



# Bridging the Gap Course Guide



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

Course	Course Description	Credits	Investment*	CBAP	CCBA	ECBA	PMP	PBA	ACP
<a href="#">BA Essentials Master Class</a>	Master the 8 steps necessary to handle any project like a pro.	12	\$997	X	X	X	X	X	
<a href="#">Business Process Analysis</a>	Identify underlying business problems and improve processes to be more efficient and effective.	8	\$497	X	X	X	X	X	
<a href="#">Use Cases and Wireframes</a>	Get everyone on the same page about software requirements.	8	\$497	X	X	X	X	X	
<a href="#">Data Modeling for Business Analysts</a>	Help business stakeholders make data requirements decisions without getting too technical.	8	\$497	X	X	X	X	X	
<a href="#">Crafting Better Requirements – Traditional Track</a>	Learn to create defect-free requirements specifications and avoid project rework.	21	\$1297	X	X	X	X	X	
<a href="#">Crafting Better Requirements – Agile Track</a>	Learn to model requirements using user stories, acceptance criteria, and a product backlog.	21	\$1297	X	X	X	X	X	X

\*10% discounts offered for groups of 5 or more participants enrolling at the same time from a single organization.

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](mailto:info@bridging-the-gap.com)





# BA Essentials Master Class – 12 Credits

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 – 8 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.

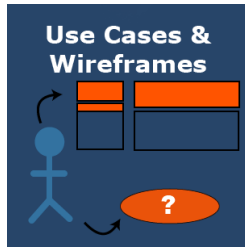


Business process analysis is one of the most universal BA techniques, and is often used by business analysts to understand the context of the business problem. It's very often the first thing we do when beginning to scope a new project or analyze a feature request.

You'll learn the essential details of process analysis:

1. **Introduction to Business Process Analysis** – Learn how BAs apply process analysis in their work.
2. **How to Create a Process Flow Diagram** – Capture the high-level details in a compelling visual model.
3. **How to Model a Business Process** – Learn how to use the template to describe the details of the process in clear and concise text.
4. **How to Make Sure a Business Process Model is Clear and Complete** – Learn how to correct the most common mistakes that cause ambiguity.
5. **How to Discover the Details of the As-Is Business Process** – Apply tried and true techniques for discovering the current state.
6. **How to Improve a Business Process** – Create positive organizational change.

Go here to learn more: <http://www.bridging-the-gap.com/business-process-analysis/>



# Use Cases and Wireframes – 8 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. **How to Make Sure a Use Case Is Clear and Complete** – Learn to correct against the most common mistakes to make sure you don't overlook any requirements.
4. **How to Apply Use Cases and Wireframes in Different Scenarios** – From customizing commercial off-the-shelf products to working in agile, you'll learn how to apply the 5-step process for getting a use case and corresponding wireframe from draft to validated.

**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 – 8 Credits

In today's information rich world, the data component of software projects is increasing in importance. As a result, business analysts are getting involved in modeling data requirements.



You'll learn a structured approach for incorporating data modeling into your software development projects to ensure your business stakeholders are making critical decisions around how to structure, organize, and transfer information. These techniques work even if you don't have technical skills.

You'll learn 4 techniques:

1. **Glossary** – Learn how to clarify terminology and ensuring jargon, industry-specific terms, and acronyms are being used in the same way by different people.
2. **Entity Relationship Diagram (ERDs)** – Learn how to visualize relationships between key business concepts and bridge gaps between business language and technical concepts.
3. **Data Dictionary** – Learn how to communicate data requirements in a well-organized way, using the essential subset of concepts you'd glean from an introductory SQL class.
4. **Data Mapping** – Learn how to anticipate and resolve data issues for data migration or integration projects.

Go here to learn more: <http://www.bridging-the-gap.com/data-modeling-for-bas/>



# Crafting Better Requirements – Traditional Track – 21 Credits

Stop wondering if you got a particular requirement “right” and agonizing over how to best address stakeholder feedback on your requirements. Learn how to create a requirements specification that your business and technical stakeholders understand and can work from.



The traditional track covers core requirements writing concepts and participants build a traditional requirements specification.

1. **Requirements Overview** – Learn exactly what a requirement is, and how they can vary in terms of the level of abstraction.
2. **Requirements Packages** – Learn how agile and traditional approaches create differences in requirements documentation and about the most common types of requirements packages.
3. **Writing Better Requirements** – Learn how to identify and correct the most common problems found in requirements statements.
4. **Creating and Using Requirements Patterns** – Learn about requirements patterns and how to improve your requirements statements.
5. **Visual Requirements Models** – Learn how various graphical models can be used to visually represent the requirements, and how to choose the best models to augment textual requirements.
6. **Organizing Requirements** – Learn how to create a requirements package that organizes the requirements in a meaningful way.

Go here to learn more: <http://www.bridging-the-gap.com/crafting-better-requirements/>



# Crafting Better Requirements – Agile Track – 21 Credits

The Agile Track includes all the content in the Traditional Track, but participants work through requirements modeling and specification techniques that are specifically geared to support Agile environments.



1. **Requirements Overview** – Learn exactly what requirements and user stories are, and the relationships between a user story, use case, scenario, and requirement.
2. **Crafting User Stories** – Learn how to use the most common user story template and what a good user story looks like.
3. **Documenting Requirements in the Context of User Stories** – Learn how to create acceptance criteria, handle non-functional requirements, and define user acceptance tests to add detailed requirements to user stories.
4. **Managing the Product Backlog** – Learn how to estimate, prioritize, and right-size user stories so the backlog supports the agile development process.

Plus, two explicit practice exercises, so you can receive honest, constructive feedback as you apply these concepts.

5. **Practicing User Stories and Acceptance Criteria**
6. **Practicing User Story Estimation & Prioritization and Developing the Project Vision**

Go here to learn more: <http://www.bridging-the-gap.com/crafting-better-requirements/>