

Training Material MyBACoach

EVERYTHING BUSINESS ANALYSIS



Solution Design

Master Class
2024/25

www.mybacoach.com

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Vision

Mission

Vision

To be the leading global hub for business analysis excellence, where aspiring and practicing analysts are continuously nurtured to achieve their full potential. We strive to set the standard for business analysis training by blending cutting-edge education and technology with real-world experience, fostering a community of experts who are equipped to innovate, lead, and transform businesses worldwide.

Mission

- To empower aspiring and current business analysts with the knowledge, skills, and practical experiences they need to excel in their careers.
- We are committed to providing high-quality, accessible training, hands-on learning opportunities, and ongoing support to ensure our learners succeed in the dynamic field of business analysis.
- Through a blend of theory, real-world application, and personalized guidance, we aim to build a community of proficient and confident business analysts who can drive meaningful change and deliver outcomes in their organizations.





Introduction

Solution design is essential for creating a project or service as it provides a clear blueprint that aligns the project's goals with stakeholder needs.

It helps clarify requirements, mitigate risks, optimize resources, and ensure consistency in development. Solution design also facilitates communication, enhances scalability, and ensures the project meets quality standards.

By outlining the technical and business aspects upfront, it improves cost and time efficiency, aids in testing and validation, and ensures the project aligns with the organization's long-term strategy. Ultimately, it drives successful and sustainable outcomes.



Why this training?

Solution Design Master Class

This master class is designed to equip aspiring and experienced business analysts with advanced modeling skills and mindset while introducing best practices for streamlining and optimizing business processes.

The session will begin with a comprehensive introduction to process modeling, focus on ways to identify gaps, bottlenecks, inefficiencies, and business opportunities for improvement in current operations and ways of working. Participants will learn how to conduct gap analysis using As-Is and To-Be models to drive process optimization and streamline workflows.

Beyond, gap identification, a business analyst will need to put findings together for onward presentation to stakeholders and interested audiences. In this class, we will show how to demonstrate/socialize processes to stakeholders and provide a reusable template or presentation format to document identified problems and possible improvement opportunities using the POPIT model.

The training will include practical examples, ranging from simple to complex scenarios, across various industries such as healthcare, supply chain management, logistics, education, equipment rental, pharmaceuticals, insurance, finance, government, SaaS, mortgage, and transportation services.

In addition to process mapping, the master class will emphasize situation analysis, problem identification, communication skills, negotiation and support collaborative decision-making skills to determine the most effective solutions for optimizing diverse business problems in a cross functional business environment.





What We Cover?

- Discuss process mapping tools, tips and techniques
- Discuss process hierarchy and maturity.
- Develop > 40 process scenarios from various industries
- Create as is and to be maps
- Create Use case diagrams and Data models
- Identify gaps, waste and business opportunities
- Conduct gap analysis (As-Is vs To-Be models)
- Document and communicate analysis findings to stakeholders
- Discuss the 8 types of waste
- Discuss how to do nothing, simplify, remodel, redefine, streamline and optimize a process
- Discuss and create process KPIs (Primary and Secondary)
- Learn how to create requirements from process maps
- Differentiate between business and technical requirements
- Apply best and leading practices in the service world

MyBACoach

EVERYTHING BUSINESS ANALYSIS

Tools & Technologies

Business analysts (BAs) use a variety of tools to create process maps, use case diagrams, and other visual models that help document and analyze business processes and requirements. Here are some of the most common tools and technologies.



Available tools and Links:

- IBM - https://www.ibm.com/account/reg/us-en/signup?formid=urx-37086&bwlpromocta2LS=true&adoper=250777_1_LS1
- Lucidchart <https://lucid.app/user/133337547#/subscriptionLevel/chart/levelType>
- Visio - <https://www.microsoft.com/en-gb/microsoft-365/visio/microsoft-visio-plans-and-pricing-compare-visio-options#xfbcbf690723549fcbf729246b1eab53c>
- Draw.io - <https://app.diagrams.net/tpat odio facilisis mauris>.

Who should attend



Who Should Attend?

This masterclass is perfect for individuals who want to enhance their process modeling skills or are involved in process optimization initiatives within their organizations:

These include:

- **Business Analysts (BAs):** Junior and senior-level analysts looking to sharpen their process modeling expertise.
- **Process Improvement Managers:** Those seeking to streamline workflows and improve operational efficiency.
- **Project Managers:** Professionals responsible for overseeing process design and execution in projects.
- **Business Consultants:** Individuals advising clients on optimizing their operations and improving performance.
- **Operations Managers:** Those focused on improving day-to-day business processes.
- **Change Managers:** Professionals tasked with driving organizational change and implementing new business models.

Facilitators



Charles Efe

Charles is a Ph.D researcher in Operational Management with a strong record of crafting and delivering innovative solutions across diverse sectors including Technology, Finance and Investment, Hospitality and Leisure, NFP and public sectors, and Business Consulting. With over 15 years of cognitive experience in delivering outcomes, his career spans a spectrum of growth-oriented, strategy-driven, and dynamic organizations.

With a deep-rooted understanding of agile principles and methodologies, Charles has executed transformative initiatives that encompass Process Excellence, Process Assurance, System Development, Solution Delivery, Process Automation, Digital Transformation, and People Development.



Gabriel Inotu

Gabriel is a highly skilled and experienced Business Analyst with over 13 years of professional expertise, including 11 years in the Financial Services sector and IT Consulting. Holding a BCS International Diploma in Business Analysis, Gabriel has successfully navigated IT, business systems, and change delivery projects across a variety of industries. His extensive experience allows him to excel in multiple business analysis roles, in predictive, and hybrid environments

Recently, Gabriel played a pivotal role in the successful deployment of several large-scale projects for a large financial Institution in the United Kingdom to optimise and streamline their customer support group processes to align with leading and best practices in the world leveraging emerging technologies.

Simple Scenarios



Scenario 1 – Omelet making process

You are a chef for a new world class restaurant and expect the crowned prince of Dubai to pay the restaurant a rare visit. You are aware the prince loves omelet. Now, create a high level process of making omelet for the crowned prince scheduled to visit your restaurant next year.

- What are the inputs you will require?
- Identify the tools, technologies and techniques needed?
- How best will you go about this, from now till he returns to Dubai?
- Create step by step tasks e.g. Go to the store, break eggs, Cut onion etc

30 Marks



Scenario 2- Tea making process

Based on the insight gained from the previous exercise, create a process of making a cup of coffee.

- What will be the first sets of actions?
- Create step by step tasks, activities and sequence.
- Put this on a process map using any process mapping tool.

30 Marks



Scenario 3: Linear fulfillment process

Instruction: Create this process using excel, Visio, Draw.io or any other tool you have.

A fulfillment process starts with receiving purchase order then the order is confirmed. The purchase officer then you get shipment address, then ships the product, emit invoice, then receive payment and archive the order. It is at this point that we can say the order is fulfilled.

- What is the trigger of this process?
- Is there any decision point, if yes, what type (s)?
- What is (are) the output of this process?
- Create the process map.

30 Marks

Other Services



Interview Coaching

1

MyBAcoach's Business Analysis Interview Preparation service equips you with the skills and confidence needed to excel in BA job interviews. We understand how hard it is to keep receiving unfortunate mails. Through focused and personalized coaching, mock interviews, and comprehensive training on technical, behavioral, and situational questions, we help you stand out to potential employers.

Our service also enhances your communication and presentation skills, with a focus on effective storytelling and body language. With access to industry-specific insights and a resource library, you'll be fully prepared to navigate the interview process and secure your dream role.

To-the-Job Training

2

MyBAcoach's To-the-Job Training program is designed to bridge the gap between theory and practice, equipping both aspiring and current business analysts with the skills needed to excel in real-world scenarios. This comprehensive training covers every critical phase of the business analysis journeys from situation analysis, problem identification, requirement engineering, solution design, solution testing to benefit realisation using our customized BA work plan.

To-the-Job Training

3

Starting a new role as a business analyst can be both exciting and challenging. MyBAcoach's On-the-Job Support service is designed to help you transition smoothly into your new role, providing the ongoing guidance and resources you need to succeed from day one. Whether you're a recent hire or stepping into a new project, we're here to ensure you deliver results with confidence and competence.

Testimonials



Reese Miller

There were various live projects to join to learn business analysis tasks and activities. I enjoyed my time on project digital, where we developed and delivered an ecommerce solution.



Juliana Silva

I enjoyed the show and tell sessions. The sessions were 20% demonstration by the coach and 80% do it yourself. This helped me understand how to build my confidence as an aspiring business analyst on live projects.. The emphasis is on learning and doing it yourself in a safe and non judgmental space.



Chidi Eze

The interview preparation sessions were insightful; I saw reasons why my initial efforts were not productive. I learnt how to craft my stories, pace, pause and present my points to captivate the attention of listeners.



Contact Information



Phone Number
+44 (0) 7737 35 0173



Website
www.mybacoach.com



Email
info@mybacoach.com



Address
United Kingdom



***Thank
You***