluated and root cause analysis will be conducted so the problem is clearly understood and the solutions can be identified. Master the process of communicating with stakeholders to understand their process needs as well as their perceptions of the problems with the process. Learn about the methodologies used to gather stakeholder requirements. Participants use seven different modeling techniques to understand different facets of the business process, identify the most effective solution to the process, and clearly define the future process state. Once a new process is defined, learn how to convey those process changes to others, gain organizational support for making the changes, and plan for a successful change project.

Course Objectives/Outcomes & Benefits for the Participants

Upon the successful completion of this course, each participant will be able to:-

- Apply systematic techniques on business analysis practice
- Carryout business analysis planning and monitoring and discuss the key terms, the business analysis core concept model and sources of business analysis information
- Identify, analyze and communicate with relevant stakeholders and determine their activities, deliverables, resources and measures
- Define how to approve requirements and manage scope changes
- Recognize the requirements for elicitation management and communication by planning business analysis approach, confirming the results of elicitation, communicating business analysis information, managing stakeholder collaboration and prioritizing, assessing and approving requirements
- Specify and model requirements and define assumptions and constraints based on “A Guide to the Business Analysis Body of Knowledge® (BABOK® Guide)” Version 2.0 and “A Guide to the Project Management Body of Knowledge (PMBOK® Guide) 5th Edition.
- Verify and validate requirements, define design options and apply solutions assessment and validation
- Develop business analysis capabilities through analytical thinking and problem solving
- Describe behavioral characteristics and implement communication, interaction and conflict resolution skills
- Analyze risk, responsibilities and skills as well as use data flow diagrams
- Employ business analysis tools and techniques covering project scope, schedule and metrics, functional decomposition techniques, decision modelling, benchmarking and market analysis, personal planning and commitment to action

Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of business analysis practice for system administrators, systems analysts, business analysts, associate project managers, project managers, project coordinators, project analysts, project leaders, senior project managers, team leaders, product managers and program managers.

Training Methodology

Our courses employ an interactive, learner-centred methodology that integrates theoretical knowledge with practical application. The training is delivered through a suitable combination of some or all of the following methods, selected according to the course content and learning objectives:

- Instructor-led presentations and facilitated discussions
- Practical workshops and participant presentations
- Hands-on exercises and real-world case studies
- Equipment demonstrations and technical drawings
- Hardware- and software-based simulations
- Gamification & Role Play in soft-skills courses only
- Virtual Reality (VR) and Augmented Reality (AR)
- Instructional videos and other relevant training resources

This blended approach encourages active participation, strengthens practical skills and supports the effective application of acquired knowledge in the workplace.

Learning Design & Customization

This course can be customized to the exact requirements of clients. Haward Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.

Course Fee

US$ 4,250 per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations:

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **1.8 CEUs** (Continuing Education Units) or **18 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Douglas Robinson, MBA, BSc (Honors), Dip, is currently the **President** of **DSR Consulting** and the **Professor** of **Business Studies Unit** (BSU) at **Durban Institute of Technology** (DIT), where he is lecturing at **MBA level** in **Quality Management**, **Quality Control Systems and Standards**, **Legal Compliance and Corporate Governance Responsibilities**, **Corporate Valuation & Capital Restructuring**, Managing **Production Operations**, **Strategic Planning**, **Climate Change** in Economics, **Human Resources Management** (**HRM**), **Leadership** & **Change** Management, **Presentation** Skills, **Negotiation** Skills, **Interpersonal** Skills, **Communication** Skills, **Adaptability** & **Flexibility**, **Learning** & **Self Development**, **Industrial Relationships**, **Driving Performance**, **Performance** Measurement, **Performance Goal** Implementation, **Time Management** Techniques, Organizing Daily Activities, Handling Difficulties & Pressure, Productivity & Feedback Management, **Problem Solving & Decision Making**, **ISO 9001 Lead Auditor**, **Commercial Negotiation & Legal Aspects**, Logistics & Supply Chain Management, **Quality Management**, **Project Financial Planning**, **Financial Management**, **Materials Inventory Management**, **Budgeting & Cost Control**, **Project Accounting**, **Project Management**, **Contract Management**, Operations Management, Procurement Management, Entrepreneurship and International Business.

Mr. Robinson has over **40 years** of international experience in **Contract** Management, **Quality** Management, **ISO Standards**, Logistics & Supply Chain Management, Procurement, Purchasing, Outsourcing Strategies, Project Management, Business Systems, Operations Management and Business Re-Organization. Further, he is a **Registered Assessor** of **Quality** Management, Logistics, Supply Chain Management, Procurement Strategies, Purchasing and Outsourcing.

As a leader in the **Quality**, Procurement and Logistics fields, Mr. Robinson facilitated in-house skills development programmes in a lot of companies worldwide and has **extensive consulting experience** in both the public and private sectors. His experience includes implementing SAP system in Procurement, financial, sales, distribution, materials management and costing.

During his long career life, Mr. Robinson worked for many **International companies** such as Tiger Brands, Nestle's, Mondi Manufacturing, Mondi Forests, Masonite Africa Ltd., Frame etc. He worked as **General Manager**, **Quality Manager**, **Procurement Manager**, **Logistics Manager**, **Logistics Superintendent**, **Project Manager**, **Purchasing Supervisor**, **SAP Facilitator**, etc.

Due to his thorough and long experience and knowledge, Mr. Robinson is **recognized internationally** as an **Expert** in Logistics & Supply Chain Management, Procurement, Purchasing, Outsourcing, Strategic planning, business wellness analysis, **Contract** management, **Project** Management, feasibility studies, financial analysis, cash-flow forecasting, Capital investment analysis, risk analysis, Business process analysis, and **Quality Management Systems**.

Mr. Robinson has a **Master** degree in **Business Administration** (**MBA**) from the **University of Durban-Westville**, a **Bachelor** degree with **Honors** in **Business Management** and **Administration** and **Diplomas** in **Medical Technology**, **Marketing Management**, **Business Management** and **Project Management** from the **University of Rhodesia** and from the **Damelin Management Schoo**l respectively. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**), an active member of international professional affiliations and delivered innumerable trainings, courses, workshops and seminars globally.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0930	***Business Analysis Planning & Monitoring*** *Introduction to Business Analysis Including Key Terms • The Business Analysis Core Concept Model™ as Part of a Project • Sources of Business Analysis Information*
0930 – 0945	*Break*
0945 – 1100	***Business Analysis Planning & Monitoring (cont'd)*** *Identify, Analyze & Communicate with Relevant Stakeholders • Determining Activities, Deliverables, Resources & Measures • Define how to Approve Requirements & Manage Scope Changes*
1100 – 1230	***Requirements Elicitation Management & Communication*** *Plan Business Analysis Approach • How to Prepare for, & Conduct Elicitation • Confirming the Result of Elicitation • Communicating Business Analysis Information • Managing Stakeholder Collaboration Through Recording, Assessing and Reporting Clear, Correct and Consistent Information*
1230 – 1245	*Break*
1245 – 1420	***Requirements Elicitation Management & Communication (cont'd)*** *How to Trace & Maintain Correct Information Provided by Stakeholders Related to Requirements • How to Manage Objectives by Prioritizing, Assessing & Approving Requirements by Ensuring Stakeholders Understanding of Requirements Through Effective Presentations*
1420 – 1430	***Recap***
1430	*Lunch & End of Day One*

Day 2

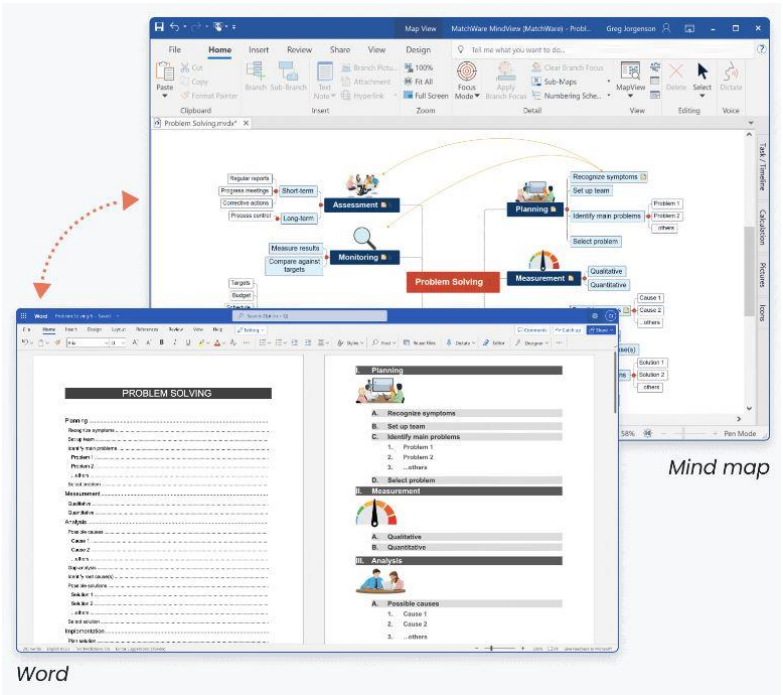
0730 – 0930	***Requirements Analysis*** *Understand and Identify Why "Change Management is Required • Specifying & Modelling Requirements • New Capability Requirements • Prepare a Business Case • Defining Assumptions & Constraints*
0930 – 0945	*Break*
0945 – 1100	***Requirements Analysis (cont'd)*** *Verifying & Validating Requirements • Understanding of a Feasibility Study • How to Define Requirements Architecture • Defining Design Options • Solution Assessment & Validation*
1100 – 1230	***Developing Business Knowledge & Analysis Capabilities*** *Analytical Thinking & Problem Solving • Behavioral Characteristics & Time Management*
1230 - 1245	*Break*
1245 - 1420	***Developing Business Knowledge & Analysis Capabilities (cont'd)*** *Communication, Interaction & Conflict Resolution Skills*
1420 – 1430	***Recap***
1430	*Lunch & End of Day Two*

Day 3

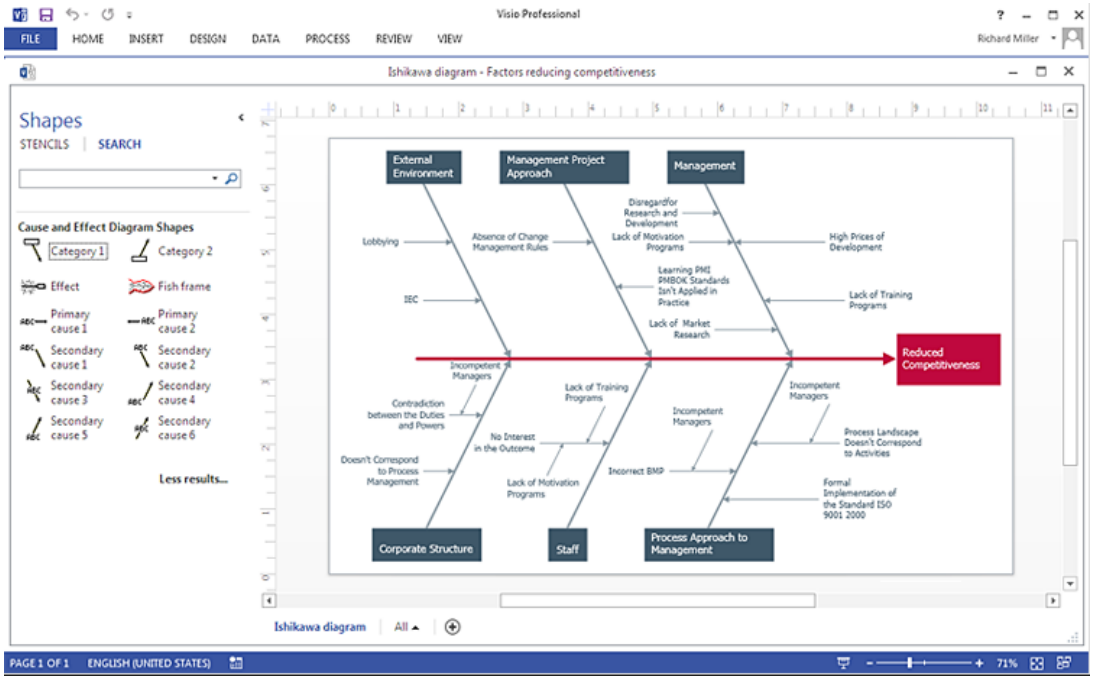
0730 - 0930	***Developing Business Knowledge & Analysis Capabilities (cont'd)*** *Business Risk, Responsibilities & Skills Analyses • Using Data Flow Diagrams • Case Study*
0930 - 0945	*Break*
0945 - 1100	***Business Analysis Tools & Techniques*** *Project Scope, Schedule & Metrics • Functional Decomposition Techniques*
1100 – 1230	***Business Analysis Tools & Techniques (cont'd)*** *Roles & Responsibilities • Decision Modelling*
1230 - 1345	***Business Analysis Tools & Techniques (cont'd)*** *Benchmarking & Market Analysis • Personal Planning • Action Plans & Commitment to Action*
1345 – 1400	***Course Conclusion***
1400 – 1415	***POST-TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Software Tools Demonstration

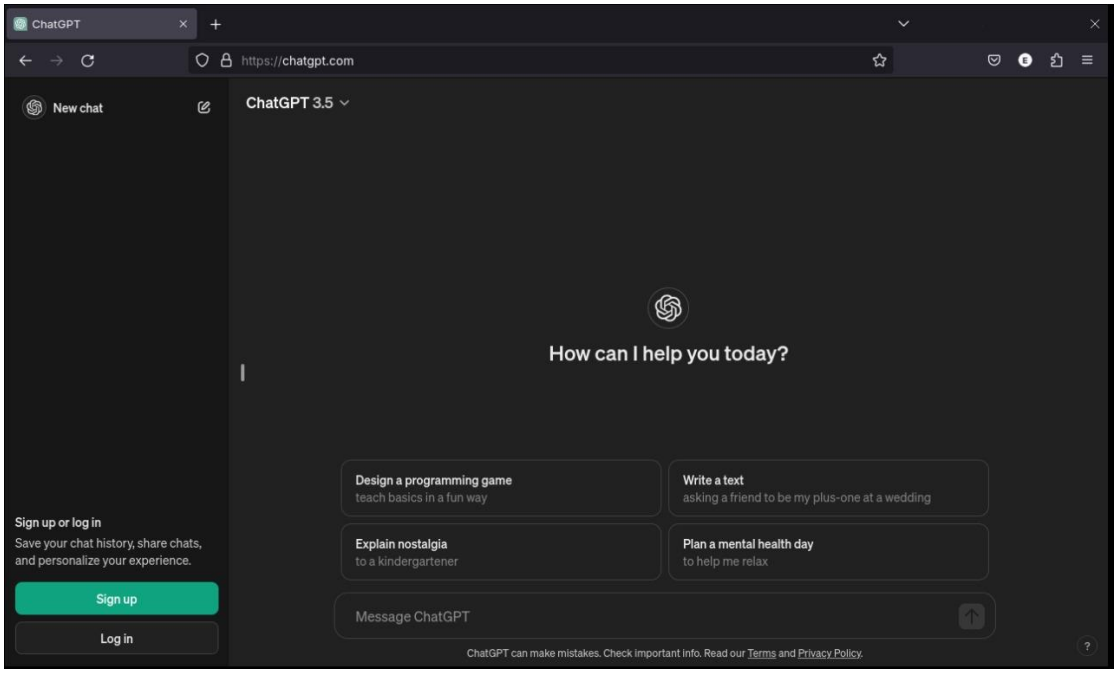
Practical sessions will be demonstrated through software tools during the course for delegates. Delegates will have an opportunity to understand the exercises using the "Mindview Software", "Visio Software", "ChatGPT" and "PMI Infinity".



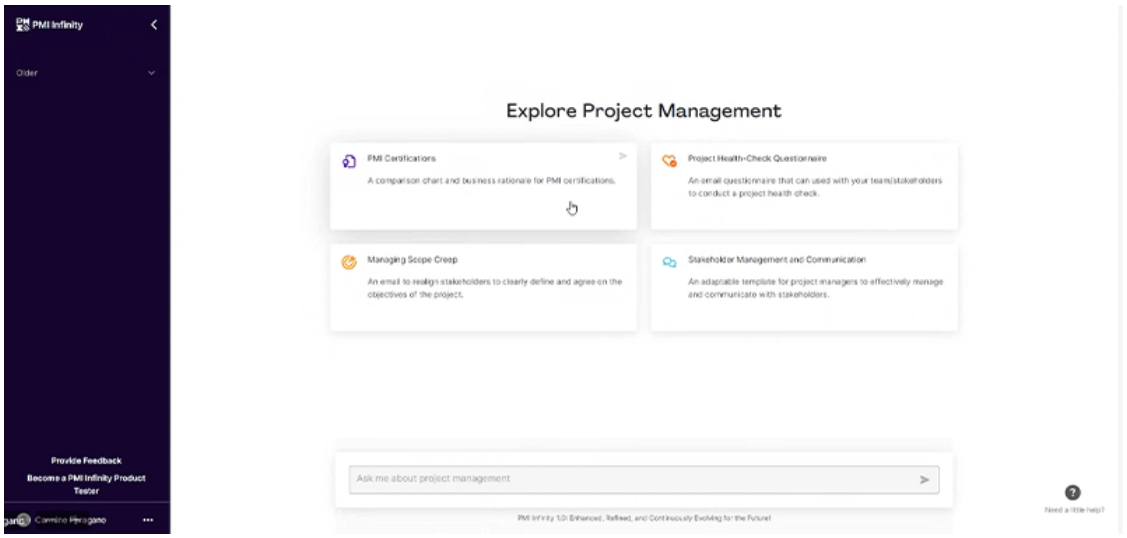
Mindview Software



Visio Software



ChatGPT Software



PMI Infinity

Course Coordinator

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