

BCS Benefits Management and Business Acceptance Course with Written Exam

Duration: 3 Days **Course Code: BMBA** **Delivery Method: Virtual Learning**

Overview:

Learn how systems are tested for business acceptance and how business benefits are managed and delivered. Realistic, practical case-studies reinforce your learning. The **Benefits Management and Business Acceptance** course is also a Specialist Practitioner module on the BCS International Diploma in Business Analysis.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

Business analysts, project managers, business change managers and anyone involved in managing business benefits and facilitating their delivery. Benefits Management and Business Acceptance is also a Specialist Practitioner module on the BCS (ISEB) International Diploma in Business Analysis.

Objectives:

- Understand how business benefits are managed and learn how to facilitate their delivery. Our course on **Benefits Management and Business Acceptance** explains, step-by-step, how systems are tested for business acceptance. Topics covered include user acceptance testing; test design and planning and delivery of business benefits.
 - Presented to you by one of the expert training consultants pictured below. Each member of our Benefits Management and Business Acceptance training team brings substantial experience of benefits management, benefits realisation and business acceptance to the programme.
 - The course explains the theoretical concepts, using realistic, practical case studies to reinforce your learning. You will gain experience in applying benefits management and business acceptance techniques.
-

Content:

During this course, you will cover:

Rationale for benefits management and business acceptance

- Lifecycle for business change.
- The role and importance of benefits management.
- The role and importance of business acceptance.

Drivers for business change

- The business change lifecycle.
- Internal and external drivers.
- CSFs and KPIs.
- Value propositions and the value chain.
- Options for business change.

The business case

- Structure and content of the business case.
- Categories of business benefit.
- Measuring benefits.
- Quantifying benefits.

Making the financial case

- Identifying and quantifying costs.
- Investment Appraisal:

- Payback.

- Discounted cash flow/Net present value.

- Internal rate of return.

Planning for benefits management

- Benefit owners.
- The benefits plan.
- Benefit profiles.
- The benefits dependency framework.

User acceptance testing – testing for business acceptance

- Business acceptance in the 'V' model.
- Principles and vocabulary of testing.
- Testing roles and responsibilities.
- The test process.
- Functional and non-functional testing.
- Test documentation.

Test design techniques

- Activity diagrams.
- Decision tables.
- Decision trees.
- State machine diagrams.

Test planning, monitoring and control

- Progress monitoring and control.
- Incident management.
- Confirmation testing.

Benefits management reviews

- Gateways – scheduled and unscheduled reviews.
- Assessing the impact of change.

Implementing business changes

- Impact on people and evolving attitudes to change.
- Planning the implementation.
- Implementation strategies.
- Training/learning approaches.
- Lewin's model of change.

Delivering business benefits

- Embedding business changes.
- Lifecycle for benefits management.
- Project and benefits reviews.
- Disaggregating benefits.
- Fragmentation of benefits.
- Identifying and evaluating further benefits.

Additional Information:

If this course is part of your BCS Diploma in Business Analysis programme you have a choice of further modules which include the core BA Diploma modules, Business Analysis Practice and Requirements Engineering. Candidates who have already completed Benefits Management and Business Acceptance also need to pass one of the Foundation Specialisms; in Business Analysis, IS Project Management, Business Change or Systems Development.

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK