

BUSINESS ANALYSIS TOOLS & TECHNIQUES

"Delivering Business Value through Effective Requirements Gathering, Analysis & Solution Design"

Schedule

Date	Venue	Fees (Face-to-Face)
05 - 09 Oct 2026	Dubai, UAE	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Business analysts play a pivotal role in identifying needs, analyzing processes, and delivering solutions that bring measurable value to organizations. To perform this role effectively, they must apply a wide range of tools and techniques that ensure clarity, accuracy, and stakeholder alignment throughout the project lifecycle.

This intensive course equips participants with essential business analysis skills including stakeholder engagement, requirements elicitation, data modeling, process mapping, gap analysis, and solution assessment. Participants will engage in hands-on workshops to practice these tools and build confidence in real-world application.

Objectives

By the end of this course, participants will be able to:

- Apply industry-standard business analysis tools across the project lifecycle
- Identify stakeholder needs and translate them into clear business requirements
- Conduct root cause, gap, and impact analyses
- Model business processes and design effective solutions
- Support successful implementation through traceability and validation

Why Attend

- Master practical tools for requirement gathering and solution analysis
- Improve collaboration and communication with stakeholders
- Reduce project rework and misalignment by clarifying business needs early
- Enhance your role in strategy, operations, or IT projects
- Prepare for certifications such as ECBA®, CCBA®, or CBAP®

Target Audience

This program is designed for:

- Business analysts and systems analysts
- Project managers and team leads
- Process improvement and strategy professionals
- IT consultants and product owners
- Anyone involved in defining, analyzing, or delivering business solutions

Individual Benefits

Key competencies that will be developed include:

- Requirements elicitation and stakeholder analysis
- Business process modeling using BPMN and flowcharts
- Problem-solving using cause-effect and gap analysis tools
- Use case and user story creation
- Requirements documentation and validation

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Clearer, validated requirements leading to fewer change requests
- Better stakeholder engagement and project alignment
- Improved process efficiency and opportunity identification
- Accelerated project delivery with minimized risk
- Increased ROI on business and IT initiatives

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Overview of business analysis frameworks (BABOK®-aligned)
- Case Studies – Real-life business problems and solution evaluation
- Workshops – Hands-on activities using common BA tools
- Peer Exchange – Cross-industry sharing of techniques and best practices
- Tools – Templates for stakeholder maps, process diagrams, and requirement traceability

Course Outline

Detailed 5-Day Course Outline

Training Hours: 7:30 AM - 3:30 PM Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: Role of Business Analysis in Organizations

- Module 1: Introduction to Business Analysis (07:30 - 09:30) • Understanding the BA role across project and business contexts • Business analysis vs. project management
- Module 2: Stakeholder Identification and Analysis (09:45 - 11:15) • Stakeholder mapping and influence analysis • Engagement strategies and communication plans
- Module 3: Requirements Classification and Documentation (11:30 - 01:00) • Types of requirements: business, stakeholder, solution, transition • Documenting high-quality requirements
- Module 4: Workshop - Stakeholder Matrix & Requirement List (02:00 - 03:30) • Hands-on development of stakeholder engagement and requirement artifacts

Day 2: Elicitation and Requirements Gathering Techniques

- Module 1: Requirements Elicitation Methods (07:30 - 09:30) • Interviews, workshops, surveys, observation • Elicitation planning
- Module 2: Root Cause & Problem Analysis (09:45 - 11:15) • Fishbone diagrams, 5 Whys, fault tree analysis • Distinguishing symptoms from causes
- Module 3: Workshop - Requirements Interview Simulation (11:30 - 01:00) • Conducting mock interviews and documenting findings
- Module 4: Use Case Diagrams and User Stories (02:00 - 03:30) • Developing use cases and writing effective user stories

Day 3: Modeling and Analysis Tools

- Module 1: Process Modeling and Analysis (07:30 - 09:30) • Flowcharts, SIPOC, and BPMN fundamentals • Identifying process gaps and redundancies
- Module 2: Data and Entity Modeling (09:45 - 11:15) • Entity Relationship Diagrams (ERD) and data dictionaries • Understanding data requirements
- Module 3: Workshop - Model a Business Process (11:30 - 01:00) • Participants create a current and future state process diagram
- Module 4: Gap and Impact Analysis (02:00 - 03:30) • Evaluating solution options and change readiness

Day 4: Solution Assessment and Validation

- Module 1: Assessing Business Solutions (07:30 - 09:30) • Cost-benefit analysis and risk assessment • Feasibility and scalability considerations
- Module 2: Traceability and Requirements Management (09:45 - 11:15) • Establishing traceability matrices • Managing changes to requirements
- Module 3: Verification and Validation Techniques (11:30 - 01:00) • Peer review, walkthroughs, test case linkage • Validating requirements with users
- Module 4: Workshop - Validate a Requirement Set (02:00 - 03:30) • Hands-on review of real or sample requirements

Day 5: Final Case Study and Action Planning

- Module 1: Real-World Case Study Analysis (07:30 - 09:30) • Participants apply tools to a full case scenario • Team analysis and presentation
- Module 2: Best Practices and BA Maturity Models (09:45 - 11:15) • BA Centers of Excellence and career growth • Trends in digital business analysis
- Module 3: Knowledge Review and Certification Quiz (11:30 - 01:00) • Review of tools and techniques covered
- Module 4: Personal Action Planning & Certificate Distribution (02:00 - 03:30) • Next steps in your BA development journey • Course closure and certificate handover

Certification

Participants will receive a Certificate of Completion in Business Analysis Tools & Techniques, validating their ability to use structured, practical methodologies to identify business needs, gather requirements, and support successful solution delivery.

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