Business Analysts and Business Systems Analysts at the Capital Group Companies

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What is she talking about?

Her career

Capital Group Companies (CGC) Overview

Roles at CGC

- Business Analyst (BA)
  - Responsibilities
  - Skills
- Business Systems Analyst (BSA)
  - Responsibilities
  - Skills
  - Business Systems Analyst Associate Program
  - Challenges and Rewards
What has she done?

- Programmer/Analyst (P/A) on mainframe systems in various financial organizations
- Programmer/Analyst & Applications Team Manager
- Retired (for a little while)
- Senior Business Systems Analyst Business Systems Analyst Associate (BSAA) Program Coordinator Entry-level BSA rotational program (more about this later)
What does Capital Group do?

- The Capital Group Companies is one of the world’s most experienced and successful investment management organizations.
- They are the investment manager for the American Funds, institutional and high net worth individual accounts, as well as pooled (commingled) investment funds.
- The American Funds is one of the three largest mutual fund organizations in the U.S. and there are currently over $650 billion in assets under management.
- There are approximately 4000 institutional and high net worth individual accounts.
What does a Business Analyst do?

The majority of our BA associates support the **American Funds**. Their primary responsibility is to identify, analyze and translate business needs into system applications and/or improved business processes. Additionally they:

- Work closely with Project Managers and/or Business Area Managers to conduct research/analysis on new ideas
- Write project statements and proposals
- Facilitate the approval process
- Liaise with the IT development teams and business end users regarding system issues and business requirements to ensure technology and business needs are met
What skills do they need?

- Current and big picture view of the business and systems of the American Funds
- Good analytical skills
- Strong communication skills (verbal & written)
- Organized with good follow-through
- Facilitation experience is desired
- Detail-oriented
- Ability to interact with all levels of associates
What does a Business Systems Analyst do?

- Develop business cases
  - Gather & document business requirements
  - Analyze impact to existing systems or identify new system requirements
  - Work with developers to create system specifications including prototypes and data models
  - Plan and execute functional testing
  - Convert existing data, if necessary
  - Provide user training
  - Participate in the implementation
  - Provide user support in the post-implementation phase
  - During entire project, manage change and issue resolution
What skills do they need?

- Strong analytical skills
- Detail- and results-oriented
- Excellent communication skills (verbal & written)
- Meeting facilitation
- Effective project and time management
- Conflict management
- Ability to develop effective business relationships
- Understanding of the technical environment, business processes and corporate culture
- Understanding of technology and business constraints
What about the entry-level BSA program?

- Business System Analyst Associate (BSAA) Program
  - 12 month rotational training program
  - Designed specifically to recruit recent college graduates and internal associates interested in a career as a BSA in the Global Investment Systems (GIS) teams

- Assignment Rotations
  - Each BSAA will have 2 assignment rotations, of approximately 6 months each, in one of the GIS application teams
  - Assignments are designed to introduce the BSAAs to current projects as well as, roles and responsibilities of an entry-level Business Systems Analyst
What is the program structure?

Program Management
BSAA Program Coordinator
BSA Taskforce

- Training
- Assignment Teams / Mentors
- Recruiting/Placement
- Networking Events & Brown Bag Sessions
What are the BSA Challenges within CGC?

- Responsible for someone’s wealth
- Input-driven organization
- No organizational standards
- Wear many hats; BSA role not always clearly defined
- Support different companies with different needs
- Business problems/needs not always easy to identify
- Managing conflict
- Managing scope
- Keeping up with technical industry standards as well as, business initiatives
What are the BSA Rewards within CGC?

- Input-driven organization; input is valued
- No organizational standards; creativity is encouraged
- Personal growth and development encouraged
- Wide variety of challenging project opportunities
- Opportunity to interact with all levels of associates
- Best of both worlds; flexibility to be technology-focused as well as business-oriented
- Work with state-of-the-art technology
- BSA Taskforce
In conclusion. . .

- If you have questions, please submit them to:
  ITRecruiting@Capgroup.com

- For more information about The Capital Group Companies, visit us at:
  www.capgroup.com