

# Business Analyst Boot Camp for UI Subject Matter Experts

## Curriculum Overview

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This curriculum is designed to support states in planning UI IT Modernization projects by giving UI Subject Matter Experts (SMEs) hands-on experience with business analysis techniques for improving UI business processes; developing and documenting requirements; and working with development vendors. It assists participants in understanding what a business requirement is and the challenges faced in defining requirements correctly. This curriculum includes practical approaches based on UI-specific successful practices of states and consortiums for eliciting and managing requirements. Participants will be able to apply these methods to UI IT Modernization efforts within their state UI agencies.

## Learning Outcomes

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The Boot Camp provides a special focus on the business analysis function as it relates to developing UI IT Modernization solutions. It provides participants with a basic understanding of the tasks they will perform as they transition from UI SMEs into their critical role as UI Business Analysts.

After completing the Boot Camp curriculum, participants will understand the business analysis process as it is applied throughout a UI IT modernization project. They'll learn, in their role as a business analysts, how they will participate in the project development life cycle—supporting the established solution, vision, and scope of the new system while gathering, eliciting, analyzing and documenting requirements. Participants will also learn how use-case modelling and requirements management techniques are used to define and document requirements that meet their state's needs.

## Target Audience

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The Boot Camp is intended to serve several audiences with a variety of mandates. Primarily, it will provide business analysis basics and successful practices to UI SMEs. Those individuals, who perform business analysis in UI organizations, have titles that include business analyst, systems analyst, project manager, and various other IT support designations. The Boot Camp content will help anyone who is a SME performing the role of a business analyst in creating requirements for a vendor solicitation, designing specifications for in-house application development and maintenance, and/or working with vendors in scoping requirements and implementing software application design.

Those who supervise and/or work with business analysts, including administrators, directors, and managers will also benefit from participating in the Boot Camp or in a Boot Camp overview session, so they may understand the process their UI staff must step through in designing UI software applications.

- Administrators
- UI Directors
- Business Analysts and their Managers
- Project Managers
- UI Subject Matter Experts
- UI IT Personnel

## Duration

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Total training time is estimated to be three days of in-person training conducted at state sites. The training will also be offered periodically from the ITSC offices in Washington, D.C.

# Business Analyst Boot Camp for UI SMEs



## Transitioning from the Role of UI SME to UI BA

## Improving UI Business Processes

## Gathering, Documenting, and Managing UI Requirements

## Writing Effective UI Use Cases and Requirements

## Selecting and Working with Development Vendors

### Agenda

- What is a Business Analyst?
- The UI Business Analyst's (BA's) Role in Modernization Readiness and the Software Development Life Cycle
- The UI BA's Contribution in Discovering and Documenting Requirements

### Activities

- Participate in a Group Session to Elicit and Document Requirements

### Notes

- Classes will be 'standalone' and can be taken out of order
- Classes overlap to reinforce important concepts
- The classes will be instructor-led, in-person training

### Agenda

- Business Processes and How to Improve Them
- Top-down Methodology
- As Is vs. To Be Requirements
- Business Process Improvement Methodologies
- Other State/Consortium Processes

### Activities

- Lighthearted look at a large organization improving its business processes

### Notes

- Not intended to be a full class in Business Process Reengineering
- Discusses UI Business Analyst's role in Refining Business Processes

### Agenda

- Characteristics of Quality Requirements
- RFP-ready Requirements and how they fit into Modernization Readiness and the Software Development Life Cycle
- Business Rules and What Drives Them
- Categorizing Requirements
- Gathering Quality Requirements
- Documenting Requirements
- Leveraging the Work of Other States and Consortiums

### Activities

- Identify Good Requirements
- Writing Requirements for a UI Process
- Evaluate Business Rules
- Identify Functional from Non-functional Requirements
- Compare and Contrast Lists of Use Cases from Other States

### Agenda

- What is a Use Case?
- Advantages of Use Cases
- Identifying and Writing an RFP-ready Use Case
- Tracing Requirements
- Validating, Packaging, and Managing Use Cases

### Activities

- Identifying Alternate Flows
- Compare and Contrast Use Cases from Other States
- Modifying an Existing Use Case
- Trace Business Rules to Use Cases/Functional Requirements
- Write a Use Case
- Requirements Management Tool Demonstration

### Notes

- Use Cases will be to high-level, suitable for use in an RFP

### Agenda

- The Role of the UI BA in Modernization Readiness
- UI BA Contributions to the RFP Process
- Using Vendors in the Modernization Development Effort
- Development Methodologies and How they Affect the Role of the UI BA
- UI BA Role throughout the Software Development Life Cycle

### Activities

- Compare Design-ready Requirements from States & a Consortium
- Participate in a Vendor-led JAD Session
- Writing Test Scenarios Traced to Requirements

### Notes

- Overall scope of this class is to provide SMEs with sufficient skills and understanding to effectively interact with the development vendor