Bridging the Gap Course Guide

Bridging the Gap offers business analysis and project management professionals best-in-class online training to support their professional development and certification goals. Most of our offerings are available on-demand, and all of them are extremely flexible. Private virtual sessions for business analyst teams are also available.

Professional credits can be used towards CBAP®, CCBA®, ECBA™, PMP®, and PMI-PBA℠ certification or re-certification requirements.

Course	Course Description	Credits	Investment
BA Essentials Master Class	Master the 8 steps necessary to handle any project like a pro.	12	$997
Business Process Analysis	Identify underlying business problems and improve processes to be more efficient and effective.	12	$997
Use Cases and Wireframes	Get everyone on the same page about software requirements.	12	$997
Data Modeling for Business Analysts	Learn new domains quickly and easily clarify technical concepts.	12	$997
The Business Analyst Blueprint	Your Complete Roadmap to Success – Interactive Session, Available 1-2 Times/Year	36	$2,997

Browse our online course catalog at:
http://www.bridging-the-gap.com/business-analysis-training-courses/

Questions? We are happy to help. Email us at info@bridging-the-gap.com.

If you are starting a new project as a business analyst or looking to make your projects more successful, one of the most essential skills you can work on is planning out your business analysis approach.

When you go through this course, you'll find **the 8-step business analysis process helps you know exactly what to do next** even when you find yourself in a new organization, new domain, and working with a new project team. This is also a great course to support more consistency among your individual business analysts.

1. **Get Oriented** – Start actively contributing as quickly as possible.
2. **Discover the Primary Business Objectives** – Discover what's driving the project so that you can ensure the scope addresses the true business need.
3. **Define Scope** –Gain agreement from stakeholders on the project scope.
4. **Formulate Your Business Analysis Plan** – Create a business analysis plan that includes deliverables, stakeholders, and timelines.
5. **Define the Detailed Requirements** –Work through the detailed requirements deliverables and establish an iterative rhythm.
6. **Support the Technical Implementation** – Ensure the technical solution meets the objectives, through collaboration and user acceptance testing.
7. **Help the Business Implement the Solution** –Support business stakeholders so that the solution ultimately delivers the intended result.
8. **Assess the Value Created by the Solution** – Assess the ROI of the solution.

BONUS – **The Agile Business Analyst** – Apply the BA process iteratively and effectively to collaborate with an agile software development team.

Go here to learn more:
http://www.bridging-the-gap.com/ba-essentials-master-class/

Business Process Analysis – 12 Credits

If it seems that your team is solving the wrong problems or jumping around from one software solution to another, it could be because you and your stakeholders don't have a clear understanding of the business process.

Business process analysis is one of the most universal BA techniques, and is often used by business analysts to understand the context of the business problem. It's very often the first thing we do when beginning to scope a new project or analyze a feature request.

You'll learn the essential details of process analysis:

1. **Introduction to Business Process Analysis & Improvement** – Learn how BAs apply process analysis in their work.
2. **How to Create a Process Flow Diagram** – Map out the high-level process and use clarifying techniques like swimlanes and decision points.
3. **How to Engage Stakeholders and Discover the As-Is Business Process** – Engage stakeholders from multiple departments even if they are reluctant to provide information at first.
4. **How to Analyze the Business Process Details to Ensure Clarity** – Learn how to create detailed, textual documentation that creates clarity, including details like business rules, exceptions, entry points, and end points.
5. **How to Validate the Business Process** – Learn how to discover gaps in understanding and create consensus from multiple stakeholder groups.
6. **How to Improve a Business Process** – Create actual, organizational change, even when you have technology constraints by exploring improvements and hidden opportunities with a positive ROI.

Go here to learn more:

http://www.bridging-the-gap.com/business-process-analysis/
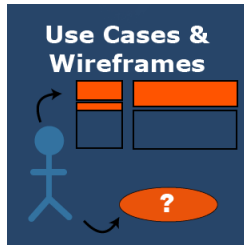
Use Cases and Wireframes – 12 Credits

If you are looking for an easier way to identify requirements for software systems, the two essential techniques you need to know are use cases and wireframes.

When you write your functional requirements in use cases and visually model them in wireframes, you create the perfect combination to get your business stakeholders and technical implementers on the same page about the requirements.

1. **How to Write a Use Case** – Learn to draft a use case that describes exactly what the software needs to do.
2. **How to Create a Wireframe** – Learn to create a simple wireframe, making it easier for stakeholders to see what the requirements in your use case mean.
3. **Use Cases and User Stories in Agile** – Learn to communicate functional requirements using a product backlog and user stories, which are common techniques in an agile software development environment.
4. **How to Review and Validate Use Cases and Wireframes** – Learn how to review and validate your use case with both business and technical stakeholders and apply these techniques in different real-world product, project, and solution scenarios.
5. **BONUS Lesson – Simulated Use Case Review Session** – Listen in as a BA facilitates a use case review session, asks questions, and validates requirements.

Go here to learn more:

http://www.bridging-the-gap.com/use-cases-and-wireframes/
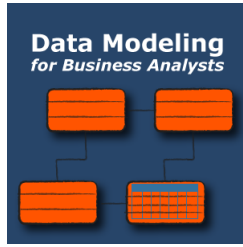
Data Modeling for Business Analysts – 12 Credits

Today's business analysts need a deeper tool set to facilitate clear communication, learn new business domains quickly, and clarify technical concepts with ease, even if they aren't responsible for coding or database design. What's more, on a data migration or system integration project, data requirements are absolutely essential to project success.

In this course, you'll learn to use 5 data modeling techniques without getting too technical:

1. **Glossary** – How to clarify terminology to quickly learn new domains and expertly break down jargon.
2. **Entity Relationship Diagram (ERD**) – How to bring gaps between business concepts and technical database design using a simple visual format that really engages stakeholders.
3. **Data Dictionary** – How to organize and drill down into the detailed data requirements. You'll also take away the essential concepts you'd glean from an introductory SQL class.
4. **System Context Diagram** – How to visualize the information flows between systems and clarify boundaries that speeds up the scoping and elicitation process.
5. **Data Mapping** – How to manage data flows in data migration and system integration projects, so the business users have the information they need to run their business effectively.

What's more, for those without a technical background, we've included crash courses on **Relational Database (SQL) Concepts** and **Data Modeling Tools**.

Go here to learn more: http://www.bridging-the-gap.com/data-modeling-for-bas/
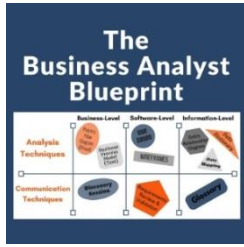
The Business Analyst Blueprint – 36 Credits

The Business Analyst Blueprint is a premium, interactive program that Bridging the Gap runs public, live virtual sessions of 1-2 times each year. Private virtual sessions are also available.

This program helps participants increase their positive impact on projects by applying formal business analysis techniques more effectively and aligned with industry standards.

After participating in this program, a successful course participant will:

➢ Be able to create a process flow diagram, describe a business process textually, discover process information from business stakeholders, and improve the process to create change in their organization.

➢ Be able to document functional requirements in use cases and user stories as well as create a corresponding user interface model to get everyone on the same page about software requirements, and avoid many common misunderstandings and gaps in communication.

➢ Be able to create key data models to learn new domains more quickly and easily clarify technical concepts. The techniques include a glossary, entity relationship diagram, system context diagram, data dictionary, and data map.

The Business Analyst Blueprint combines all 4 of our on-demand training courses, into a premium, interactive learning experience where increased career momentum and project success are experienced extremely quickly.

Go here to learn more about the next session:
http://www.bridging-the-gap.com/business-analyst-blueprint/

About Bridging the Gap

Bridging the Gap offers business analysis and project management professionals best-in-class, virtual, and on-demand training to support their professional development and certification goals.

Bridging the Gap has been serving the business analyst community since 2008. We are an Endorsed Education Provider™ of the International Institute of Business Analysis® and a Registered Education Provider® with the Project Management Institute®.

Bridging the Gap offers virtual business analysis courses to professionals who want to get started in a business analyst career or make sure they succeed in their current business analyst position. All of our courses are delivered virtually and that means you don't need to travel anywhere farther than your closest computer with an internet connection. They are also very flexible, allowing for participants to maintain project commitments while improving their skills.

Instructor support spans 90 days so you can apply what you learn on your real project work, ask questions, and receive instructor feedback. **You will see immediate improvements on your active projects when you successfully apply the course materials.**

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All of our instructors are senior practicing business analysts with deep experience in the profession. They are on-hand to help you apply your course materials and they provide the 1-1 support and evaluations that our virtual business analysis courses have come to be known for.

When you join a Bridging the Gap course, you will receive content and learning materials created by Laura Brandenburg. As you go through the course, you can email in questions and submit work for review by one of our other certified instructors.

Laura Brandenburg, CBAP

Laura Brandenburg is an internationally-recognized leader known for helping mid-career professionals start business analysis careers. She is the creator of Bridging the Gap and the best-selling author of *How to Start a Business Analyst Career*.

Laura designed and created the BA Essentials Master Class, Business Process Analysis, Use Cases and Wireframes, and Data Modeling for Business Analysts – all courses that have served hundreds of participants in the business analysis community.

Laura brings more than a decade of experience in the business analysis profession, filling such diverse roles as a full-time business analyst, consultant, and hiring manager. She brings all of these perspectives into her writing, presenting, coaching, and training to help you find transferable business analysis skills, expand your business analysis experience, and start your business analysis career with confidence.

Paula Bell, CBAP

Paula Bell is a Business Analyst mentor, coach and author with 18 years in project roles to include business analyst, requirements manager, business process quality manager, technical writer, project manager, developer, test lead and implementation lead. Paula has experience in a variety of industries to include media, courts, carpet manufacturing, banking and mortgage. Paula has led multiple highly-visible multi-million dollar technology and business projects to transform businesses where she was the Consultant, Requirements Manager or Lead Business Analyst.

Paula holds a BS in Management Information Systems, is an IIBA® Certified Business Analysis Professional™ (CBAP®), and BA Certified through B2T. She started a mentoring program and chaired the communications committee for her local IIBA® chapter, has written articles for B2T, Business Analyst Times, and Modern Analyst, and has conducted podcasts with the BACoach and Dave Saboe.

Doug Goldberg, CBAP

Doug Goldberg is an industry leading business analyst and an IIBA® Certified Business Analysis Professional™ (CBAP®).

Doug's passion for business analysis and core skill development are what has propelled his growth and afforded great opportunities in BA Management and Leadership, Center of Excellence Development, Mentoring Program development, BA consulting excellence, BA value determination and evangelism, blogging, course instructing, speaking and MENTORING business analysts!

Doug is currently avidly mentoring several Business Analysts across the globe, promoting business architecture capability, blogging about business analysis and architecture on his site, DougGtheBA.com, instructing courses and speaking to encourage others to excel in the professional development of BA skills.

Disha Trivedi, CBAP

Disha moved to the United States from India in 2001. She first learned about Use Cases and Extreme Programming in her Software Engineering class at NC State University. Little did she know that this was only a start of her lifelong affair with Business Analysis. After obtaining her degree in Computer Science and Economics at NC State, she quickly proceeded to work with organizations that provided her insight into the Utility, Education, Education, and Mortgage sectors. She started as a Programmer, using every available opportunity to perform Business Analyst duties, and soon she got her first break. She later received her CBAP® in 2011.

Now, after more than 10 years of working in IT, she continues to enjoy helping organizations leverage the power of Business Analysis is passionate about sharing this knowledge with budding Business Analysts. She served as the Secretary for South Florida IIBA® chapter from 2011 to 2014 and continues to be an active IIBA® member.

When not promoting Business Analysis, Disha spends her time with her two young daughters and her husband in Northern Virginia.

Archana Maganty, CCBA

Archana moved to the United Kingdom in 2001 from Secunderabad, India. She started working as junior Programmer in IBM Lotus Notes in the year 1999 in India and continued in the same technology in the UK until 2012. During this tenure, she scaled up the ladder to be Technology Lead along with using Business Analysis skills at every given opportunity. She joined a world-renowned consultancy in 2012 as Business Solutions Manager/Business Analyst in London, thus bridging the gap between Business Analysts and Technology, and followed on to do similar roles in various projects. However, she felt directionless due to lack of framework understanding.

Archana studied Business Process Analysis, Data Modeling, and Use Cases and Wireframes at Bridging the Gap and that boosted her confidence. She took on leadership roles within Business Analysis stream and educated organisations and teams on Business Analysis Framework and Best Practice methods.

Archana gained CCBA® certification in 2017. Now her dream of working with Laura at Bridging the Gap has become a reality.

In her spare time, Archana reads Buddhist philosophy books, chants Hindu/Tibetan mantras, and spends quality time with family and friends.

Bridging the Gap – Contact Information

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