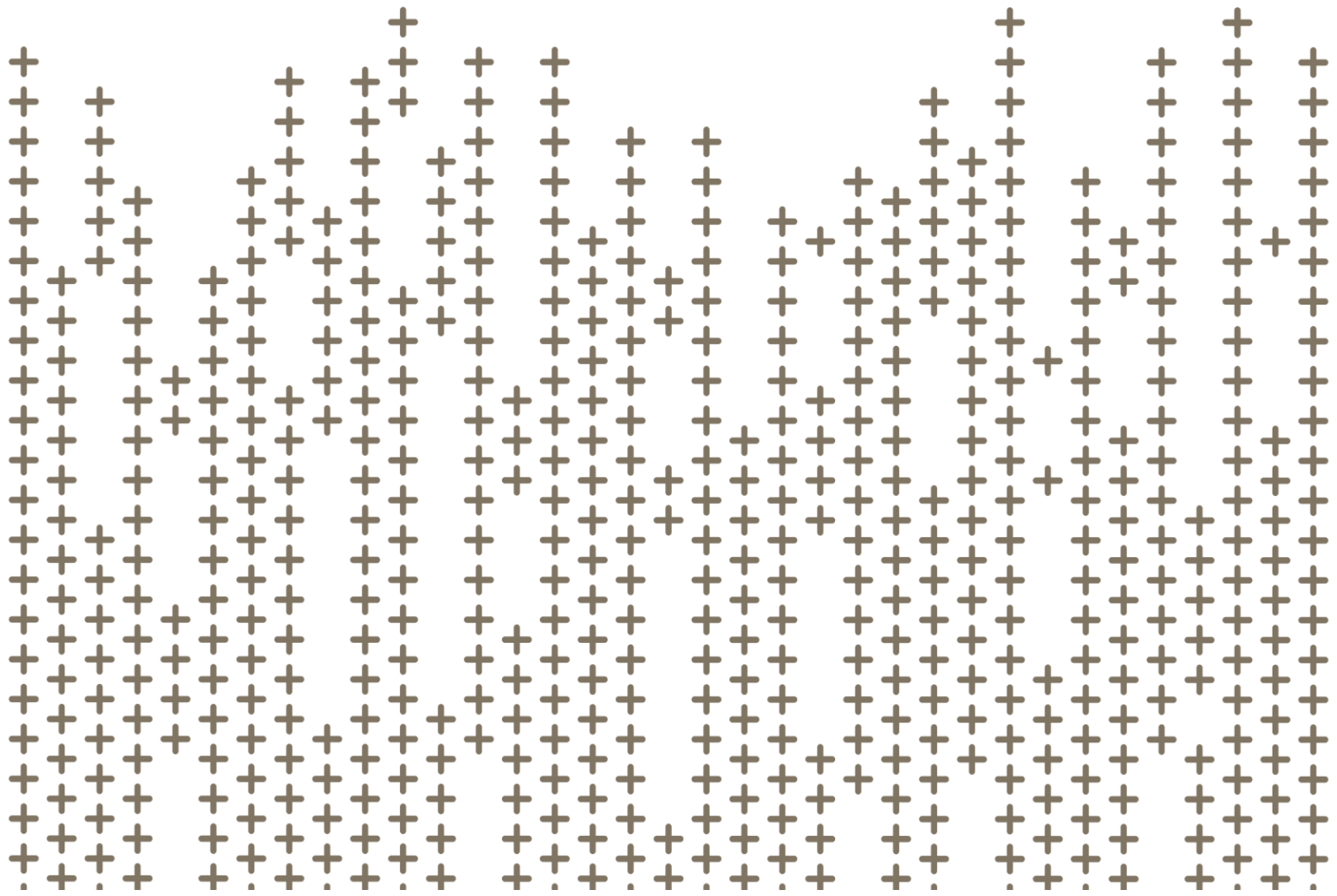


Business Analysis Training Case Study

27.05.09



Business Analysis Training Case Study

Major UK Bank – Business Analysis Training

The client is the Services Division within a leading UK High Street Bank. Positive provided training and mentoring for over 50 Business Analysts, Testers and Project Managers.

Background

The client's change department had grown organically and, as a result, had a team of business analysts with differing skill levels and no consistent approach to writing and managing business requirements. The potential delegate community also included testers and managers of analysts to ensure core stakeholders were aware of the training content.

Process and Outcome

Positive carried out the following to deliver a successful training intervention:

- Analysed the base skill level of the Business Analyst community.
- Worked with the client to build a model of required skills and skill level.
- Proposed and agreed contents of training to bring BA skills to proposed level.
- Identified delegates – Business Analysts, Testers and Managers.
- Developed bespoke training material based on clients methodology and templates.
- Delivered tailored training to BA community, Testers and Managers.
- Established a mentoring programme to support delegates post training - this included a 'mentor the mentor' initiative.
- Handed over the mentoring programme after 6 months.
- Worked with the client to re-assess BA skills, which demonstrated that the BA's had surpassed expected skill levels.

Benefits

Positive ensured that the client benefited from.

- A baseline measurement of analyst skills.
- Tailored training which targeted the specific needs of the change organisation.
- On going support once the training had been delivered.
- An increased business analysis capability.