



353938: BUSINESS ANALYSIS FUNDAMENTALS MGMT-X 430.711

Summer 2017 Section 1 4 Credits

06/27/2017 to 09/12/2017 Modified 06/27/2017

CONTACT INFORMATION

Instructor:

Email:

Phone:

Office Hours:

Available upon request

Phone, Webex, or chat room

UCLA Extension Office of Instructional Enhancement Support:

Email: support@unexonline.zendesk.com (<mailto:support@unexonline.zendesk.com>)

Phone: Toll-free at (866) 269-7289 (US only) or (310) 206-4563.

Monday - Friday, 8am to 6pm (Pacific Time).

Website: <http://support.uclaextension.edu/> (<http://support.uclaextension.edu/>)

The UCLA Extension course management team assists both students and instructors with Canvas-related technical support, as well as general administrative questions.

For support on learning more about Canvas or addressing a technical issue:

- Click on the "Help" link in the upper right corner of the screen from within the Canvas LMS, where you can chat live with a live technical support agent or submit a ticket for assistance.
- Or visit the Canvas Help Center: <https://help.instructure.com/home> (<https://help.instructure.com/home>)

DESCRIPTION

This core class begins with a basic understanding of functions and business impact of the business analyst role with a focus on business analysis functions related to the development of enterprise-wide solutions and the business analysis project life cycle. Topics include the role of the business analyst, gathering and documenting user requirements, modeling the business, business case analysis, process modeling, and quality management and testing. Best practices, effective work strategies, how to determine project needs, opportunities, and payoffs,

as well as instructor experiences relating to effective communication and implementation of proposed business solutions will also be covered. Texts purchased for this course are also utilized throughout the courses in the Business Analysis Certificate Program. This class must be taken initially or simultaneously with the second and/or third class.

OBJECTIVES

In this course, learners will:

- Learn modern Systems Analysis principles, methodology, processes, techniques and tools.
- Understand the role and importance of the Systems Analysis within the SDLC (Software/Systems Development Life-Cycle).
- Learn the use of modern technology in performing Systems Analysis: CASE tools.
- Learn what kind of Documentation needs to be produced during Systems Analysis and the value of having templates.
- Working with System Requirements: gathering, analyzing, modeling, negotiating, formatting and delivering.
- Appreciate System Analysis discipline as a skill, similar to systems architecting/design, developing code, testing and so on.
- Making the Business Case for Systems Analysis: strategy, financial impact, managing the process.
- Preparer students (developing the platform) for sitting and passing the professional certification exam for Systems Analysis.

OUTCOMES

The learning outcomes of this course are:

- Master the systems analysis area of professional (industry standard) knowledge
- Be able to apply such knowledge to practical situations
- Serve as a Business Analysis lead, be able to mentor more junior level analysts
- (optional) Be able to pass the formal certification exam for Systems Analysis.

MATERIALS

Required Readings/Textbooks

BABOK: A Guide to the Business Analysis Body of Knowledge, published by the International Institute of Business Analysts: ISBN-13: 978-1-927584-02-6. Note: This text is utilized across all courses in the Business Analyst Certificate program. Referred to as “BABOK® Guide)

Business Analyst's Handbook, Howard Podeswa, published by Course Technology PTR, Cengage Learning. ISBN-13: 978-1-59863-565-2 (paperback). Referred to as “Handbook”

Business Analysis, 3rd edition, Paul, Cadle, and Yeates, published by BCS Learning & Development. ISBN-13: 978-1-78017-277-4 (paperback). Referred to as “Paul and Cadle”).

DELIVERABLES

Course deliverables with allocated points are:

- Introductions, 1 point, total = 1
- Homework, 2 points, total = 2
- Article Review/Research Finding, 2 points, total = 2
- Readings & Discussions (1 - 10), 2 points each, total = 20 points
- Case Study (1 - 7), 5 points each, total = 35 points
- Quizzes (Midterm and Final), 10 points respectively, total = 20 points
- Presentation (individual), 20 points, total 20 points
- **Total = 100 points**

EVALUATION

Course grades will be based on participation and completion of assignments as follows:

%	Grade
20%	Quizzes over readings and lectures
20%	Active Participation in class (discussions), 1 homework
35%	Individual case submissions
25%	Group case discussions

For specific points allocation, please check out the course modules and assignments area.

Total/max points/percentage is 100.

Letter grade correlation is:

'A' = 94 - 100

'A-' = 90 - 93

'B+' = 87 - 89

'B' = 83 - 86

'B-' = 80 - 82

'C+' = 72 - 79

'C' = 73 - 76

'C-' = 70 - 72

Criteria

A 70% course grade is required for a pass.

COURSE POLICIES

Assignments Submission

All assignments are due as specified in each assignment. Should a student be late in submitting a particular assignment, he/she has to inform the instructor ASAP via e-mail.

Using the Web for help (or Research)

These days with the Web is so ubiquitous that students are actually encouraged to perform research using the Web resources. However, please be careful with plagiarism issues. To avoid them please use proper referencing. If not clear about it, please check on Turnitin.com.

INSTITUTIONAL POLICIES

Student Conduct

Students are subject to disciplinary action for several types of misconduct or attempted misconduct, including but not limited to dishonesty, such as cheating, multiple submission, plagiarism, or knowingly furnishing false information to the University; or theft or misuse of the intellectual property of others or violation of others' copyrights. Students are encouraged to familiarize themselves with policy provisions which proscribe these and other forms of misconduct at: <https://www.uclaextension.edu/pages/str/studentConduct.jsp> (<https://www.uclaextension.edu/pages/str/studentConduct.jsp>)

Services for Students with Disabilities

In accordance with the Americans with Disabilities Act of 1990, UCLA Extension provides appropriate accommodations and support services to qualified applicants and students with disabilities. These include, but are not limited to, auxiliary aids/services such as sign language interpreters, assistive listening devices for hearing-impaired individuals, extended time for and proctoring of exams, and registration assistance. Accommodations and types of support services vary and are specifically designed to meet the disability-related needs of each student based on current, verifiable medical documentation. Arrangements for auxiliary aids/services are available only through UCLA Extension's Office for Students with Disabilities at (310) 825-0183 or by email at access@uclaextension.edu (<mailto:access@uclaextension.edu>). For complete information see: <https://www.uclaextension.edu/pages/str/studentswithDisabilities.jsp> (<https://www.uclaextension.edu/pages/str/studentswithDisabilities.jsp>)

Incompletes

Your instructor may post the interim grade *Incomplete/I* if at the end of the class your overall work is of passing quality but a portion could not be submitted for understandable reasons (e.g. illness). It is your responsibility to petition your instructor for permission to submit work late and to provide an explanation, and it is his or her sole decision whether to accept the explanation. If permitted, the *Incomplete/I* grade will be posted and a time frame defined for you to submit the missing work, ranging from one to twelve weeks. *Incomplete/I* grades that remain unchanged after twelve weeks will lapse to *F*, *NP* or *U*. Receiving an *I* grade entitles you to submit only the missing work your instructor has agreed to accept late, and does not allow other work to be retaken or oblige UCLA Extension to provide continuing access to course materials via Canvas. The *Incomplete/I* grade is not an option for courses that do not bear credit, such as 700, 800, or 900-level courses. For complete information, see: <https://www.uclaextension.edu/pages/str/grading.jsp> (<https://www.uclaextension.edu/pages/str/grading.jsp>)

All Grades are Final

No change of grade may be made by anyone other than the instructor, and then, only to correct clerical errors. No term grade except Incomplete may be revised by re-examination. The correction of a clerical error may be authorized only by the instructor of record communicating directly with personnel of Student and Alumni Services.

Sexual Harassment

The University of California is committed to creating and maintaining a community where all individuals who participate in University programs and activities can work and learn together in an atmosphere free of harassment, exploitation, or intimidation. Every member of the community should be aware that the University prohibits sexual harassment and sexual violence, and that such behavior violates both law and University policy. The University will respond promptly and effectively to reports of sexual harassment and sexual violence, and will take appropriate action to prevent, to correct, and when necessary, to discipline behavior that violates our policy.

All Extension students and instructors who believe they have been sexually harassed are encouraged to contact the Department of Student and Alumni Services for complaint resolution: UCLA Extension, Suite 113, 10995 Le Conte Ave., Westwood; Voice/TTY: (310) 825-7031. View the University's full Policy on Sexual Harassment and Sexual Violence at <http://policy.ucop.edu/doc/4000385/SHSV> (<http://policy.ucop.edu/doc/4000385/SHSV>).

ADDITIONAL ITEMS

About Your Online Course Materials

Please note the following about online course components at UCLA Extension:

- Students must have basic computer skills, including the use of word processing software, email, and the ability to use internet browsers, such as Safari, Firefox, or Chrome.
- Students are responsible for meeting the technical requirements of Canvas and familiarizing themselves with the Canvas Learning Management System.
 - What are the basic computer specifications for Canvas? <https://guides.instructure.com/m/4214/82542-what-are-the-basic-computer-specifications-for-canvas> (<https://guides.instructure.com/m/4214/82542-what-are-the-basic-computer-specifications-for-canvas>)

cture.com/m/4214//82542-what-are-the-basic-computer-specifications-for-canvas)

- Which browsers does Canvas support? <http://guides.instructure.com/s/2204/m/4214//41056-which-browsers-does-canvas-support> (<http://guides.instructure.com/s/2204/m/4214//41056-which-browsers-does-canvas-support>)
- Students are responsible for keeping a copy of all assignments and work submitted, and to be aware of all assignments, due dates, and course guidelines.
- Students are encouraged to keep and/or download a local copy of their assignment files, as **access to the online environment of a specific course is limited to 30 days after the final course date**, as listed in the course catalog.

If you need assistance downloading student materials from your course, please contact Canvas Support or the Office of Instructional Enhancement.

UCLA Extension Enhanced Support

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SCHEDULE

This is the course schedule (also found under Modules/assignments):

Date/Topic	Readings and Assignments
<p>Week One:</p> <p>- Introduction and Overview</p>	<p>Read Chapters 1 and 2 of BABOK®</p> <p>Read Chapter 1 of Paul and Cadle</p> <p><i>Homework for Submission Week 2: Self-appraisal inventory including personal SWOT</i></p>

<p>Week Two:</p> <ul style="list-style-type: none"> - Underlying Competencies/Skills Required - Personal, Business, Professional - Industry related skills 	<p>Read Chapter 9 of BABOK®</p> <p>Read Chapter 1 of Handbook</p> <p>Read Instructor's Lecture</p> <p><i>Case Study 1 Assignment</i></p>
<p>Week Three:</p> <ul style="list-style-type: none"> - The Business Analysis Model - Perspectives, Needs, Alternatives - Investigation - Stakeholders 	<p>Read Chapters 4, 5 and 6 of Handbook</p> <p>Read Chapter 4 of Paul and Cadle</p> <p>Read Instructor's Lecture</p> <p><i>Case Study 2 Assignment</i></p>
<p>Week Four:</p> <ul style="list-style-type: none"> - What is strategy; how are strategies determined; how do they differ from objectives and actions? 	<p>Read Chapter 3 of Paul and Cadle</p> <p>Read Instructor's Lecture</p> <p><i>Select a large publicly traded corporation of interest to you (present or possible future employer?): Write down their top 2 strategies and discuss/critique. How do these 2 strategies impact customers and resource allocation decisions? What are their risks? How can risks be reduced?</i></p> <p><i>Case Study 3 Assignment</i></p>
<p>Week Five:</p> <ul style="list-style-type: none"> - Stakeholder Input and Elicitation 	<p>Read Chapters 7 and 8 of Paul and Cadle</p> <p>Read Chapter 2 and 5 of Paul and Cadle.</p> <p>Read Instructor's Lecture</p> <p>Case Study handout/assignment: What is your detailed meeting/elicitation plan? What information/inputs do you plan to obtain from each planned step? Submit for review.</p> <p><i>Case Study 4 Assignment</i></p>
<p>Week Six:</p> <ul style="list-style-type: none"> - Capstone Discussion and Quiz over weeks - 1-5 readings, assignments, discussions. 	<p>Read/Review Week 1-5 readings</p> <p><i>Class will be divided into 2 or 3 teams. Each team will evaluate the submitted work for case study 1, 2, 3, and 4 of the other team members. This task will be accomplished through graded discussions.</i></p> <p><i>Prepare for the quiz (all assigned readings)</i></p>

<p>Week Seven:</p> <ul style="list-style-type: none"> · Introduction to Modeling 	<p>Read BABOK® Chapter 10 (10.1 through 10.7)</p> <p>Read Chapter 7 of Paul and Cadle</p> <p>Read Chapter 6 (pages 241-260) of Handbook</p> <p>Read Instructor's Lecture</p> <p><i>Case Study 5 Assignment</i></p>
<p>Week Eight:</p> <ul style="list-style-type: none"> · Business Analyst Techniques I 	<p>Read BABOK® Chapter 10 (10.8 through 10.12)</p> <p><i>Case Study 6 Assignment</i></p>
<p>Week Nine:</p> <ul style="list-style-type: none"> · Business Analyst Techniques II 	<p>Read BABOK® Chapter 10 (10.13 through 10.27)</p> <p><i>Case Study 7 Assignment</i></p>
<p>Week Ten:</p> <ul style="list-style-type: none"> · Business Analyst Techniques III 	<p>Read BABOK® Chapter 10 (10.28 through 10.36)</p> <p><i>Preparation for comprehensive case study completion and presentation during final class</i></p>
<p>Week Eleven:</p> <ul style="list-style-type: none"> · Case Study Presentations 	<p>Final quiz</p> <p>Final presentations delivered and discussed</p>