



Tricks of the Trade

SafeNet Consulting

*Things No BA Should Be
Without*

IIBA MSP – Rochester Branch
Meeting

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Getting Started

Business Analysis 101:

- ▣ Clarity provider
- ▣ Concise communicator
- ▣ Champion of reason

Being a “good” BA is not always easy

- ▣ You are a unique and necessary commodity to your organization
- ▣ Without analysis, you end up with a mess...

What's In Mind Matters





Expect the unexpected.

Know to Grow

Understanding the project from multiple angles will help you succeed:

- ▣ Project Sponsorship
- ▣ Inception History
- ▣ Team Composition
- ▣ Deliverable Expectations
- ▣ The “Unmentionables”
- ▣ Circumnavigation



Project Sponsorship

Understanding who your sponsors are may be critical to success

Know their motivations and visions

Understand the business purpose and strategy

Become aware of your champions as well as potential “nay-sayers” or converts

Consider historical performance and the road ahead

Inception History

When time permits, understanding things from the beginning often helps solidify the requirements road ahead

- ▣ What/who was the genesis of this project idea?
- ▣ What kind of forethought went into this?
- ▣ What were the expectations?
- ▣ What are the success criteria for the business?

Team Composition

In the machine of your project, the most important cogs are the people:

- ▣ Process exists to support efficiency
- ▣ Technology exists only to support execution
- ▣ The Team exists to usher vision

Deliverable Expectations

You will only be able to perform as well as you are informed!

Know the expectations:

- ▣ Is there a prescribed methodology you're expected to follow?
- ▣ Are there templates?
- ▣ What's been completed?
- ▣ Are you expected to be a magician?



The “Unmentionables”

Things no one wants to discuss, but are real and have impact on your analysis:

- ▣ Political landscape/history
- ▣ Individual Motivations
- ▣ Organizational Structure
- ▣ Project (dis)organization

Circumnavigation



As an agent of analysis and change, don't be surprised if:

- ▣ The course set is rough
- ▣ The course set is incomplete
- ▣ The course needs to be re-set
- ▣ That YOU may become the champion for this



Do you understand the words coming out of my mouth?

Advanced Communications



An Individual Art

Verbal & Non-Verbal Communication

Learning Styles

Your Audience

The Message

The Medium

Did we mention the audience...



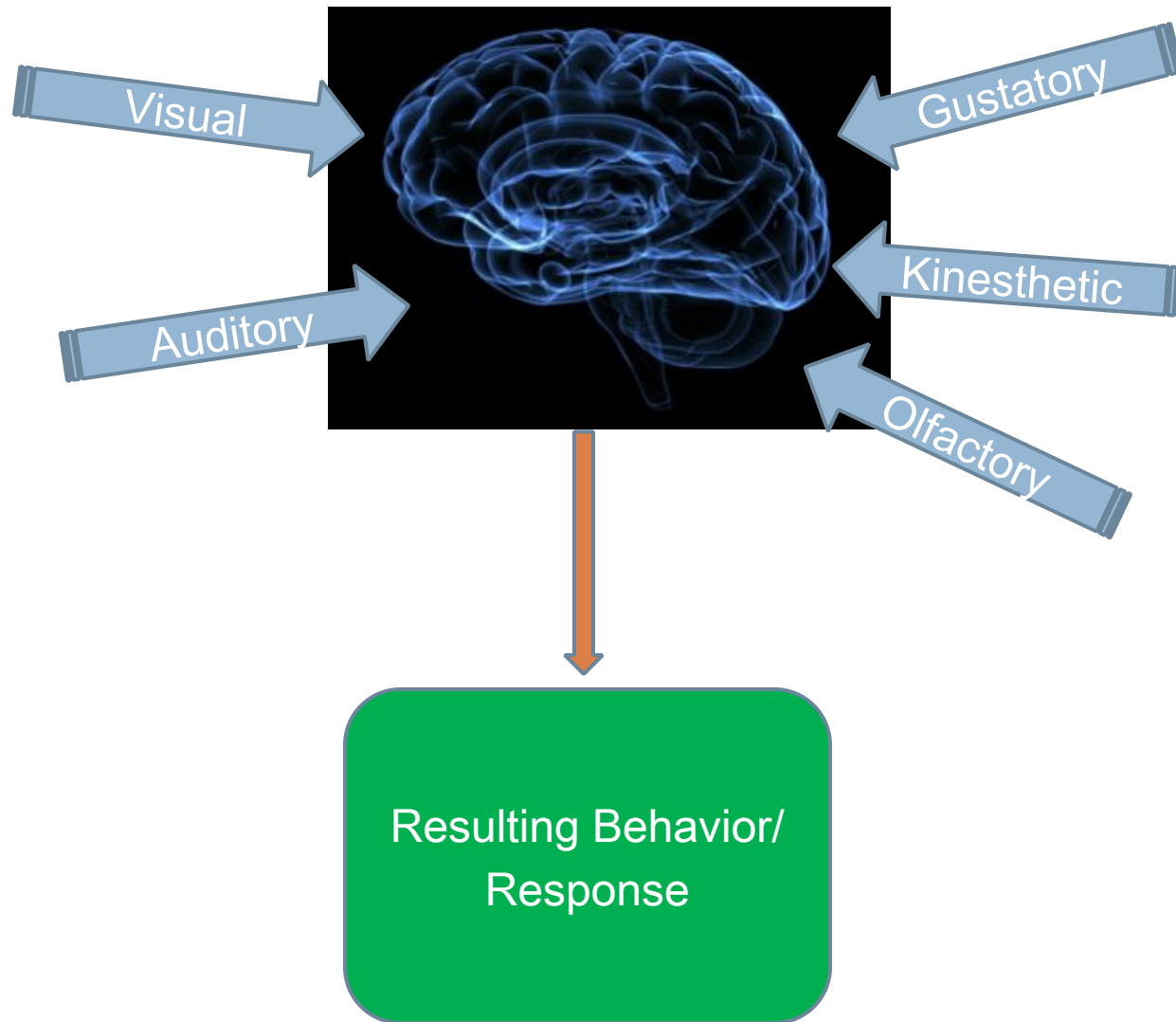
BA BoK Says...

Communication skills are an underlying competency for business analysis

Approaches include:

- ▣ Oral Communications (Section 8.4.1)
- ▣ Teaching (Section 8.4.2)
- ▣ Written Communications (Section 8.4.3)

Inputs & Outputs



Be Deliberate



How Much Is Too Much?

Will you need BIG pictures & SMALL words...
...or SMALL pictures & BIG words?

Have the proof for your executive summaries

Take the time to map your message from
delivery through desired result (by audience
type)



Knowing when to use what in a sea of options.

Take Inventory



Tools & Templates: When to Use What?

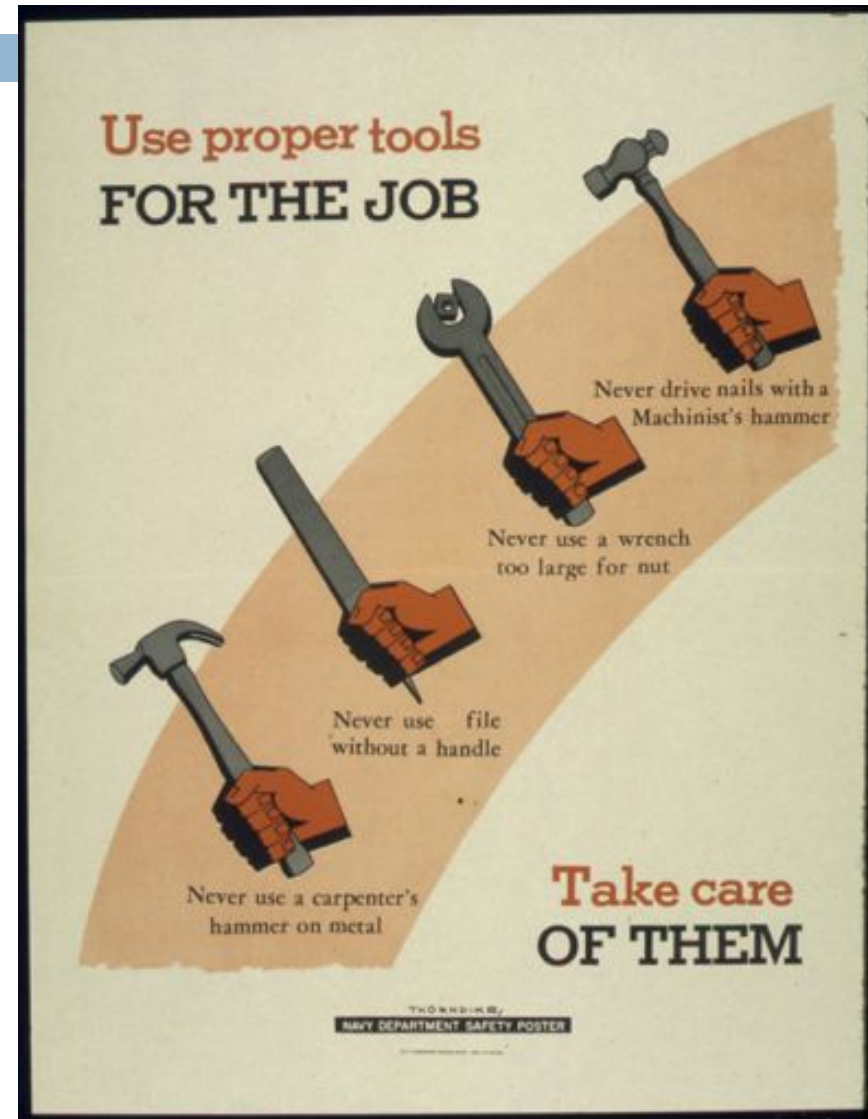
Chapter 9 of the BA
BoK

Local Tools

Old Hat Tricks

Network for input

Above all...do what
makes sense for
the scope, scale
& purpose of your
situation





It's not you...it's them.

This Really Happens...



Formerly “Gathering” Requirements

BA BoK – Chapter 3

The definition of elicitation is:

- ▣ To draw forth or bring out (something latent or potential)
- ▣ To call forth or draw out (as information or a response)

*If it were as easy as
gathering items readily
available...
...bears could do it!*



Things To Consider

Before you start, confirm:

- ▣ Scope of the project
- ▣ Scope of your role
- ▣ Who is impacted
- ▣ Methodology expectations
- ▣ Were requirements previously documented

Also consider:

- ▣ Your communications approach
- ▣ Your template resources





An ounce of prevention is worth a pound of cure.

Wash, Rinse, Repeat

Verify & Validate

Quantify & Qualify

Confirm with your business

Review with your team (IT)

Repeat



Indications To Double Check

Complexity of the requirement

Re-organization of the project

Recalibration of time or cost

Scope creep (real or anticipated)

Time lapse





PLANNING

MUCH WORK REMAINS TO BE DONE BEFORE WE CAN ANNOUNCE
OUR TOTAL FAILURE TO MAKE ANY PROGRESS.

Repetition can saves lives!

Plan Your Work, Work Your Plan!

There's a reason Planning is BA BoK Chapter 2

This can refer to planning your analysis as your specific work



Measurably documenting your plan will allow you to estimate more accurately into the future

Fire Prevention...

Stop (just doing the work)

Drop (the idea you're too busy to plan)

Think (carefully through your deliverables)



Because no one enjoys a fire drill...especially unnecessary ones!

Fake it, til' you
make it.

Remember Abraham Lincoln

Remain Calm



SURVIVAL

When you are in deep trouble,
say nothing, and try to look like
you know what you're doing.

You Decide...

“It is better to remain silent and be thought a fool than to open one’s mouth and remove all doubt.”



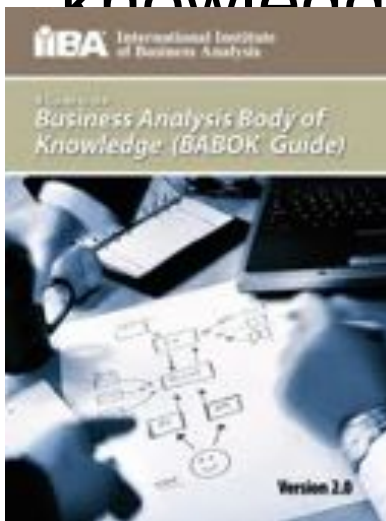
Don't Be Shy...Don't Be Foolish

Keep your BA BoK at the ready!

Present confidence at all times

Know where to get the information

Don't let on about your depth or lack of knowledge



Questions?

