

## Important Introduction

I just need to share this information with you all, After along time of reading, researching and practicing, I decided to create this worksheet to summarize for you the information needed to understand what is Business Analysis, I hope this will help not only the Business Analysis Consultants but also the ERP Consultant.

I Noticed that this topic have a little resources in Arabic language, so i prefer to summarize it with the same language i read it.

Before going to the next sheets i just want to give you notes concern the business analysis itself. The argument is not the techniques and methods that you will conduct, Business analysis it is all depends on **You**.

**Why You? ... Anyone can have all the books related to "Business Analysis" and read it, and also practice & conduct these techniques, but this is not the issue, Books can offer the information needed and provide the guideline for you but will never give you the SKILLS.**

You have to consider your self as an instrument of change first, for all BA's and ERP consultants, Your main Big Picture that you must have in any project or task is **"CHANGE"**. You are making a change in Organizations, Business, People's life and work, so you have to prepare yourself first to gain and develop your Interpersonal skills, and then practice the techniques and methods that are mentioned in "UCD" Sheet. *Business Analysis is only for Skilled people.* Try to develop these skills, not for to be a Professional Business Analysis, but for your self.

If you want to proceed in this sheet, i will give you a few notes that can help you to be a Professional Business Analysis Consultant.

### **1- You cannot master something if you don't understand what it is.**

The International Institute for Business Analysis (IIBA™) defines business analysis as "The set of tasks and techniques used to work as a liaison among stakeholders in order to understand the structure, policies, and operations of an organization, and recommend solutions that enable the organization to achieve its goals."

### **2- Know Your Audience**

Every human being communicates slightly differently. The successful BA understands that the first task on any new project is to get to know all of the significant participants and analyze their communication needs. Understanding people is the key to successful communication.

### **3- Know Business First**

BAs work to understand the business environment of each project and be an advocate for the business people. The title Business Analyst is used to ensure the business focus.

You have to know the minimum understanding and information for the common business fields

### **4- Know the Technology**

Every BA & ERP Consultant working on projects that touch technology, so you have to know the application first, methodologies, life cycle & implementation methods

### **5- Know Your Analysis Techniques**

And this is the practical guide for business analysis that we summarize here, and for more information you can refer to "Guide to the Business Analysis Body of Knowledge® (BABOK® Guide).

Thanks and enjoy your reading...

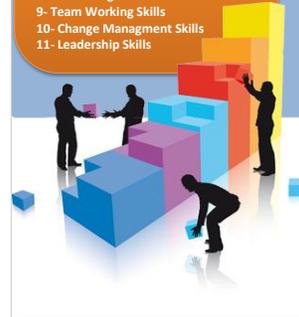
**Ahmed Rafik**

**Site : [www.ahmedrafik.com](http://www.ahmedrafik.com)**

**Email: [Rafik139@hotmail.com](mailto:Rafik139@hotmail.com)**

### **Business Analysis Skills:**

- 1- Communication Skills
- 2- Negotiation Skills
- 3- Listening Skills
- 4- How to ask right Questions
- 5- Note Taking Skills
- 6- Analytical Thinking Skills
- 7- Problem Solving Skills
- 8- Influencing Skills
- 9- Team Working Skills
- 10- Change Management Skills
- 11- Leadership Skills



## Requirements Categories

Category	Example Considerations	Representative Requirements To Be Captured
<b>Functional Requirements</b> Impacts the Business Process	-Common Functions -GUI Functions -Reporting Functions -Interface Functions -Batch Functions -Security Functions	-Common features and functions -Screen layout, report characteristics, and navigational requirements. -Data exchange between this system and others -Off-hours processing requirements -Authorizations, roles, and access privileges -Business Processes
<b>Technical Requirements</b> Impacts the Product Infrastructure	-Accessibility -Encryption -Hosting -Environment -Disaster Recovery	-Technology guidelines, regulations, and constraints (e.g. EA Standards) -Fit with existing infrastructure -Environment for system operation and maintenance (geography, internal/external hosting) -Strategies for long-term protection and operation of the system/data
<b>Operational Requirements</b> Impacts Operations and Support	-System Performance -Data Archival -Audit and Controls -System Administration -SQA -Business Continuity	-System performance and responsiveness expectations -Activities related to administration and maintenance of system/data -Organizational procedures involving audits, data archival/retrieval, and quality assurance
<b>Transitional Requirements</b> Impacts Implementation	-Data Conversion -Release Validation -Documentation -Training -Deployment	-Historical data cleansing, conversion, and import into the new system -Requirements associated with validation of the system prior to release -Expectations for user/technical documentation, and supporting training materials -Mechanics of physically deploying/transitioning the application



**Reference:**

The foregoing information was provided to the state of North Dakota at the courtesy of the New York state office for Technology, Copyright 2001

## Understanding User Requirements Methods & Tools

UCD: User-centered design is a product development approach that focuses on the end users of a product.

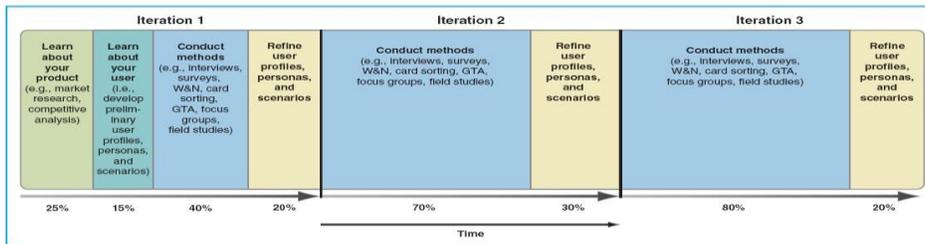
User - Centered Design	Elicitation Technique	Purpose	Content
	Interviews	Collecting in-depth information from each of several users.	Structured, Unstructured
	Surveys	Quickly collecting quantitative data from a large number of users.	
	Requirements Workshop	Is a structured way to capture requirements, used to scope, discover, define, prioritize requirements.	Joint-Application Design (JAD)
	Group Task Analysis	Understanding how users complete a specific task & issues.	
	Focus Group	Assessing user attitudes, opinions & impressions surrounding.	
	Field Visits	Learning about the users, their environment & tasks surrounding.	
	Document Analysis	Elicit requirements of an existing system by studying available documentation and identifying relevant information.	
	Interface Analysis	Used when customization is needed, creating reports, building new windows.	
	Observation	When documenting details about the current processes or if the project intends to enhance or change a current process called "following people around."	Visible / Invisible
	Prototyping	Visualize interface requirements before the application is designed or developed.	
	Brainstorming	Is excellent way of eliciting many creative ideas for an area of interest.	
Reverse Engineering	Is an elicitation technique that can extract implemented requirements from the software code.	Black Box, White Box	

Know Your Users	Tools	Purpose	Content
	User Profile	To ensure that you know who you are developing your product for.	Skills, Occupation, Education
	Persona	To represent a group of end users during design discussion & keep everyone focused on the same target.	Identity, Photo, Goals & tasks, Requirements & Expectations.
	Scenario	To bring your users to life, test to see if your product meets the users needs.	Actors, Objectives, Sequence of events, Result.

### There are 3 Steps for Every Elicitation Technique:

- 1- Preparing for the Technique
- 2- Conduct the Technique
- 3- Review & Feedback

Figure 2.2: Illustration of the relative time to spend at each stage of the lifecycle. This is the ideal case with multiple iterations



V.2 A Guide to the Business Analysis Body of Knowledge® (BABOK® Guide)

Understanding Your Users, A Practical Guide to User Requirements Methods, Tools, and Techniques (2004) - Catherine Courage and Kathy Baxter  
Software requirements Styles & Techniques - Soren Lauesen

User Profile	
1- Finding informatio to buid User Profile.	
2- Understanding types of users.	
Primary Users	The individuals who work regularly or directly with the product.
Secondary Users	The individuals who will use the product infrequently or through an intermediary.
Tertiary Users	The individuals who are affected by the system or the purchasing decision-makers
3- Creating user profile.	

Persona	
1- Benefits of Persona. " Personas take a user profile and then fill in details to create a "typical" user."	
"Since youcannot possibly speak with every end user, you must create a model that can representthose end users."	
2- Creating Persona. Identity, Status, Goals, Skills, Education, Relationship in work, Tasks, Expectation, Photo	

Scenario	
1- Benefits of Scenario. Referred to as "use cases" are stories about the personas you havejust created.	
2- Creating Scenario. The task or situation, The user's desired outcome, task flow information, functionality the user will need.	

**Your Scenario MUST meet 5 Components:**

- 1- Process Lifecycle** "ex: Booking Vacation".
- 2- Audience Segment:** Know user type.
- 3- Product Function:** Your scenario must cover the features & functions your product support.
- 4- Variant of Task Situation:** You should examine the variants for each task.
- 5- Methods of Performing Task:** determine alternate functions/features/methods for accomplish the task.

Travel Agent (primary) Characteristic Ranges	
Age:	25-40 years (Average: 32 years)
Gender:	80% female
Job Titles:	Travel agent, Travel specialist, Travel associate
Experience Level:	0-10 years (Typical: 3 years)
Work Hours:	40 hours per week; days and times depend on the company
Education:	High school to Bachelors degree (Typical: some college)
Location:	Anywhere in the U.S. (Predominantly mid-west)
Income:	\$20,000-\$50,000/year, depends on experience level and location (Average: \$35,000/year)
Technology:	Some computer experience; high speed internet connection
Disabilities:	No specific limitations
Family:	Single or married (Predominantly married with 1 child)

Name:	Alexandra Davis	
Age:	32	
Job:	Travel agent at TravelSmart.com for the last three years	
Work hours:	8 am to 7 pm (Mon-Sat)	
Education:	B.A. Literature	
Location:	Denver, Colorado	
Income:	\$45,000/yr	
Technology:	PC, 1024 x 768 monitor, TI line	
Disabilities:	Wears contacts	
Family:	Married with 8-year-old twin daughters	
Hobbies:	Plan trips with her family	
Goals:	Double her productivity every year.	
	Travel to every continent at least once by age 35.	

Alexandra is a self-described "Workaholic" which makes it difficult for her to find time to spend with her family. However, she "wouldn't give any of it up for the world!" She has been married to Ryan for the last seven years and he is a stay-at-home dad.

Ahmed Raik  
AX Application Consultant  
<http://erpaxapta.blogspot.com>