

## EXIN BCS Practitioner Certificate in Business Analysis Practice – Including Exam

Cursusduur: 3 Dagen    Cursuscode: BCS-BAP    Trainingsmethode: Virtual Learning

### Beschrijving:

Deze 3-daagse BCS Certificate in Business Analysis Practice cursus behandelt het scala aan concepten, benaderingen en technieken die van toepassing zijn op het Practitioner Certificate in Business Analysis Practice en is relevant voor iedereen die een breed begrip van het onderwerp nodig heeft. De nadruk van het certificaat ligt op het gebruik van een holistische benadering voor het onderzoeken en verbeteren van bedrijfssituaties, met het oog op het ontwikkelen van effectieve, haalbare bedrijfsoplossingen.

This 3-day BCS Certificate in Business Analysis Practice training covers the range of concepts, approaches and techniques that are applicable to the Practitioner Certificate in Business Analysis Practice and is relevant to anyone requiring a broad understanding of the subject. The certificate's focus is on using a holistic approach to the investigation and improvement of business situations, with a view to developing effective, feasible business solutions.

### Virtueel en Klassikaal™

Virtueel en Klassikaal™ is een eenvoudig leerconcept en biedt een flexibele oplossing voor het volgen van een klassikale training. Met Virtueel en Klassikaal™ kunt u zelf beslissen of u een klassikale training virtueel (vanuit huis of kantoor) of fysiek op locatie wilt volgen. De keuze is aan u! Cursisten die virtueel deelnemen aan de training ontvangen voor aanvang van de training alle benodigde informatie om de training te kunnen volgen.

### Doelgroep:

For people who already have a business analysis role and want to gain a deeper understanding of business analysis strategy and application. Suitable for business analysts, business managers and members of their team, business change managers and project managers

### Doelstelling:

- Candidates should be able to demonstrate knowledge, understanding and application of
  - The importance of, and techniques used within, stakeholder management and the need for analysing perspectives.
  - Conceptual modelling through the use of business activity models.
  - Recommendations for business improvements and how they may be identified through gap analysis between desired and current business models.
  - The role of a business case within the business change lifecycle, including the contents of a business case for the development and implementation of business changes.
- Business Analysis Practice principles and techniques in the following areas:
  - The breadth of the role of a Business Analyst (BA), the value of the role to organisations
  - and the skills required of a BA to support successful business change.
  - The processes and techniques of strategy analysis.
  - Investigation of an organisation's business systems in order to uncover the problems and issues occurring within them.

### Vereiste kennis en vaardigheden:

There are no requirements, but candidates should have some practical experience of business analysis.

- BCS-FBA - EXIN BCS Foundation Certificate in Business Analysis – Including Exam

### Examens en certificering

- Type Multiple choice
- Duration 60 minutes
- Supervised Yes
- Open Book No
- Pass Mark 26/4

- Calculators Calculators cannot be used during this examination.
  - Delivery Digital or Paper based, depending on the course format
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#### Vervolgcurcussen:

- BCS-MBP - EXIN BCS Practitioner Certificate in Modelling Business Processes – Including Exam
  - BCS-RE - EXIN BCS Practitioner Certificate in Requirements Engineering – Including Exam
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## Cursusinhoud:

### Learning Objectives

#### 1. Rationale for Business Analysis 5%

Candidates will be able to:

1.1 Explain the role of the BA throughout the stages of the business change lifecycle.

1.2 Understand the scope of the BA role within the context of the range of analysis

activities: strategic analysis and definition; business analysis; IT systems analysis.

1.3 Identify that there are three areas of competency for a BA: personal qualities,

business knowledge and professional techniques.

#### 2. Understanding the Strategic Context 15%

Candidates will be able to:

2.1 Apply the MOST technique to analyse the internal environment of an organisation.

2.2 Apply the resource audit technique to analyse the internal environment of an

organisation.

2.3 Apply the PESTLE technique to analyse the external environment of an organisation.

2.4 Apply Porter's Five Forces technique to analyse the external environment of an

organisation.

2.5 Explain the purpose of a SWOT analysis.

2.6 Identify strengths, weaknesses, opportunities and threats for a given scenario.

4.1 In a given scenario, describe stakeholders in terms of their power/influence and level

of interest.

4.2 Select an appropriate stakeholder management strategy based on the position on the

Power/Interest Grid.

4.3 Apply the CATWOE technique to explore stakeholder business perspectives.

4.4 Explain different stakeholder business perspectives based on elements of CATWOE

to identify similarities and differences in their worldviews.

#### 5. Analysing and Modelling Business Activities 25%

Candidates will be able to:

5.1 Explain the rationale for building conceptual models of a business situation.

5.2 Understand how to construct a conceptual business activity model, based on a given

scenario.

5.3 Show understanding of how the five types of high level activity within a business

activity model (and the dependencies between them) represent a stakeholder's

business perspective.

5.4 Explain the role of the planning activities in determining performance targets for a

business system represented in the business activity model.

6.3 Define the components of a new business model:

6.3.1 Process.

6.3.2 Organisation.

6.3.3 People.

6.3.4 Information.

6.3.5 Technology.

#### 7. Building the Business Case 10%

Candidates will be able to:

7.1 Explain the rationale for the development of a business case.

7.2 Describe the contents of a business case, including:

7.2.1 Background description.

7.2.2 Options and their descriptions.

7.2.3 Costs, including:

7.2.3.1 Areas of cost.

7.2.3.2 Tangible and intangible costs.

7.2.3.3 Quantifying costs.

7.2.4 Benefits, including:

7.2.4.1 Areas of business benefit.

7.2.4.2 Tangible and intangible benefits.

7.2.4.3 Quantifying benefits.

|   |  |   |
|---|--|---|
| 2.7 Define and explain the relationship between the following terms:  | 5.5 Explain the role of the enabling activities, in acquiring and replenishing resources for   | 7.2.5 Cost/benefit analysis using investment appraisal techniques.  |
| 2.7.1 Critical Success Factor.  | a business system represented in the business activity model.  | 7.2.6 Risks, including:   |
| 2.7.2 Key Performance Indicator.  |  | 7.2.6.1 Areas of risk.  |
| 2.7.3 Performance Target.   | 5.6 Explain the role of the doing activities in conducting the work of the transformation, as  | 7.2.6.2 Types of risk.  |
| 2.8 Define the elements of the balanced business scorecard and describe how it may be used to identify critical success factors and key performance indicators. | defined in the stakeholder's CATWOE.   | 7.2.6.3 Risk analysis.  |
|   | 5.7 Explain the role of monitoring and control activities, in regulating a business system represented in the business activity model. | 7.2.7 Impacts.  |
| 3. Understanding the Current Situation 15%  |  | 7.2.8 Recommendations – the preferred option.   |
| Candidates will be able to:   | 5.8 Explain the three types of business events:  | 7.3 Interpret a scenario in order to identify the following:  |
| 3.1 Identify the generic stakeholder categories defined in the stakeholder wheel.   | 5.8.1 External.  | 7.3.1 Tangible and intangible costs.  |
| 3.2 Identify relevant investigation techniques for a given scenario, including:   | 5.8.2 Internal.  | 7.3.2 Tangible and intangible benefits.   |
| 3.2.1 Interviews.   | 5.8.3 Time based.  | 7.3.3 Risks.  |
| 3.2.2 Workshops.  | 5.9 In a given business activity model, identify the business events that will be handled  | 7.3.4 Impacts.  |
| 3.2.3 Observation.  | by a particular business activity.   | 7.4 Understand the rationale for the development of the financial case and the following                                      |
| 3.2.4 Document analysis.  | 5.10 Explain the rationale for the consensus business activity model.  | appraisal techniques:   |
| 3.2.5 Scenario analysis.  | 6. Identifying Potential Solutions 10%   | 7.4.1 Payback.  |
| 3.2.6 Surveys or questionnaires.  | Candidates will be able to:  | 7.4.2 Discounted cash flow.   |
| 3.3 Explain the rationale for taking a holistic view when investigating a business situation.   | 6.1 In a given business scenario, distinguish between the different categories of business   | 7.4.3 Internal rate of return.  |
| 3.4 Interpret the business situation represented in: rich pictures; mind maps and fishbone diagrams.  | rule:  | 7.5 Explain where a business case sits within the business change lifecycle and the rationale for reviewing it at each stage. |
|   | 6.1.1 External constraints.  |   |
|   | 6.1.2 Internal policies.   |   |

4. Stakeholder Analysis and Management 20%

Candidates will be able to:

6.1.3 Internal procedures.

6.2 Describe the process for carrying out gap analysis, through comparison of the

conceptual business activity model and existing business situation.

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**Nadere informatie:**

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

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[www.globalknowledge.com/nl-nl/](http://www.globalknowledge.com/nl-nl/)

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