

Business and Management

Business Analysis Certificate Program



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Business Analysis Certificate Program

A Business Analyst serves as the key liaison between the client, stakeholders, and the solutions team, gathering and documenting business, organizational and operational requirements, and using them to guide functional system design. In many organizations, the title of this role may be different but the core skills and processes are the same. Examples include Systems Analysts, Functional Analysts, Program Managers, and many more. The common theme for each is the ability to perform business analysis and providing better value on your process improvement project. The ability to interact with multiple groups of people, at all levels, and document their needs in a format that can be used as a foundation for the development of a new process or software system is a critical need for businesses today. The fully online Business Analysis Certificate focuses on the analytical thinking, problem solving, and communications skills required to perform effective business analysis in today's solutions-driven environment.

Curriculum aligns with the International Institute of Business Analysis™ (IIBA®) *A Guide to the Business Analysis Body of Knowledge® (BABOK® Guide)* and the Project Management Institute (PMI®) *Guide to Business Analysis*. The combination of these foundational guides reflects current practices, appropriate strategies, and common project definitions. Course information will assist the student in preparedness to sit for the business analysis related IIBA® or PMI® certifications.

Who Should Attend

The program is designed specifically for professionals who wish to enhance their business analysis capabilities, as well as those who are seeking new opportunities in the field. It will benefit professionals in both business function and information technology areas, including business, software system architects, product marketers, product managers, QA analysts, business systems planners, computer system officers, computer resource specialists, programmer analysts and other professionals who work on process improvement projects.

Certificate Requirements

A certificate is awarded upon completion of all four required courses, each with a letter grade of "C" or better. To become an official candidate in the program, students pursuing the certificate must submit a Declaration of Candidacy. Students are encouraged to declare candidacy as soon as possible, but no later than after the third course in the program. To receive the certificate after completing all program requirements, students must submit a Request for Certificate. All requirements must be completed within five (5) years after the student enrolls in his/her first course.

Program Benefits

- Gain a comprehensive overview of the many highly valued roles business analysts serve in today's dynamic business environment
- Explore the depth and breadth of commonly used tools, techniques and approaches to business analysis
- Learn how to assess business problems and opportunities, and analyze solution options to recommend those which best meet business needs
- Learn about requirement lifecycles: how to elicit, verify and validate requirements, then track and manage them throughout their lifecycles
- Gain exposure to current real-world instructors who are professional business analysis practitioners
- Course content is aligned with the International Institute of Business Analysis™ (IIBA®) *A Guide to the Business Analysis Body of Knowledge® (BABOK® Guide)* and the Project Management Institute (PMI®) *Guide to Business Analysis*, both industry standards for Business Analysis professions.



For more information:

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Curriculum



Required Courses

Fundamentals of Business Analysis

MGMT X481.41 (3 units)

The role of technology in business has changed dramatically in the last 30 years and continues to evolve. This Fundamentals of Business Analysis course lays the foundation for essential knowledge and skills needed to effectively perform analysis on programs and projects in this rapidly changing environment. Topics include strategy and organizational analysis, role of business analyst in product and process improvement, and business case analysis and implementation practices. Participants will enhance skills in stakeholder analysis, elicitation, project and portfolio management, testing, and performance management.

Business Analyst Planning & Project Management

MGMT X481.42 (3 units)

Project management is a time tested, proven approach to delivering products and/or services within the constraints of scope, schedule, and cost. In managing projects, the business analyst role has increased in importance and changed over time because of the complexities of integrating new technologies and new processes in to dynamic and ever changing business environments. Business analysis complements the project management function and focuses on defining and validating a solution to meet business needs and goals that align with the business strategy. Topics include business analysis planning, needs assessment, project planning and initiation, stakeholder analysis, risk planning, and schedule/resource allocations. Using a practical learning approach, students will create a business case and project charter, as well as supporting artifacts that support these two important project deliverables.

Requirements Lifecycle

MGMT X481.43 (3 units)

Proposing and developing solutions needed to grow the business includes steps for gathering and analyzing requirements. The most common area where this is seen is for technology software and solutions. This Requirements Lifecycle course provides the essential knowledge and skills needed to effectively gather and analyze what the business requires to develop and implement improvements. Whether these improvements are to a business process, or the development or purchase of a new software solution, many of the methods and techniques work across several areas of a business. Topics include identifying users; use case analysis; elicitation techniques, types of requirements; documenting requirements; fit criteria, and traceability. This course focuses on the analysis, documentation, and change management of requirements.

Solution Evaluation and Testing

MGMT X481.44 (3 units)

This course focuses on the activities to validate the performance and value delivered by a solution already in use by the enterprise. These activities may include qualitative and quantitative assessments to determine the difference between expected and actual results. The resulting data is used to recommend the removal of barriers or constraints that are preventing the business from fully utilizing and obtaining the most value from the solution. Students will understand and apply the principles of solution assessment to ensure business goals and organizational objectives are met. Students will demonstrate the ability to assess business readiness, operation impacts and stakeholder requirements. Students will learn to prioritize solution options, consider individual solution components, and combine their analysis into a clear and concise output provided to the business.



Advisory Committee

- **Shawna Camp**, M.B.A., PMP
- **Kathleen Hass**, PMP, Principal Consultant, Kathleen Hass and Associates, Inc.
- **Anne-Marie Larsen**, Software Consultant, Nortridge Software
- **Patti Lassen**, Director, Strategic Platforms, Experian
- **Desiree McDonough**, M.B.A., PMP, Project Manager, Consultant
- **Anne Nuttall**, Director, IT Program, The Irvine Company
- **Susy Ongko**, Senior Business Systems Analyst, Mercury Insurance
- **Jeanette Pigeon**, CBAP®, President and CEO, aBetterBA
- **Dena Kelber**, Business Process and Technology Integration, Southern California Edison
- **Susan Thompson**, CBAP®, Scrum Master/Business Analyst, Solugenix
- **Kevin Watson**, M.B.A., MSHCA, Global Integration Manager, Kronos

“The role of the business analyst is becoming more important as companies around the globe make great requirements a top priority. To succeed, the business analyst must be able to accurately capture the requirements and separate the what from the how. Deep technical knowledge is not needed. The trend is to focus requirements on business value to provide a better guide to building what the customer wants.”

– Patti Lassen,
Director Strategic Platforms, Experian

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Continuing Education

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