

Course Description

Business and Systems Analysis AMS116

14 Professional Development Units
14 Education Hours

Overview

The purpose of this course is to assist systems analysts and business analysts to form the competencies of establishing a methodology to approach a user's requirements from feasibility study to proposal definition. Critical to the success of this methodology is the task of identifying and sorting the needs of a customer group, and working with the user group to achieve agreement and product deliverables. The key to successful product development is relevant, accurate, well-formulated and cost effective information. This course is designed to teach the participants to achieve that.



Learning Objectives

- Identify four key methods for requirements gathering
- Learn to ask the right questions to get the most information
- How to conduct and participate in requirements meetings
- Identify the fifteen behaviors of effective facilitation and requirements meeting management
- Know how to ask direct questions to elicit clear answers
- Identify skills to assure the customer that you understand the information
- Use tools such as the Project Overview Statement (POS) and Work Breakdown Structure (WBS) to ensure that the customer's conditions of satisfaction are met
- Define the problem and develop effective workflows
- Understand techniques to move the project from requirements to development and through its life cycle while not losing track of the project's scope

Format

This course is highly interactive and adaptive to class interests and needs. A lecture/discussion approach is used and is accompanied by hands-on exercises.

Duration

Two days

Who Should Attend

Systems Analysts, Business Analysts, IT Project Managers and Project Management Support Resources would benefit by taking this course.