1: INTRODUCTION

Stephen Salvia

WELCOME BACK
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Office Hours:
Wednesday/Thursday 6:00 PM – 7:00 PM
by phone 267.242.5439
Tuesday 8:00 PM  9:00 PM
after class  MIS Department Office SP210
course overview
This course is required
This course is demanding
There is a lot of work
Grading will be tough
Assume about 10% A’s
This course is DIFFERENT
This course is a **STUDIO**
Primary Course Objectives

• Prepare you for the role of a modern Business Analyst
• Make you a thought leader
• Combine the strengths of Business Process Analysis with Design Inquiry to create Innovative Solutions

BA + Design Inquiry = Innovative Solutions
Course Objectives: BA

- **Analyze** a business process and specify requirements for improving that process.
- **Apply** information gathering techniques to elicit requirements which will be used to compose business and technical requirements.
- **Recommend** information systems solutions to improve or transform business processes.
- **Make** “as is” vs “to be” analyses, justify proposed process information systems solutions.
- **Implement** and negotiate changes to requirements.
- **Encourage** independent and CRITICAL THINKING
Course Objectives: DESIGN

- Understand the shift from Quantitative to Qualitative thought
- Learn methods of User Centered / Ethnographic research
- Learn collaborative working methods
- Learn iterative working methods / experimentation
- Think and communicate visually
- Provide effective evaluation and CONSTRUCTIVE CRITICISM
Course Blog

http://community.mis.temple.edu/mis3504Spring2015003
Text Books


## Grading

<table>
<thead>
<tr>
<th>Item</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Exam 1</td>
<td>20%</td>
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<tr>
<td>Exam 2</td>
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<tr>
<td>Exam 3</td>
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<tr>
<td>Individual case assignments and class participation</td>
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<tr>
<td>Team Project</td>
<td>20%</td>
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</table>
Exams (20% each)

• 3 exams
  – 55 minutes long
  – Multiple choice
  – Half covers all readings and class discussions
  – Half requires you to apply techniques
  – Graded 0-100%
  – Combined exams = 60% final grade
Individual Work (20%)

- Project Scope
- Process Flow and Design
- Data Diagram
- Business Rules
- JustinMind assignment
- Class Participation
Team Project (20%)

• Analysis of existing situation and proposal of a solution
• Produce a working prototype using Justinmind
• Accompanying documentation
• Team presentation
• Exercises and Assignments will help build your final submission
• Completeness and consistency are critical
• Personal project grades based on your performance, participation and peer evaluations
Assignments

• All assignments are based on the project case and contribute towards its completion

• Listed in the syllabus by week due. Due on date indicated.

• Due at the beginning of class on paper. Bring your work electronically also!

• Several students each week will be randomly selected to present their work for review
Classes

• Bring your assignments
  – Due at the START of class
  – Paper and ELECTRONIC formats
  – Random people will present their work
• Come prepared to discuss and participate
  – Classes will discuss and elaborate on readings, not review them
• Class contributions
  – Say your name before you share
  – You will be called upon to share your work
  – You will be asked questions
  – Lack of preparation will affect your grade
• Classroom Etiquette
  – BE PRESENT
  – Be on time
  – Cell phones off
  – Private discussions outside
  – Bring your computer but use it for class
We may have to make adjustments
<table>
<thead>
<tr>
<th>Class</th>
<th>Topics</th>
<th>Individual Assignments</th>
<th>Team Assignments</th>
<th>Individual Deliverables due</th>
<th>Team Deliverables due</th>
<th>Reading assignment</th>
<th>Addition Material</th>
<th>Topic</th>
<th>Exams</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Introductions&lt;br&gt; BA Role&lt;br&gt; Project Client / Sponsor&lt;br&gt; Introduction of JustinMind</td>
<td></td>
<td>Team Assignments&lt;br&gt; Team Member&lt;br&gt; Introductions&lt;br&gt; Turn in Team roster</td>
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<td>Seven Steps Chpt 1</td>
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<td>Class 1.1</td>
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<td>Requirements&lt;br&gt; Stakeholders</td>
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<td>In class team work assignment:</td>
<td>Requirements and Stakeholder submission</td>
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<td>Seven Steps Chpt 2&lt;br&gt; Jogger 1 - 28 Requirement overview&lt;br&gt; Jogger 62 - 63 - Stakeholder Profiles</td>
<td>Warehouse Case_StakeHolder Stakeholder Template</td>
<td>1/13/2015</td>
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<tr>
<td>2</td>
<td>Project Scope</td>
<td>Develop Scope from Warehouse case - Due class 4</td>
<td>Brainstorm on Project topics</td>
<td>Initial Project recommendations</td>
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<td>Seven Steps Chpt 3&lt;br&gt; Jogger 28 - 42 - Vision Statement</td>
<td>Dysfunctional Warehouse Case</td>
<td>1/20/2015</td>
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<td>3</td>
<td>Elicit Requirements&lt;br&gt; Interviews</td>
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<td>Team meetings to discuss Project Topic</td>
<td>Turn in individual Warehouse scope</td>
<td>Project Topic Selection</td>
<td>Seven Steps Chpt 4&lt;br&gt; Jogger 43 - 49 - Elicit Requirements</td>
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<td>1/27/2015</td>
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<td>4</td>
<td>Process Flow&lt;br&gt; Swim lane Flowchart</td>
<td>Assign Sales Order Case, develop process flow and design&lt;br&gt; Due class 6</td>
<td>Team interviews with the Client&lt;br&gt; Assign Team Project Scope Draft class 8</td>
<td>Turn in individual Process Flow and Design&lt;br&gt; Turn in team project scope</td>
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<td>Seven Steps Chpt6 - pages 232 - 235&lt;br&gt; Jogger122 - 126</td>
<td>Sales Order Case Swim lane template</td>
<td>2/3/2015</td>
<td>Exam 1 Chp 1, 2, 3 and 4</td>
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<td>5</td>
<td>Understanding Client Data&lt;br&gt; Entities/Elements&lt;br&gt; Introduce Project Case, Interviews</td>
<td>Assign Night Owl Case, develop Data and views&lt;br&gt; Due class 7</td>
<td>Turn in individual Night Owl Data Case&lt;br&gt; Turn in team project scope</td>
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<td>Seven Steps Chpt6 - pages 235 - 237&lt;br&gt; Jogger 183 - 189</td>
<td>Night Owl Case</td>
<td>2/10/2015</td>
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<td>6</td>
<td>Developing Business Rules</td>
<td>Assign Gas Works Case, develop business rules and design&lt;br&gt; Due class 8</td>
<td>Client Interviews</td>
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<td>Jogger 204 - 215</td>
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<td>2/17/2015</td>
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<td>2/24/2015</td>
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<td>Individual Assignments</td>
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<td>3/3/2015</td>
<td>Spring Break</td>
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<td>3/10/2015</td>
<td>Design Thinking</td>
<td>Peer review Project Scope</td>
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<td>Turn in Individual gas works case - Business rules Case</td>
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<td>Seven Steps Chp 7</td>
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<td>Class 6.8</td>
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<td>3/17/2015</td>
<td>Create persona, user stories</td>
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<td>Class 7.9</td>
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<td></td>
<td>Creating scenario</td>
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<td>Project Case Interviews</td>
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<td>3/24/2015</td>
<td>Review Process</td>
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<td>Draft views of Data, Business rules and Process flows</td>
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<td>Class 8.10</td>
<td>Exam 2 Chapter 4, 6 and 7</td>
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<td>Document Business rule - Project focus</td>
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<td>3/31/2015</td>
<td>Selling your ideas</td>
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<td>Cross team review of scenario</td>
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<td>Cross team prototype review</td>
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<td>4/7/2015</td>
<td>Group Presentation</td>
<td>Peer level reviews</td>
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<td>Prototype and Presentation</td>
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<td>Class 10.13</td>
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<td>Develop Presentation</td>
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<td>4/14/2015</td>
<td>Team Presentations</td>
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<td>4/21/2015</td>
<td>Presentation Reviews</td>
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<td>Final Project Materials</td>
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<td>Exam 3 - Prototyping</td>
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Extra Credit

• 4 opportunities to earn extra credit points during the semester.

• Students are required to produce a prototype in Justinmind for each of the following class exercises:
  – Warehouse Scenario Prototype
  – Night Owl Data Prototype
  – Mortgage Program
  – Gas Company Prototype

• Students who submit prototypes that are complete AND well done will earn up to 1 point on their FINAL grade for each. (Maximum of 2 points total)
How do I get an A?

1. Read the material before class
2. Come prepared to ask questions/discuss
3. Put effort into doing your assignments and team critiques
4. Take in-class exercises seriously
5. Study hard for the tests
6. Produce a great project solution and prototype
7. Impress me with the quality of your work
8. TIMELINESS and ATTENDANCE
Break 15 minutes
What is Business Analysis?

Who is the modern Business Analyst?
What is Business Analysis?

“The set of tasks and techniques used to work as a liaison among stakeholders in order to understand the structure, policies, and operations of an organization and recommend solutions that enable the organization to achieve its goals”

- The International Institute of Business Analysis (IIBA)
Business Analysis Involves...

- **Identification** of business problems and opportunities
- **Elicitation** of needs and constraints from stakeholders
- **Analysis** of stakeholder needs to define requirements for a solution
- **Assessment** and validation of potential and actual solutions
- **Management** of the “product” or requirements scope
“BAs with an IT background are very **analytical** individuals . . .”

- B. Carkenord from Seven Steps to Mastering Business Analysis, p 8.

“As a DESIGNER, I am much better at **synthesis** than analysis . . .”

- Bill Moggridge from Designing Interactions, p 725.
**synthesis**: the combining of the constituent elements of separate material or abstract entities into a single or unified entity (opposed to analysis)

- From http://dictionary.reference.com/
analysis: PULLS IT APART

synthesis: PUTS IT TOGETHER
Business analysis and Design provide a balanced approach
What are the traits of the most successful business analysts?

• Analysts enjoy learning things and have a rare combination of the ability to see both the big picture while also being very detail oriented.

• Excellent “people skills” – strong listening skills. Good at asking questions and probing for missing information. Good leadership skills.

• Strong technical awareness – Understands all facets of software development.

• Constantly working on improving their skill set.

• Creativity
Why would anyone want to be a BA?

• You like technology, but not so much that you want to do it all the time.
• You like solving problems
• You like working with people and understanding their needs and concerns
• You get bored easily doing the same thing over and over
• Inefficiency and lack of effectiveness annoy you

And...
# Business Analyst Career Path

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<tr>
<th>Title</th>
<th>Experience</th>
<th>Tasks</th>
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<tbody>
<tr>
<td><strong>Junior Business Analyst</strong></td>
<td>0-2 years; may have business experience or IT development experience</td>
<td>Elicit and document requirements for small, well-defined projects, often changes to existing systems. Ideally works with a BA mentor.</td>
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<tr>
<td><strong>Business Analyst</strong></td>
<td>2-5 years</td>
<td>Elicit, analyze, and document requirements for medium to large projects. Works with the project manager to scope new projects.</td>
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<tr>
<td><strong>Lead or Senior Business Analyst</strong></td>
<td>5-10 years</td>
<td>Elicit, analyze, and document requirements for large, complex, mission-critical projects. Supervises/mentors junior Bas. Works with the business to initiate and define new projects.</td>
</tr>
<tr>
<td><strong>Business Consultant/Client Relationship Manager</strong></td>
<td>10+ years</td>
<td>Assist the business with strategic planning, business case development, and new product implementations. Helps to identify projects. Sets up and manages a business analyst center of excellence.</td>
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Average salaries from Indeed.com

- **$55-60,000**
- **$77,000+**
- **$89,000+**
• Where do business analysts come from, IT or a business unit?

• Which is better?

• Who do business analysts work for, IT or a business unit?
Summary: Basic Model

Events Trigger
- Opportunities
- Problems

Steps
1. Analysis of the event—Ask the right questions
2. Design a solution—What are the possibilities
3. Implementation - Build/implement the solution
team formation

1. select a team liaison
2. exchange contact information
3. Liaison emails to me slsnite@temple.edu

Team Name
Team Number
List of members
Introductions
Who am I?
The Two Minute Presentation

• Short and concise summary
• Two minutes is just right
• Situational
  – Biographical background for recruiters
  – Personal & project background when meeting subject matter experts
  – Project summary for leadership (elevator speech)
• Write it out if you want
Who are YOU?
2 Minute Presentation Exercise

• Sit with your team
• Take 5 minutes to prepare your 2 minute biography
• Cover key points (situational)
  – Where are you from?
  – Any background information you might want to include
  – What brought you to Temple?
  – What made you want to major or minor in MIS?
  – What are you looking to do when you graduate?
  – What are your other strengths and interests?
• Each team member presents their 2 minute biographies
Congratulations!
You are now a team.
What do you want to learn from the interview with a project sponsor?
Questions should be:
- Broad to start
- Appropriate for the person being interviewed
- Start general then more specific
- Open-ended
As a team:
Prepared questions (in writing) in priority order
1. **Download** trial program from website [http://www.justinmind.com/]
   Prototyper Pro Edition 6.1
2. **Access** your license key
3. **Unlock** the full version of the program
4. **Learn** how to use it
END