Overview

Desai's training offering for Business Analysis is offered in both 1- and 3-day forms. Both cover the same topics – the 3-day form dives deeply into case studies. The general course outline for both is as follows:

- Business Analysis Basics
- Business Documentation
- Stakeholder Management
- Requirements Analysis
- Visual Modeling
    - System Context Diagram
    - Process Mapping
    - Data Flow Diagram
    - Use Case Diagram
    - Entity Relationship Diagram
- Putting the Pieces Together
    - Requirements
        - Use Cases
        - Test Cases
        - Coverage
        - Traceability
- Soft Skills
    - Interviewing
    - Problem Solving and Decision Making
    - Communication and Facilitation
    - Negotiation and Conflict Management
    - Time and Meeting Management
    - Written and Group Presentations

Three Factors that set Desai apart:

- **ValueBlox**SM is Desai's proven methodology for assembling the appropriate services from its inventory to create specific solutions that meet customer needs. Desai uses **ValueBlox**SM in conjunction with its **Framework for Strategy Execution (FSE)**, ensuring that each customer's needs are addressed as part of the broader business landscape. **ValueBlox**SM + **FSE** lets Desai deliver exactly what the customer requires—in any situation, at any point in the business lifecycle.
- 24/7/365 **Knowledge Access**SM is Desai's total commitment to customer service – meaning customers have access to the Desai team around the clock, throughout the entire engagement and beyond.
- Desai is relentlessly driven by results, which is why the unmatched Desai **Performance Guarantee**SM is based on one simple idea: if the customer is not satisfied with Desai's work, they will not be charged.

Desai **Framework for Strategy Execution** (FSE)

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