



PROFESSIONAL DEVELOPMENT

University Extended Education
California State University, Fullerton

Certificate in BUSINESS ANALYSIS

Learn to Identify Business Solutions

Business Analysis is the practice of enabling change in an organizational context, by defining needs and recommending solutions that deliver value to stakeholders. While business analysis practitioners are often hired as business analysts, many essential jobs, such as project and product management, quality assurance, and system analysis, all rely heavily on business analysis skills for success.

The Certificate in Business Analysis focuses on providing you with practical skills needed to successfully perform business analysis. Taught by experienced business analysis practitioners, the program takes you step-by-step through learning how to identify business needs; elicit, analyze and validate business requirements; and recommend real solutions to enterprise problems. Upon completion of the program, you will have developed applicable tools and a substantial portfolio demonstrating all aspects of work performing a business analysis project.

Upon completion of the certificate program, graduates will be able to:

- Understand the process needed for identifying business problems
- Understand the role of business analyst as member of the team
- Identify the set of tasks, knowledge and techniques required to become a Business Analyst
- Acquire the basic skills for performing business analysis projects
- Communicate requirements necessary for problem solving
- Work as a liaison among stakeholders to validate requirements for change
- Recommend solutions that enable organizations to achieve their goals
- Understand cost/benefit of implementing systems to provide business value

Eligibility

There are no prerequisites for this program, but it is recommended that students have three years of prior business experience and/or a bachelor's degree.

Requirements

Consisting of six required courses totaling 93 hours of lecture and discussion, the Certificate in Business Analysis uses lectures, classroom discussion, exercises, case studies and a final class project to prepare future Business Analysts. 9.3 Continuing Education Units will be awarded to the certificate graduate.



Who Should Attend?

- Business analysis professionals
- Project managers
- Managers/trainers of business analysis and related topics
- Consultants and business subject matter experts
- Employees with high potential
- Executive administrative staff seeking career advancement
- Individuals seeking a career change
- Systems analysts
- Graduates from business management programs

Register today at extension.fullerton.edu/professionaldevelopment or 657.278.2611
For more information, contact Veronica Martinez: 657.278.3123, vmartinez@fullerton.edu
University Extended Education

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Certificate in BUSINESS ANALYSIS

THE CLASSES

Business Analysis Overview

(12 hours / 1.2 CEUs)

Prerequisite: Recommended three years of business experience and/or bachelor's degree. Business analysis is the set of tasks and techniques used to identify business needs and determine solutions to business problems. It is a discipline of wide scope that encompasses a spectrum of skills such as research, analysis, communication, project management, information systems technology and much more. In today's economy, business analysts, or individuals who carry out the tasks of business analysis, are expected to understand and accomplish more in a variety of structures within an organizational framework. This course is designed to discuss the roles, standards and framework of business analysis and provide an overview of the fundamental skills required for a business analyst. At the end of the course, a class project is introduced to provide students the opportunities to learn hands-on the process and techniques of performing business analysis tasks.

Business Analysis Planning and Monitoring

(18 hours / 1.8 CEUs)

Prerequisite: Business Analysis Overview. Having a strategic well-rounded plan is key for a complete business analysis effort. Business analysis planning and monitoring describes how to determine which activities are required in order to define the solution to a business problem, how those activities will be carried out, and the type of work effort will be involved. By nature of the profession, business analysts need to spend a majority of their time interacting with key players such as users, clients, managers and developers. Therefore having outstanding communication skills are absolutely necessary to thrive in this discipline. This course focuses on how to plan for business analysis projects, identify and engage stakeholders, and communicate and present project requirements and request changes in various forms.

Performing an Enterprise Analysis

(18 hours / 1.8 CEUs)

Prerequisite: Business Analysis Planning and Monitoring. The ultimate goal of business analysis is to propose strategic solutions to business problems. In order to do that, business analysts need to first determine the current enterprise needs and problems based on research and assessment from multiple sources. Enterprise analysis describes the activities performed to understand the organization's environment, structure, business process, model and needs. This course focuses on how to identify business needs, how to establish a business case, and how to develop a high-level statement of goals, objectives and strategies based on the organization's existing standards and infrastructure.

Requirements Elicitation, Analysis and Management

(18 hours / 1.8 CEUs)

Prerequisite: Performing an Enterprise Analysis. Before designing and building a business solution, it is necessary to explore, gather, and correctly understand the stakeholder's needs and requirements. The stated stakeholder requirements then need to be analyzed and assessed before recommending any change and elaborating on a solution scope. This course focuses on the various methodologies for requirements elicitation. It will also address the best analysis techniques used to interpret the requirements in the context of the business, functional and non-functional requirements.

Solution Assessment, Validation and Implementation

(18 hours / 1.8 CEUs)

Prerequisite: Requirements Elicitation, Analysis and Management. Once business concerns have been identified through requirements gathering and analysis, strategic business analysts propose and model effective solutions within the organizational context. These "deliverables" will be used to develop estimates for time, resources and budgets required to implement solutions that will meet the project requirements. This course focuses on how to design and implement solutions with measurable and reportable outcomes.

Project Evaluation: Putting It All Together

(9 hours / .9 CEUs)

Prerequisite: completion of all previous five classes. The success of any project is dependent upon how effectively the team members work and communicate with each other. This course focuses on developing management, leadership, team-building and conflict-resolution skills, which are essential for successfully bringing a business analysis project to completion. The program will conclude with project presentation and evaluation, providing a holistic picture of business analysis by tying all phases of the discipline together. Students will have the opportunity to reinforce the learning through instructor and industry expert feedback on the capstone project.

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