Business Analyst Career

Truong Tuyet Anh
Business Analyst

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CSC

Introduction

About me

- Name: Truong Tuyet Anh

- Title: Business Analyst

- Experience:

  – Software development life cycle: Waterfall, RUP, Agile.

  – Business Analyst: 9 years

  – Business domain: Buddhism society, social network, trading, mobile ecommerce, commercial, banking, human resource, customer relationship management, content management system, Oil & gas, Used Water Network Management System, and Infringement Management

  – Country: USA, HK, Cambodia, Dubai, Australia, Singapore, Vietnam

- Email Address: atruong6@csc.com
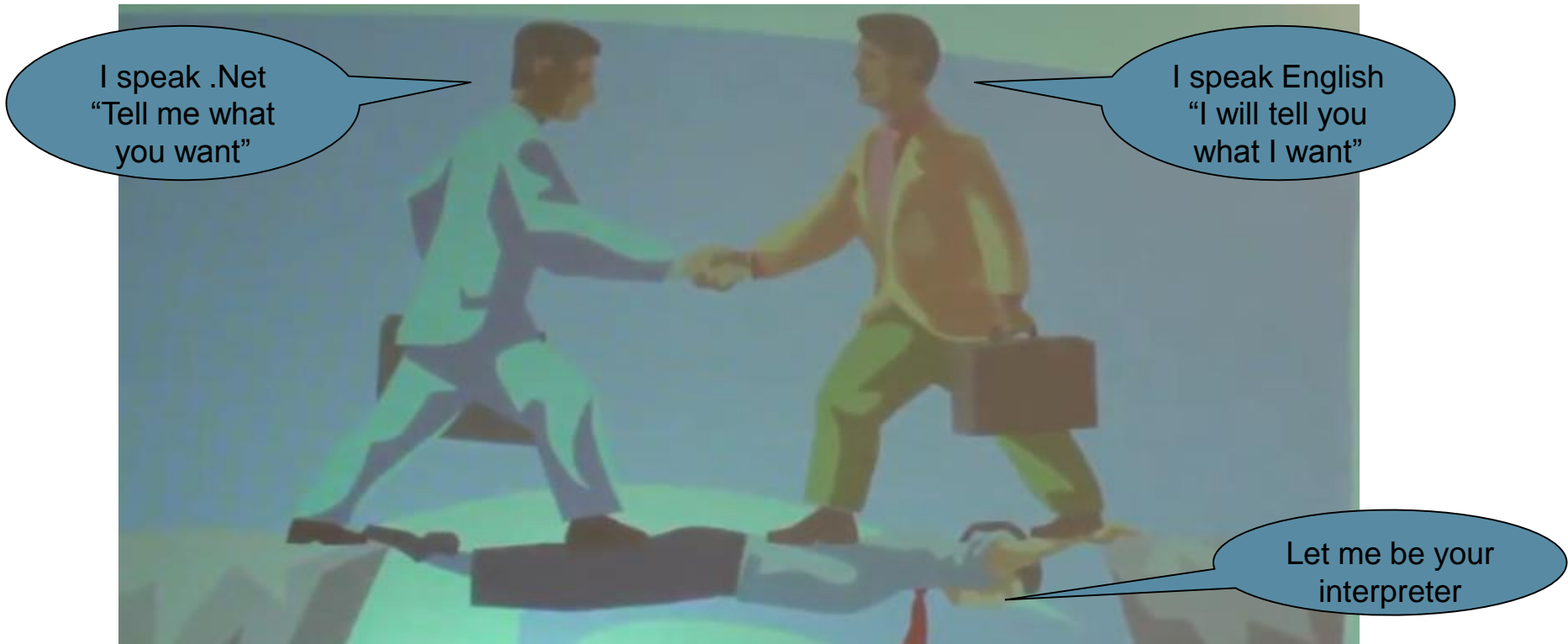
Discussion

Discussion

- Have you heard about Business Analyst?
- Can you provide me your understanding about what a BA is and what BA does?
- Why do we need BA?
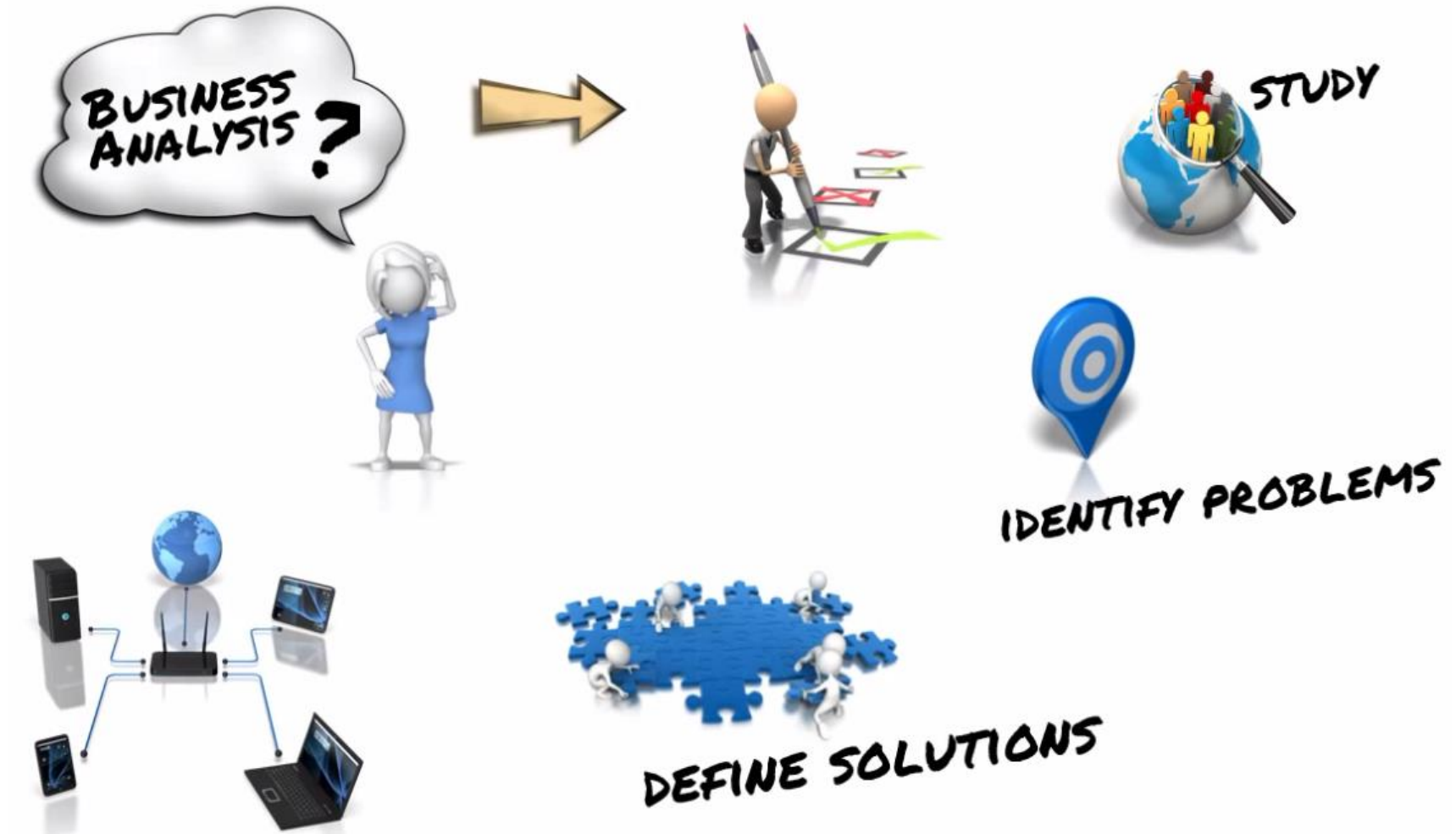- Have your heard about Requirement? Your understanding about Requirement?

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What are basic of BA?

Who is a BA?

- The BA understands **business problems** and opportunities in the context of the **requirements** and recommends **solutions** that enable the organization to achieve its goals.(IIBA)
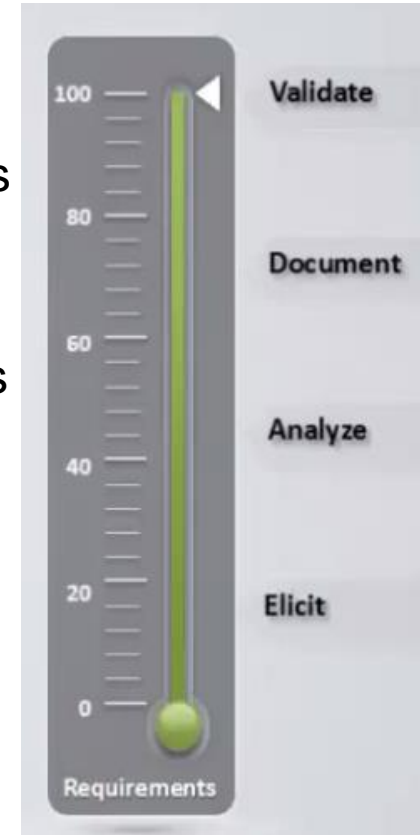
Who is a BA? (cont.)

Importance of BA role

Why do we need BA?

Why Project are failing

- Poor requirement, 50%
- Poor scope control, 17%
- Poor Risk Management, 15%
- Poor communications, 14%
- Other, 4%

Legend:
- Poor requirement
- Poor scope control
- Poor Risk Management
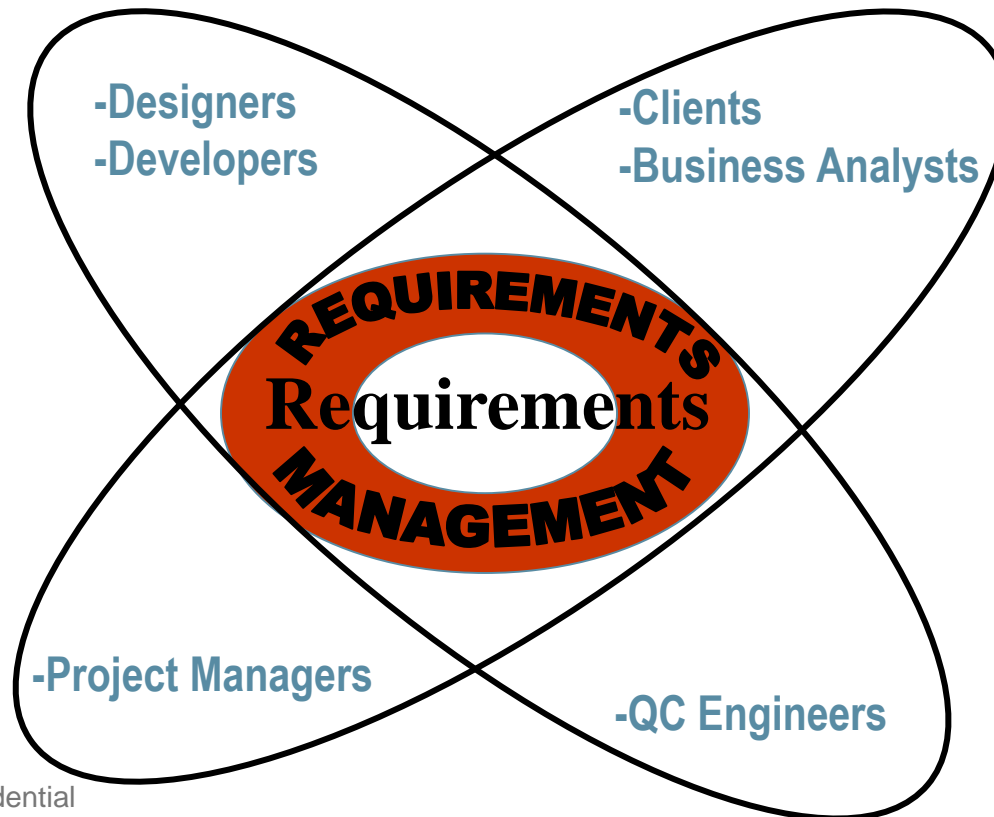- Poor communications
- Other

BA role

- **Need Based role**: originated since several project failed

- As a liaison among stakeholders in order to understand the Structure, Policies, and Operations of an organization. Serves as a **bridge** between the stakeholders

- Recommend solutions that enable the organization to achieve its goals

- Acts as **organizer, listener, investigator, facilitator, communicator, collaborator**, and **innovator**

- Do not have a predefined and fixed role. A "Business Analyst" is a role that can mean different things to different people
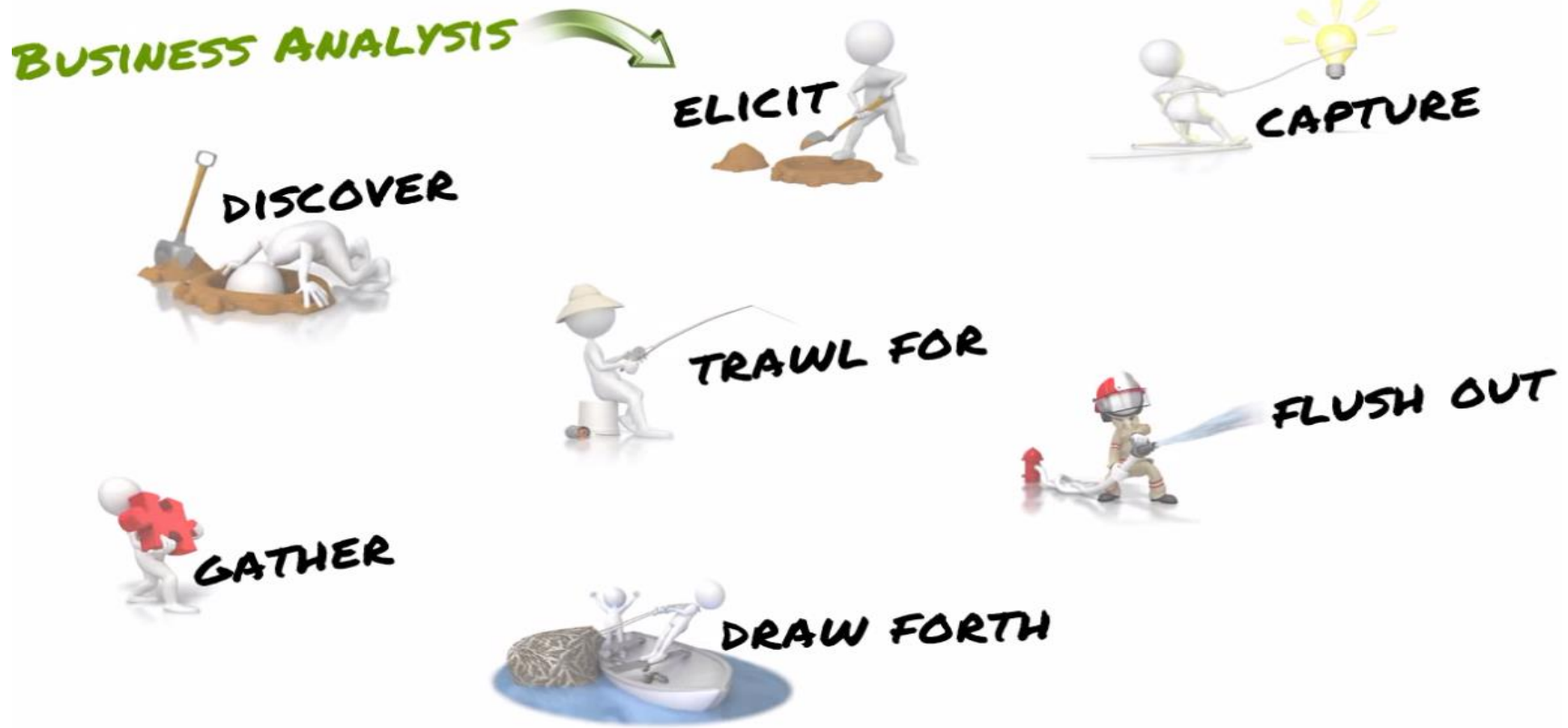
How BA involved to software project

What do BA do in a Software project?

What do BA do in a Software project? (cont.)

- Define the Project and Identify its Scope
- Get requirement from the business during the initial stages of the project

BUSINESS ANALYSIS

ELICIT

CAPTURE

DISCOVER

TRAWL FOR

FLUSH OUT

GATHER

DRAW FORTH

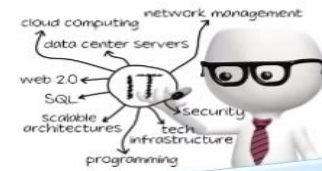# What do BA do in a Software project? (cont.)

ANALYZING

COMMUNICATING

DOCUMENTING
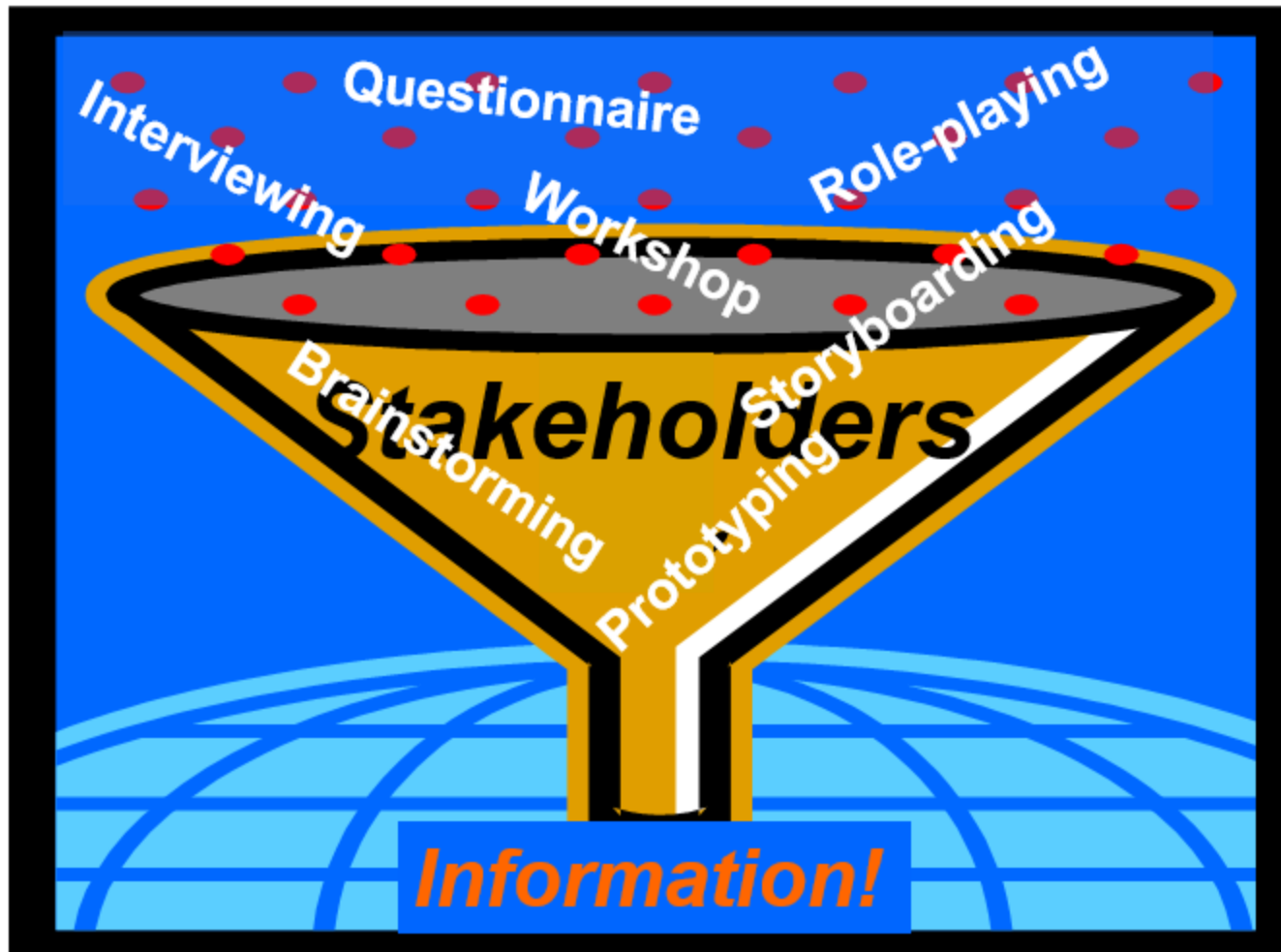
REQUIREMENTS

VALIDATING

EXPRESSING

PRIORITIZING

MANAGING CHANGES

- Educate the design, development, testing, and other teams involved in the project requirement

- Conduct user acceptance test (UAT) on behalf of customer once the software product is ready

Gather Requirement Techniques

What students need to prepare for future BA job

WHAT DOES INTERVIEWER EXPECT FROM BA CANDIDATES?

Understand IT SDLC

Domain / Functional Knowledge

Teamwork skill?

Logic Thinking

Confident

English communication

Tactful and diplomatic

Interpersonal & Communication

Analytical Thinking and Problem Solving

Persuasive

PREPARE FOR YOUR FUTURE JOB

- Are **organized**
- Have an eye for the **details**
- Have good **communication** and **write** well
- Can **explain** concepts clearly
- Are a **people person**
- Are **problem solver**
- Have a **logical/analytical** mind
- Have a good command on Word and Excel
- Have **business/IT/industry education** (computer/Business Degree, IT Training, Telecom/Finance etc.)
- Have **operational experience**

Test Your Analytical Ability

- There are five people of different heights. Allen is taller than Dale who is taller than Earl. Carla is shorter than Bill, but taller than Allen

- Who is the third tallest person?
  - A. Carla
  - B. Dale
  - C. Earl
  - D. Allen
  - E. Bill

BA Market in Vietnam: TREND & OPPORTUINITY

BA Market: TREND & OPPORTUINITY

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INTERNATIONAL BA CERTIFICATIONS

CBAP® Certified Business Analysis Professional™

CCBA® Certification of Competency in Business Analysis™

CSC VIETNAM TRAINING FOR BA

- **In-house training:**
  - BA Training
- **Role-base training:**
  - Process training
  - Domain knowledge training
  - Softskill training
  - Online courses from Skillport
- **On-the-job training**

TRAINING
AND
COACHING

Now, prepare well...
For a future success

Never Stop Learning...

Q&A

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Thank You

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BUSINESS SOLUTIONS

TECHNOLOGY

OUTSOURCING