

# Education Brief:

# **Business Analysis Training**

#### **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:

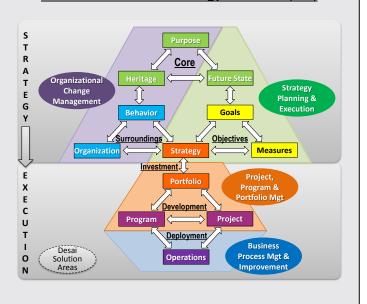
- Business Analysis Basics
- Business Documentation
- Stakeholder Management
- Requirements Analysis
- Visual Modeling
  - System Context Diagram
  - Process Mapping
  - o Data Flow Diagram
  - Use Case Diagram
  - Entity Relationship Diagram
- Putting the Pieces Together
  - o Requirements

- Use Cases
- Test Cases
- Coverage
- Traceability
- Soft Skills
  - Interviewing
  - Problem Solving and Decision Making
  - Communication and Facilitation
  - Negotiation and Conflict Management
  - o Time and Meeting Management
  - Written and Group Presentations

### **Three Factors that set Desai apart:**

- ValueBlox<sup>SM</sup> is Desai's proven methodology for assembling the appropriate services from its inventory to create specific solutions that meet customer needs. Desai uses ValueBlox<sup>SM</sup> 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<sup>SM</sup> + FSE lets
   Desai deliver exactly what the customer requires—in any situation, at any point in the business lifecycle.
- 24/7/365 **Knowledge Access**<sup>SM</sup> 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<sup>SM</sup> is based on one simple idea: <u>if the customer is not satisfied with</u> Desai's work, they will not be charged.

## Desai Framework for Strategy Execution (FSE)



**Contact:** 

476 Shunpike Road Williston, VT 05495 USA Phone: 1-844-GO DESAI 1-844-463-3724 <u>info@desaimgmt.com</u> www.DesaiMgmt.com

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