Business Analyst Boot Camp
for UI Subject Matter Experts

Curriculum Overview

The Business Analysts Boot Camp for UI Subject Matter Experts 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

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

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

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

ITSC
Information Technology Support Center

Transitioning from the Role of UI SME into UI BA

Agenda

- What is Business Analysis and What Does a Business Analyst Do?
- The UI 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 are 'standalone' and can be taken out of order
- The classes are instructor-led, in-person training
- Content is adjusted to meet the needs of each class
- The complete curriculum requires 3 full days of training

Improving UI Business Processes

Agenda

- What is a Business Process?
- Top-down Development
- As Is vs. To Be Analysis
- Business Process Improvement Methodologies
- Other State/Consortium Processes
- Traceability in Business Process Improvement

Activities

- Lighthearted look at a large organization improving its business processes
- Write an Improved Business Process

Notes

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

Gathering, Documenting, and Managing UI Requirements

Agenda

- What is a Requirement?
- 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
- Validating and Packaging Requirements
- Leveraging the Work of Other States and Consortiums

Activities

- Identifying Good Requirements
- Changing Poor Requirements to Good Requirements
- Good and Bad Business Rules
- Functional and Non-functional Requirements
- Tracing Business Rules to Use Cases/ Functional Requirements

Writing Effective UI Use Cases and Requirements

Agenda

- What is a Use Case?
- Advantages of Use Cases
- Discussion of concepts as they arise in the use case review
- Use Cases and Project Scope
- Writing an RFP-ready Use Case
- Use Case Diagrams
- Traceability and Use Cases
- Managing Use Cases

Activities

- Compare and Contrast a List of Requirements from Other States
- Comparing and Contrasting Use Cases from Other States
- Complete an Incomplete Use Case
- Write a Use Case

Notes

- Use Cases are high-level, suitable for use in an RFP

Selecting and Working with Development Vendors

Agenda

- The UI BA Role in the Development Initiation Stage of Modernization Readiness
- How the UI BA may be Involved in the RFP Review Process
- Role of the Vendor in the Modernization Project
- Relationship of UI BAs to Vendor BAs
- Varying Vendor Development Methodologies and How they Affect the Role of the UI BA
- UI BA Interaction with the Vendor throughout the Software Development Life Cycle

Activities

- Participate in a Vendor-led JAD Session
- Build a Test Case
- Compare Design-Ready Use Cases from States & Consortiums

Notes

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