

BABOK

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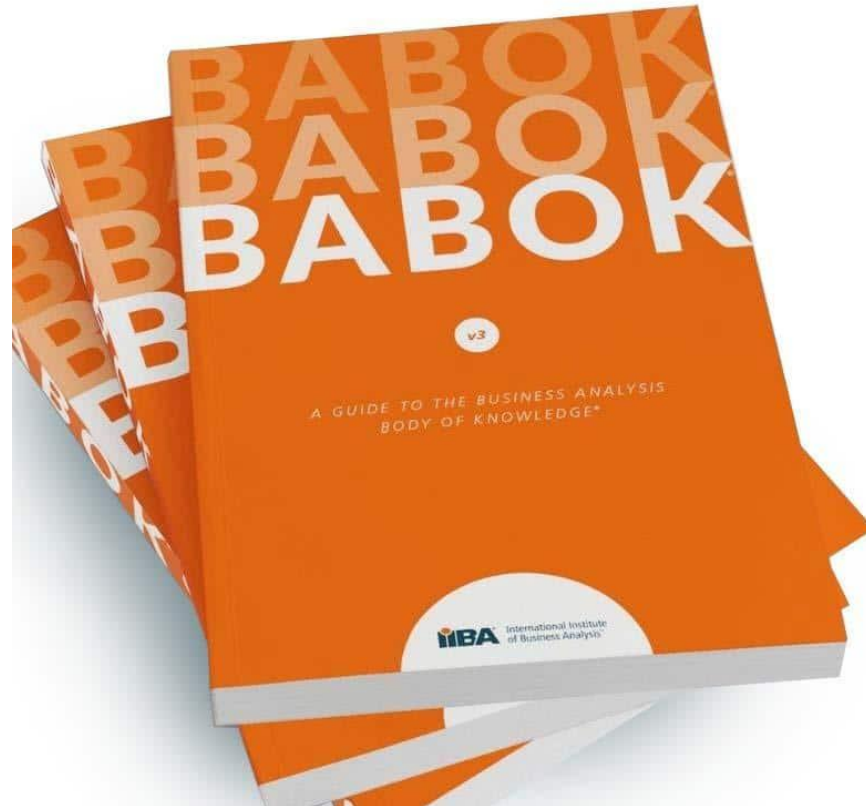
What is it?

BABOK – Business Analysis Body of Knowledge

Source: A Guide to the Business Analysis Body of Knowledge

- Is it worth reading, honestly?
- PMBok

What is it?



What's the point?

Problem
Business Analysis
Solution

- Who is a Business Analyst?
- What does it have to do with software testing?



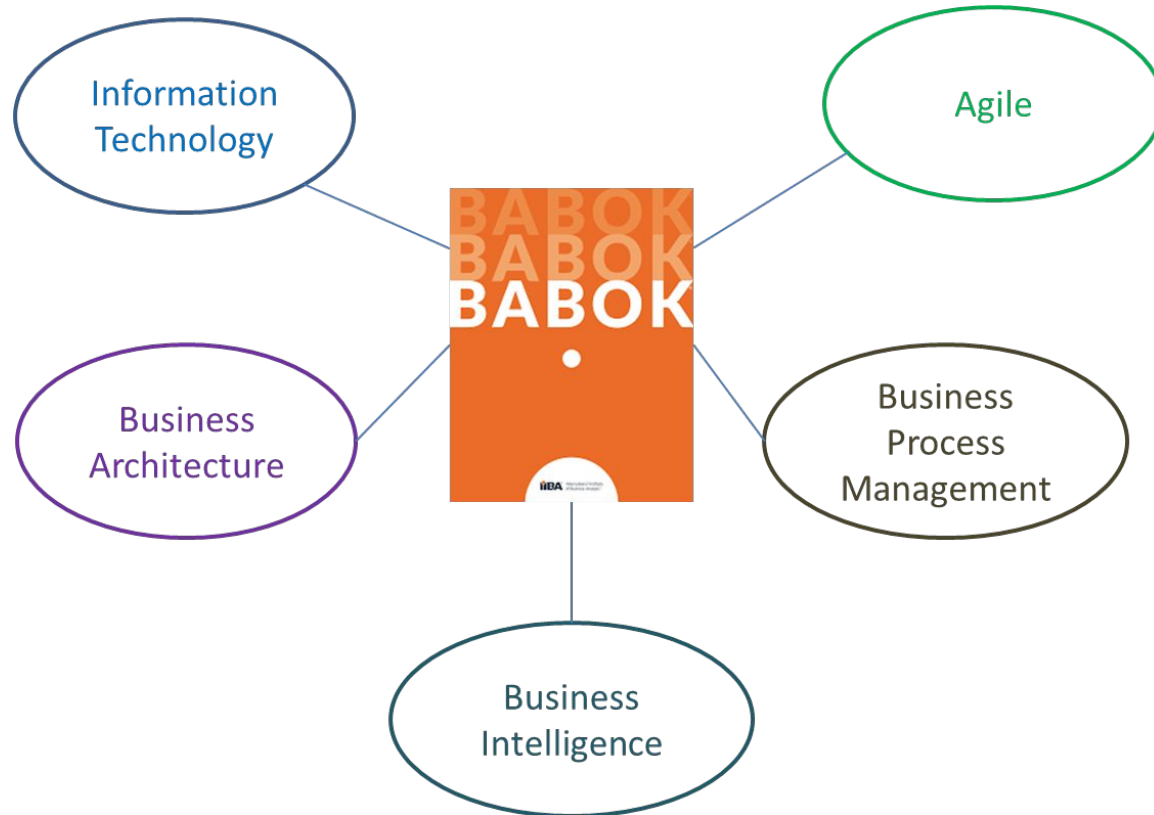
What's the point?

- To show business processes (e.g. software engineering) from various perspectives
- To solve non-technical problems in an organized, “technical” way
- (The Development Abstraction Layer)
- Catching bugs early is better

Perspectives

- Agile (team)
- Business Intelligence (data/information)
- Information Technology (business → tech)
- Business Architecture (enterprise)
- Business Process Management (management)

Perspectives



What's the point?

- Cover the most common and widespread techniques practiced within the business analysis community.
- (It's likely not worth to reinvent the wheel.)

Examples

Brainstorming

Purpose:

- Generate creative ideas by exploring many possible solutions.
- Uses the create power of a group to generate many ideas quickly.

Description:

- Promotes creative thinking by producing a diverse set of options
- Works best by focusing on one issue
- Asks a group to generate many ideas quickly to resolve the issue
- Can be used in identifying root causes of business problems, generating possible solutions or creating product concepts

Brainstorming



Brainstorming

Strengths:

- Ability to elicit many ideas in a short time period.
- Non-judgmental environment enables creative thinking.
- Can be useful during a workshop to reduce tension between participants.

Limitations:

- Participation is dependent on individual creativity and willingness to participate.
- Organizational and interpersonal politics may limit overall participation.
- Group participants must agree to avoid debating the ideas raised during brainstorming.

Decision analysis

Purpose:

- Used to explore possible consequences of different decisions.
- Helps to determine the value of alternate outcomes under conditions of uncertainty or in highly complex situations.

Decision analysis

Description:

- A decision is the act of making a choice among multiple viable alternatives with different values of their outcomes.
- The evaluation of an outcome may take a form of financial value, scoring, or a relative ranking.
- There are a number of decision analysis tools available to assist in Decision Analysis.
- The appropriate approach depends on the type of decision, level of uncertainty, risk, quality of information, and evaluation criteria.

Decision analysis

AHP: Choosing a Leader



Tom



Dick



Harry

Goal:

Choose a Leader
1.000

Criteria:

Experience
.547

Education
.127

Charisma
.270

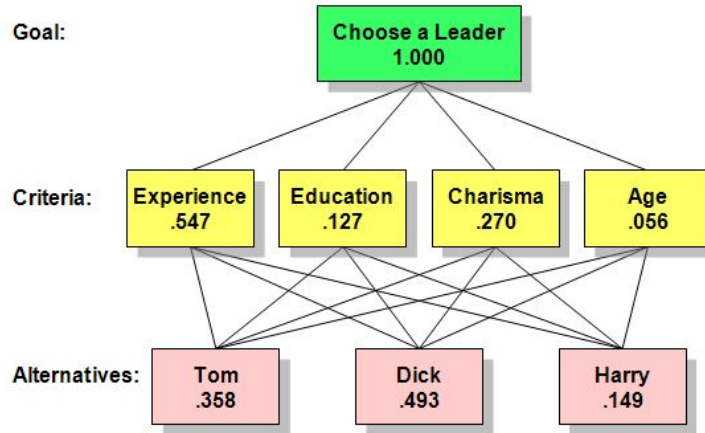
Age
.056

Alternatives:

Tom
.358

Dick
.493

Harry
.149



Decision analysis

Simple Decision Matrix			
	OPTIONS		
Criteria	Car A	Car B	Car C
Cost	5	3	3
Practicality	2	4	3
Performance	4	2	5
Reliability	1	2	4
Fuel Economy	2	3	3
TOTAL	14	14	18

Decision analysis

Strengths:

- Provides a prescriptive approach for determining alternate options.
- Helps to eliminate subjective biases in making decisions.
- Helps to avoid false assumptions.
- Encourages constructing appropriate metrics for comparing both the financial and non-financial outcome evaluation criteria.

Limitations:

- Due to the effort required and the lack of necessary information, may not suit decisions that must be made immediately.
- The results may be perceived as more certain than they are.
- Analysis paralysis can occur.
- May require specialized knowledge, such as math knowledge in probability and strong skills with decision analysis tools.

Item tracking

Purpose:

- Used to capture issues and assign responsibilities in order to resolve the issue in a timely fashion

Description:

- An organized approach to address issues, enhancements, defects, or other concerns

Item tracking

The screenshot shows a Jira Kanban board for the 'Teams in Space' software project. The interface includes a left sidebar with navigation options: Backlog, Board (selected), Reports, Releases, Components, Issues, Repository, Add item, and Settings. The main area displays a Kanban board with four columns: TO DO (5 items), IN PROGRESS (5 items), CODE REVIEW (2 items), and DONE (8 items). Each item card contains a title, a team label (e.g., SPACE TRAVEL PARTNERS, LOCAL MARS OFFICE), a status icon (checkmark, up arrow, down arrow, or plus), a count, and a due date (e.g., TIS-25, TIS-12, TIS-17, TIS-15, TIS-11, TIS-68, TIS-23, TIS-15). The board is titled 'Board' and has a 'Release' button in the top right corner.

Teams in Space
Software project

Board

Release ...

Quick Filters

TO DO 5

- Engage Jupiter Express for outer solar system travel
SPACE TRAVEL PARTNERS
✓ ↑ 5 TIS-25
- Create 90 day plans for all departments in the Mars Office
LOCAL MARS OFFICE
+ ↓ 9 TIS-12
- Engage Saturn's Rings Resort as a preferred provider
SPACE TRAVEL PARTNERS
+ ↑ 3 TIS-17
- Enable Speedy SpaceCraft as the preferred

IN PROGRESS 5

- Requesting available flights is now taking > 5 seconds
SEESPACEEZ PLUS
+ ↑ 3 TIS-8
- Engage Saturn Shuttle Lines for group tours
SPACE TRAVEL PARTNERS
✓ ↑ 4 TIS-15
- Establish a catering vendor to provide meal service
LOCAL MARS OFFICE
+ ↑ 4 TIS-15
- Engage Saturn Shuttle Lines for group tours
SPACE TRAVEL PARTNERS

CODE REVIEW 2

- Register with the Mars Ministry of Revenue
LOCAL MARS OFFICE
+ ↑ 3 TIS-11
- Draft network plan for Mars Office
LOCAL MARS OFFICE
✓ ↑ 3 TIS-15

DONE 8

- Homepage footer uses an inline style - should use a class
LARGE TEAM SUPPORT
+ ↑ TIS-68
- Engage JetShuttle SpaceWays for travel
SPACE TRAVEL PARTNERS
+ ↑ 5 TIS-23
- Engage Saturn Shuttle Lines for group tours
SPACE TRAVEL PARTNERS
✓ ↑ TIS-15
- Establish a catering vendor to provide meal service
LOCAL MARS OFFICE

Item tracking

Strengths:

- Ensures concerns around stakeholder requirements are captured, tracked, and resolved.
- Allows ranking of items to determine importance level as compared to other items.

Limitations

- Stakeholders could become immersed in overly detailed data.
- The time and effort used to manage items may outweigh the benefits of recording items

SWOT Analysis

Purpose:

- SWOT analysis is a simple yet effective tool used to evaluate an organization's strengths, weaknesses, opportunities, and threats to both internal and external conditions.

Description:

- SWOT analysis is used to identify the overall state of an organization both internally and externally.

SWOT Analysis

<h2>S</h2> <h3>STRENGTHS</h3>	<h2>W</h2> <h3>WEAKNESSES</h3>	<h2>O</h2> <h3>OPPORTUNITIES</h3>	<h2>T</h2> <h3>THREATS</h3>
<ul style="list-style-type: none">• Things your company does well• Qualities that separate you from your competitors• Internal resources such as skilled, knowledgeable staff• Tangible assets such as intellectual property, capital, proprietary technologies etc.	<ul style="list-style-type: none">• Things your company lacks• Things your competitors do better than you• Resource limitations• Unclear unique selling proposition	<ul style="list-style-type: none">• Underserved markets for specific products• Few competitors in your area• Emerging need for your products or services• Press/media coverage of your company	<ul style="list-style-type: none">• Emerging competitors• Changing regulatory environment• Negative press/media coverage• Changing customer attitudes toward your company

SWOT Analysis

Strengths:

- Is a valuable tool to aid in understanding the organization, product, process, or stakeholders.
- Enables business analysts to direct the stakeholders' focus to the factors that are important to the business.

Limitations

- The results of a SWOT analysis provide a high-level view; more detailed analysis is often needed.
- Unless a clear context is defined for the SWOT analysis the result may be unfocused and contain factors which are not relevant to the current situation.

Summary