

Bringing Business Solutions to Life focuses on the following key themes of the implementation process from a business analyst perspective: what to implement, how to implement and the process of implementing the solution. "What to implement" includes verifying the business case, scope and requirements, and selecting a technical design. The "how to implement the solution" covers managing requirements, remembering the critical success factors, and validating that the requirements are met. And "implementing the solution" focuses on planning and implementation activities based on the 3 components of the solution: systems, process, and organization. PDUs = 16.

**Audience:** Business Analysts interested in learning about successfully launching a new system as well as its accompanying process and organization change.

**Prerequisites:** Professional experience in business systems analysis.

**Number of Days:** 2 days

- |  |   |
|--|---|
| <p><b>1. Introduction</b><br/>           The Scope of Implementation<br/>           The Scope of Business Analysis<br/>           What is a business analyst?<br/>           The System Development Life Cycle and this Workshop<br/>           Where are we in the project?<br/>           Information contained in the business case, scope and charter</p> <p><b>2. The Fundamentals</b><br/>           Critical Success Factors<br/>           Solution success criteria<br/>           Project success criteria<br/>           Managing Requirements Change<br/>           Sources of change<br/>           Change control<br/>           Baselined requirements<br/>           Evaluating change requests<br/>           Verification<br/>           Traceability<br/>           Traceability matrix<br/>           Features and requirements<br/>           Measuring Success<br/>           A way to measure success<br/>           Real World Application</p> <p><b>3. Technical Design</b></p> | <p>The Design Phase<br/>           Key Activities<br/>           Iteration revisited<br/>           Technical design challenges<br/>           Critical decisions<br/>           Designing Usability into the Solution<br/>           Creating a storyboard<br/>           Generating Technical Alternatives<br/>           Build or Buy<br/>           Considerations for building<br/>           Considerations for buying<br/>           Schedule and Resource Considerations<br/>           Strategic Considerations<br/>           Evaluating Alternatives and Selecting the Solution<br/>           After the Decision<br/>           Technical Specification<br/>           Real World Application</p> <p><b>4. Quality Assurance</b><br/>           The Test Phase<br/>           A bit of trivia<br/>           Key Activities<br/>           The Test Plan<br/>           Principles of Software Testing<br/>           The Test Case<br/>           From Use Cases to Test Cases</p> |
|--|---|

Use Cases  
Benefits  
Hints and tips for creating test cases  
Steps in the process  
Types of Test  
User acceptance tests  
Real World Application

**5. Implementation**

The Implementation Phase  
Key Activities  
Managing the Transition  
Thinking About Change  
Process change  
Organization change  
Systems change  
Impact Analysis  
Performing the Impact Analysis  
Steps in the analysis  
Change Management Activities –  
    Addressing the Impacts  
Training  
Documentation  
Post-implementation support  
Communication  
Summary of BA implementation  
    activities  
Implement the Solution  
Assess Readiness to Accept the Solution  
A readiness checklist  
Go / No Go Decision  
A go / no go checklist  
Real World Application

**6. Follow Through**

The Follow Through Phase  
Key Activities  
Project Closing  
Post-Mortem – Lessons Learned  
Perform Post Implementation Reviews  
Monitor Solution Performance Against  
    Targets  
Support the Implementation  
Enhancement Requests  
    Real World Application