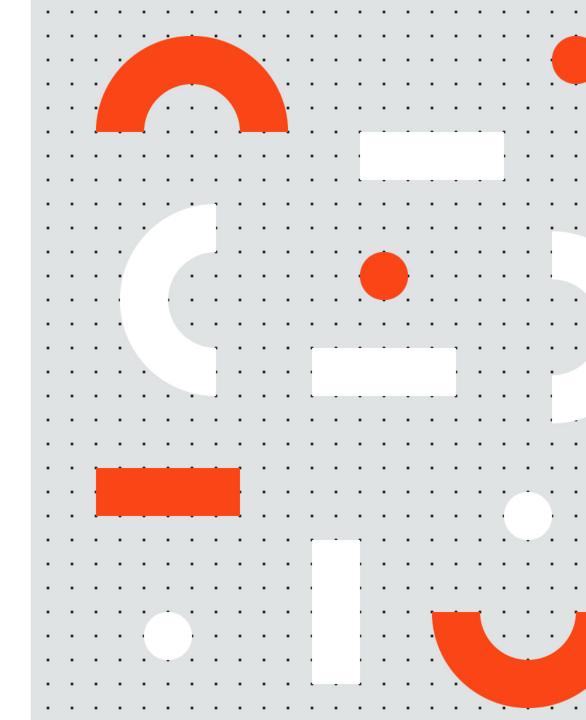
Business Analyst Training

The RPA Business Analyst: Role, Skills and Challenges







The Role of a Business Analyst



A bridge between the stakeholders requesting a solution and the ones delivering the solution

BUSINESS / PROCESS OWNER

Understands the business requirements & problem

Validates that the solution does what was intended to do

TECHNOLOGY TEAM

Translates the business problem into technology problem and provides a high-level solution

Assists in solution design and confirms the solution



Skills Required

Curiosity

Wanting to identify all the pieces in the puzzle. Continuous learning

Patience

What a good

BA needs

Delivering the final output may take time

Analytical Skills

Using clear & logical steps in analyzing a requirement from all angles

Communication Skills

Listening, observing and asking the right questions

Business & Industry Knowledge

Understanding your work environment

Vision

Zoom-in zoom out approach in identifying the best solution



The Challenges Ahead

Missing Documentation

Solution:

- Identify the right SMEs and decision makers in order to gather the necessary information
- Validate with the stakeholders that the gathered information is accurate

Scope Creep

Solution:

 Make sure the scope of the project is clearly defined and documented and, if it's not, raise this issue in the first meetings with the stakeholders

Low Quality Documentation

Solution:

- Agree with the development team on the level of detail needed by the developers
- Create a checklist to ensure the documentation is accurate and consistent
- Start documenting at a high level and then go into details
- Ask the development team to review the documentation during the early stage of the analysis period

Changes in the Initial Requirements

Solution:

- Analyze the reason for the request
- Look at every possible impact that might be generated by accepting the change
- Communicate the impact of the change clearly to the stakeholders and get their approval moving forward

Thank you

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