

"A Fresh and Practical Perspective on Key Business Analysis Techniques"

Hosted by: Liva Randrembason, IIBA

Presented and Sponsored by: LN Mishra, Adaptive US

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Today's Presenters



LN Mishra

BA Author, Trainer and
President @ Adaptive
US Inc.

- Trained more than 3000 Business Analysts on BABOK®
- IIBA® Volunteer and part of BABOK® V3 Questions Team
- Author of 20+ publications on Business Analysis
- <https://www.linkedin.com/in/lnmishra/>



A Fresh Perspective to Business Analysis Techniques

LN Mishra, CBAP®
6th June 2019

Poll Time 1

**How many of you believe
we can further improve
BABoK Techniques?**

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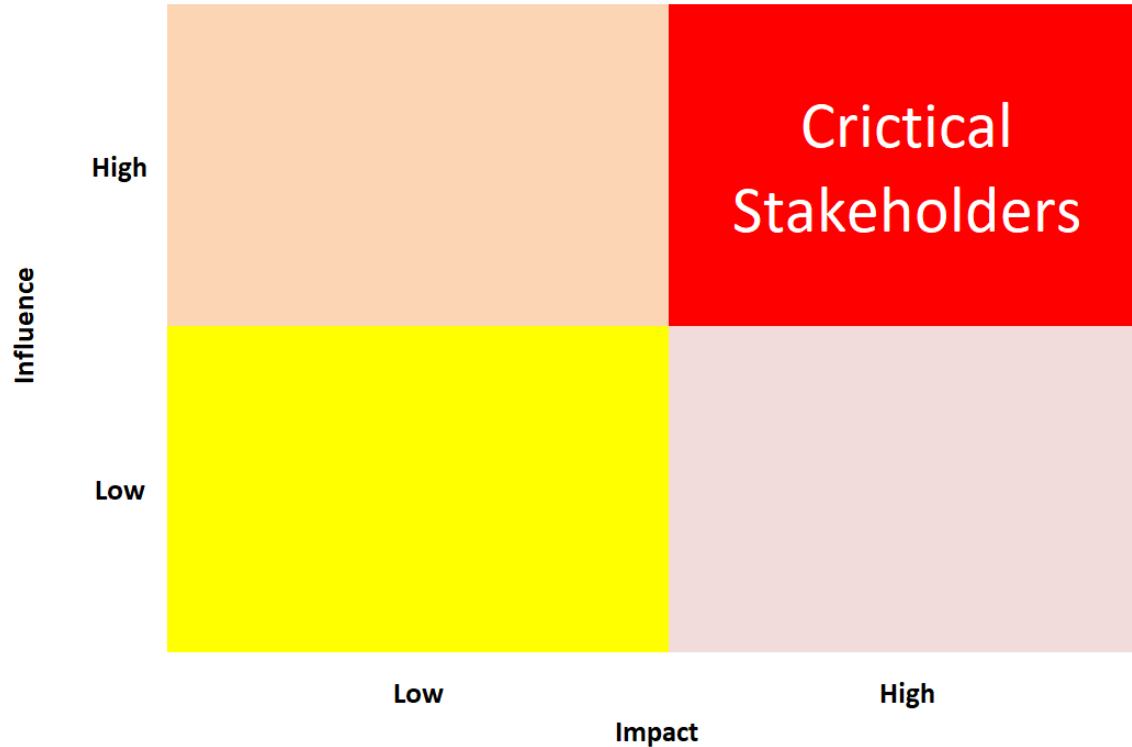
**English Idiom Says :
Devil is in Details.**

**We say:
God is in Details.**

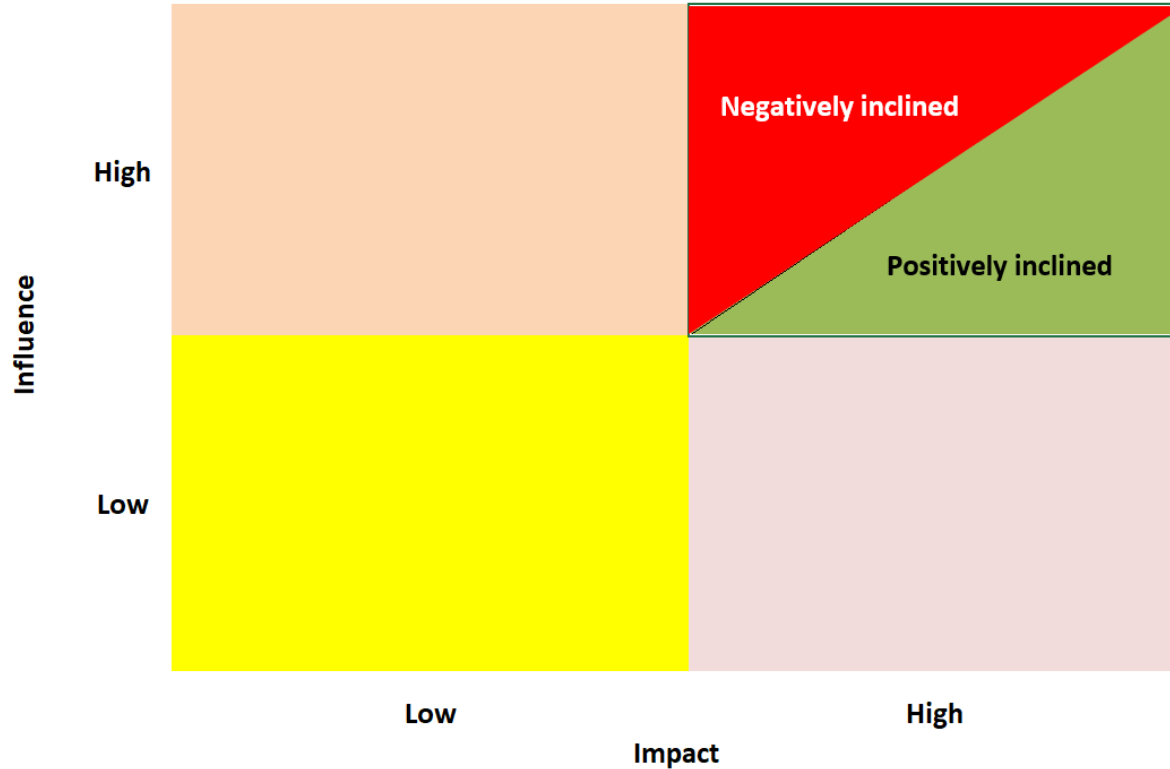
An Improvement Mindset

- ❖ There is Always a Better Way!
- ❖ The past tagline for Hewlett-Packard (HP)

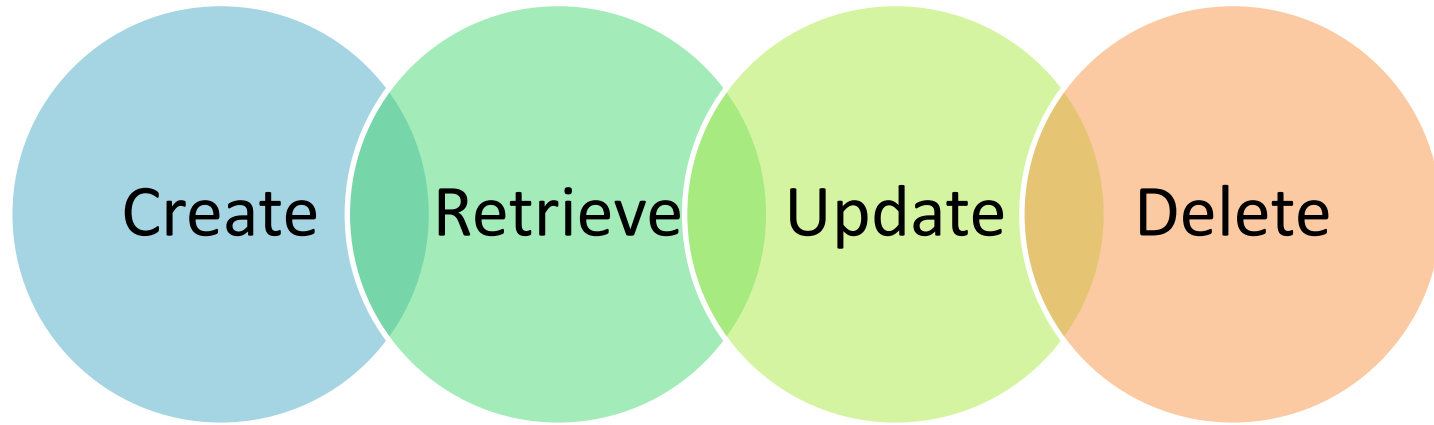
Conventional Stakeholder Map



A Better Stakeholder Map



Conventional CRUD Matrix

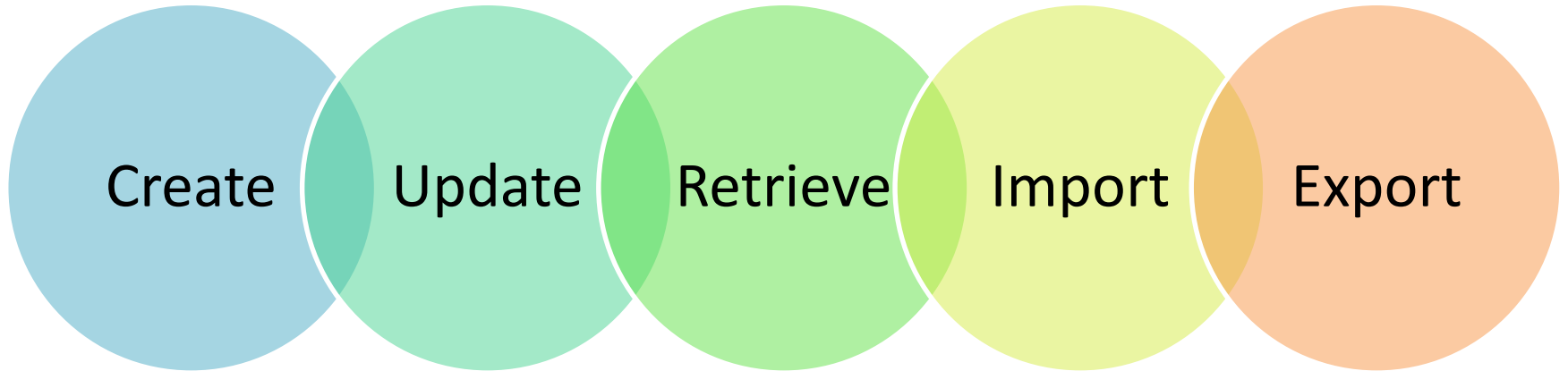


Challenges of CRUD matrix

- Delete is no longer a practice
- Does not handle other important data manipulations



New CURIE Matrix



In Honor of Madam Curie

Business Model Canvas



Challenges of Business Model Canvas

- Does not provide insight for strategy.
- Does not account for social and environmental impacts.



Business Analysis Canvas

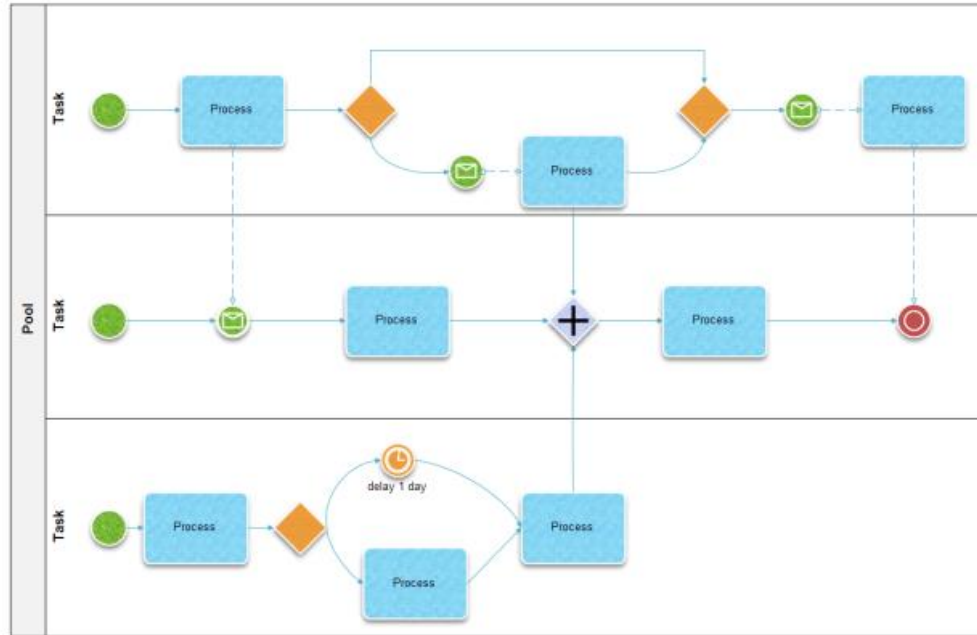


Change

Security

Process model

Business Process Modeling Notation Diagram

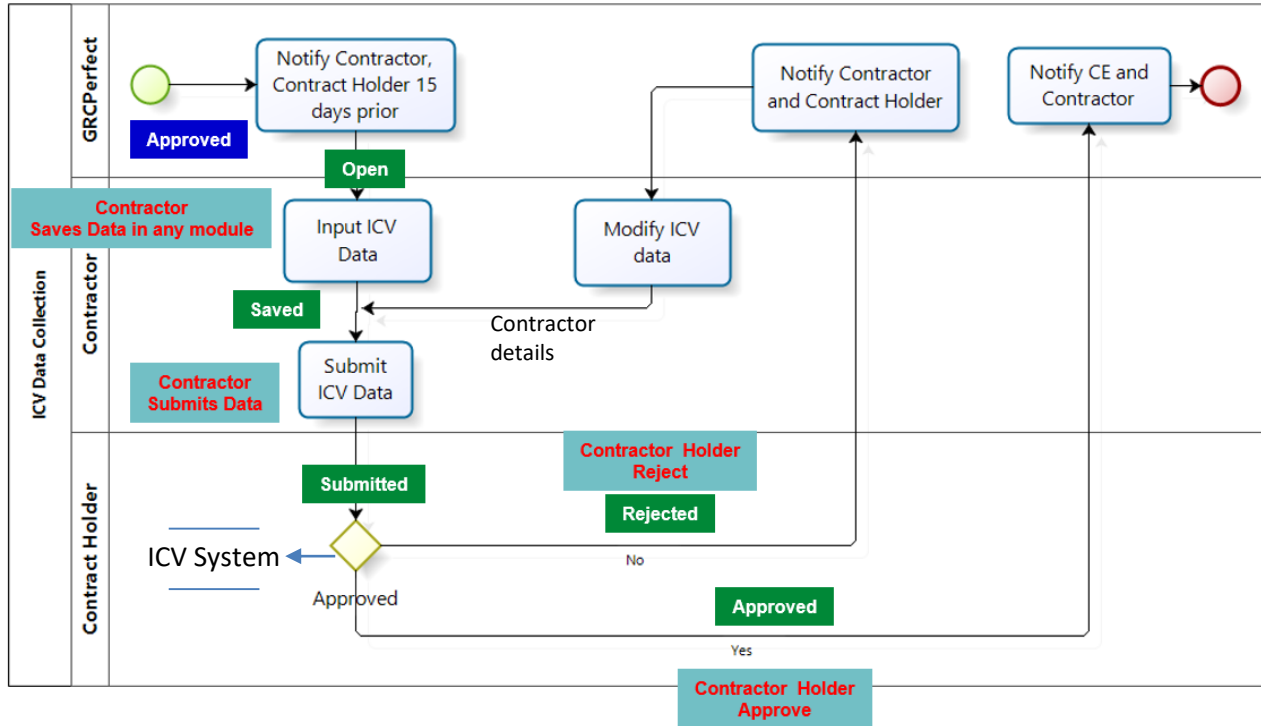


Challenges of Process model

- Does not handle status
- Does not handle data flow



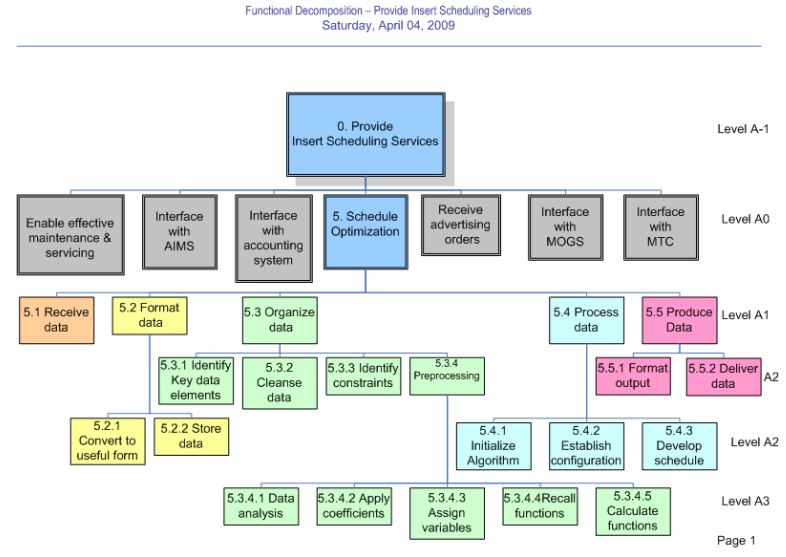
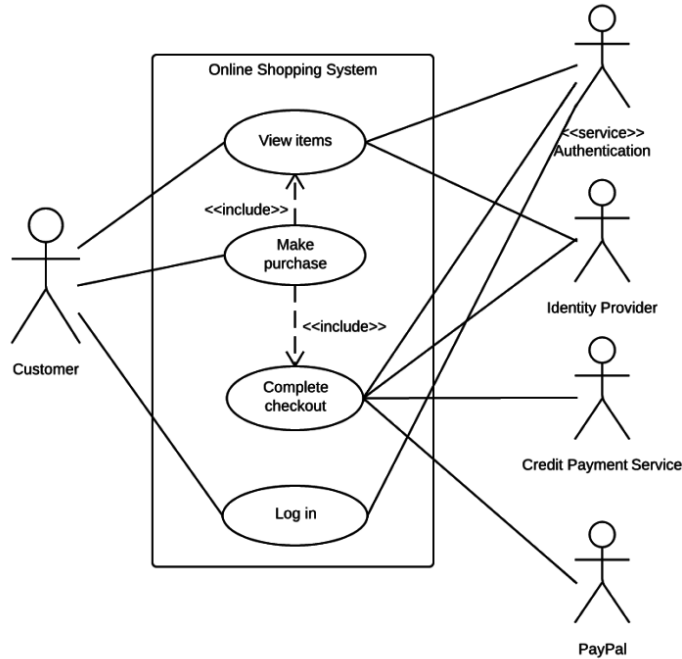
Fusion model



Status of Plan Data

Status of Data Collection

Conventional Scope Models

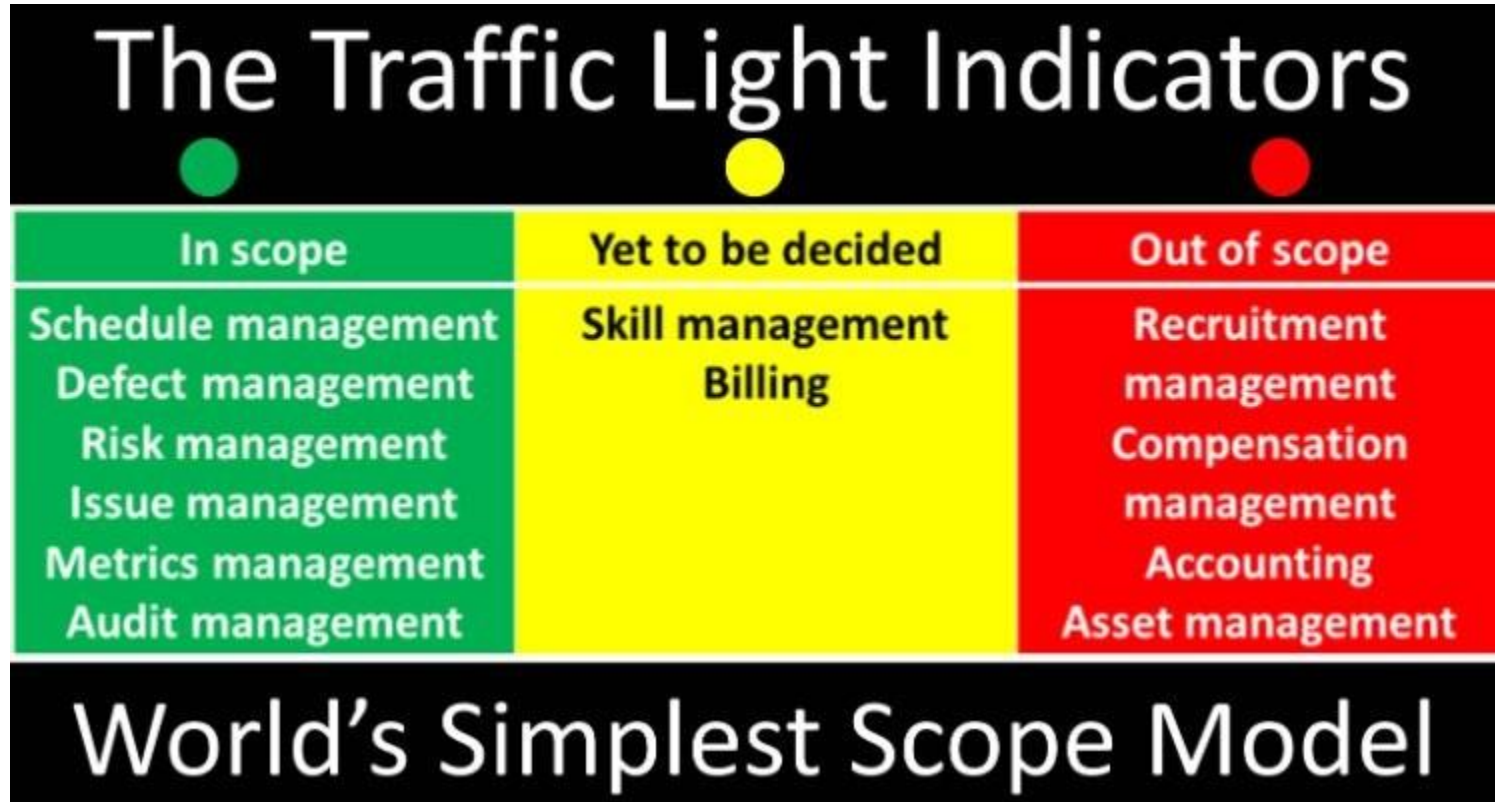


Challenges

- Does not show Doubtful / Out of Scope elements



A Simpler Scope Model



Conventional Data Dictionary

Field Name	Data Type	Data Format	Field Size	Description	Example
License ID	Integer	NNNNNN	6	Unique number ID for all drivers	12345
Surname	Text		20	Surname for Driver	Jones
First Name	Text		20	First Name for Driver	Arnold
Address	Text		50	First Name for Driver	11 Rocky st Como 2233
Phone No.	Text		10	License holders contact number	0400111222
D.O.B	Date / Time	DD/MM/YYYY	10	Drivers Date of Birth	08/05/1956

Challenges

- A very limited attribute set
- Leaves a lot to Developers discretion



Extended Data Dictionary

Min Value	Max Value	Editable	H Align	Validations / Business rules	Lookup Ordering	Default Value	Look Up Seed Values	Expected data values
		No						
		No	Left	Must satisfy corporate password policy				
		No	Center					

Next control	Linked to any other field?	Fields dependent on current field	Field Behavior	Legacy Table	Column	Transfer Rule
Password						
Submit						
			On click, validate username and password			



Demo of Extended Data Dictionary at SuXeed.Net

NFR Categories

Availability	Extent to which solution is operable and accessible when required.
Compatibility	Ability to co-exist and interact with other applications.
Functionality	Extent to which user needs are met by solution functions.
Maintainability	Ability to change one component without affecting others and without causing unexpected failures, ability to re-use components and testability.
Performance efficiency	Time taken to perform activities and resource utilization levels.
Portability	How easy it is to transfer a solution or component from one environment to another.
Reliability	Measure of application being available when needed. Ability to recover from errors, uptime, or failures in interfaces.
Scalability	Ability to handle increased amounts of work.
Security	Ability to ensure confidentiality and integrity of information, to verify when actions were taken and by whom and to authenticate users.
Usability	How easy is it to learn and use the solution.
Certification	Meet certain standards or industry convention.
Compliance	Legal, financial or regulatory constraints.
Localization	Local languages, laws, currencies, cultures, spellings.
Service level agreements	Organization constraints which are agreed upon by provider and user of solution.
Extensibility	Ability to incorporate new functionalities.

Challenges

- At a high level
- No guidance on how to test NFRs



NFR Checklist

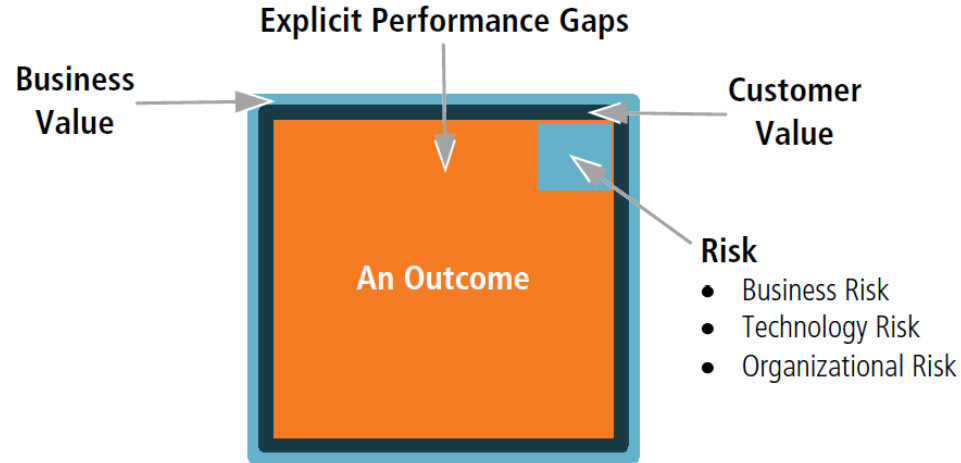
- Drills down NFRs to 2nd level
- Has 40+ NFRs
- Contains ways to test NFRs as well



**Demo of NFR
Checklist at
SuXeed.Net**

Business Capability Map

Figure 10.6.1: Sample Capability Map Example 1 Cell



Key

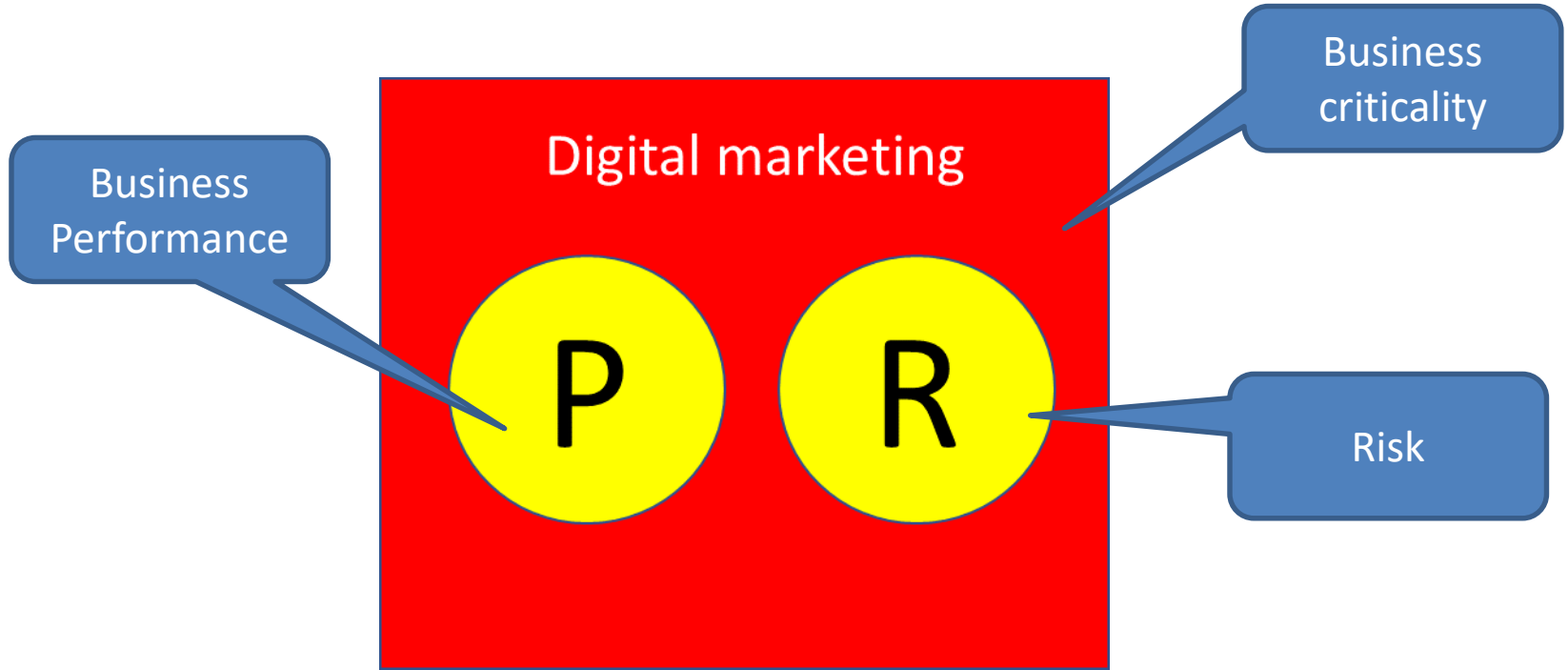
	High Value		High Performance Gap		High Risk
	Medium Value		Medium Performance Gap		Medium Risk
	Low Value		Low Performance Gap		Low Risk

Challenges

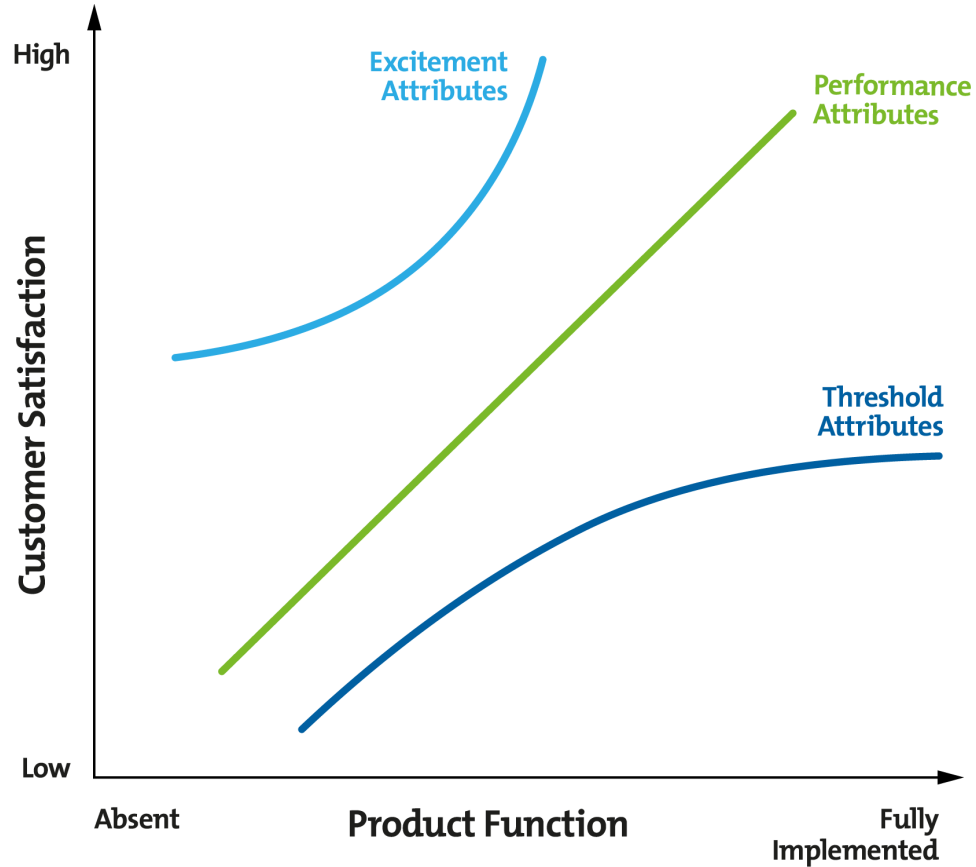
- Pretty complex to comprehend
- Similar colors create confusion



An Alternative Representation



Kano Model

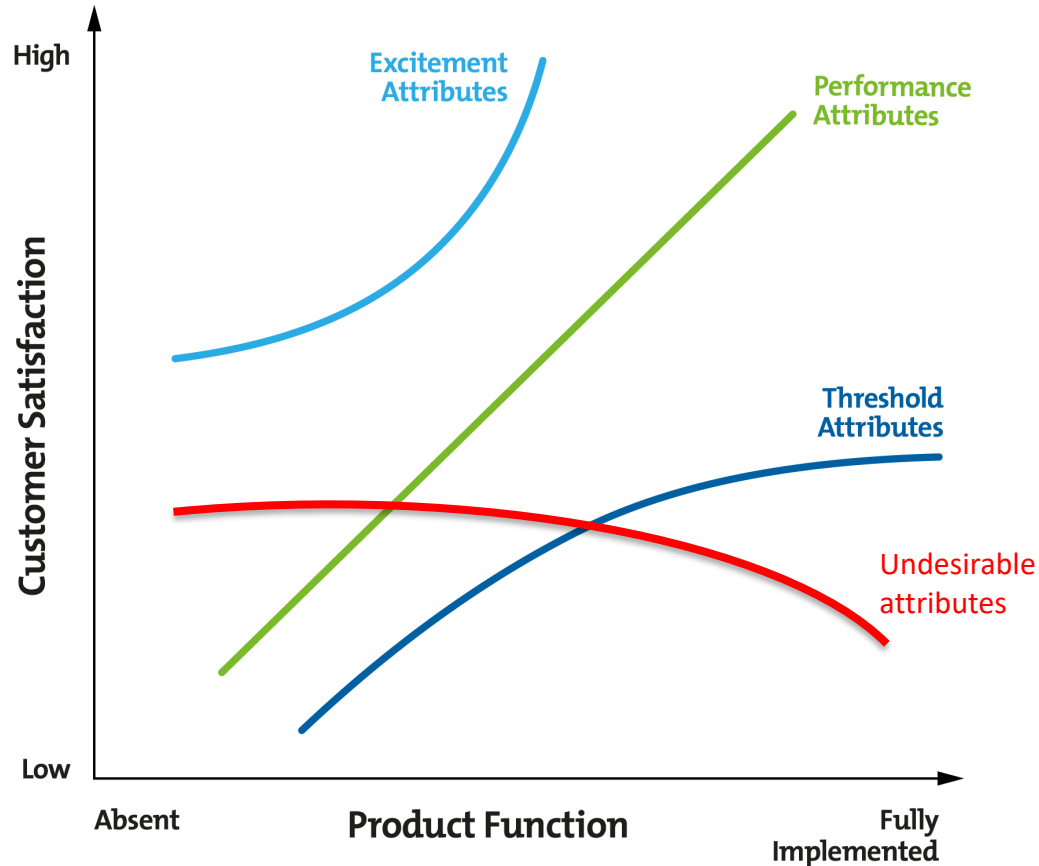


Challenges

- Excessive IT capabilities have introduced a new category of features



An Improved Kano Model



- Excessive alerts
- Obscure captcha
- Asking too many details in one go

Brainstorming

- A great technique to generate ideas



Challenges

- Group think
- Dominant personality
- Positive way of thinking
- Not enough ideas generated



Challenges

- Group think
- Dominant personality
- Positive way of thinking
- Not enough ideas generated

Better Brainstorming

- Brain-writing
- Brainstorming paradox
- 6 Thinking Hats
- 6536 technique
 - 6 Stakeholders
 - Every 5 minutes
 - Give 3 ideas each
 - Repeat 6 times

Poll Time 2

**How many of you agree
that the new techniques
are better?**



thank you!

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