



THE SECRETS TO BUSINESS ANALYST CAREER SUCCESS

By Laura Brandenburg, CBAP

LET'S TALK ABOUT SUCCESS...

Confidence starts with taking action.

A lot of people get this one wrong. They wait for success to come to them. They wait for confidence to show up *before* they take action.

Life just doesn't work that way. And success as a business analyst definitely doesn't. When you take action, and start acting as a business analyst, then you earn the confidence and respect. Then career opportunities start to come to you.

You can learn and learn and learn about business analysis skills, but until you actually work through your own models and practice, you will not be confident in your abilities. Nor will you be able to speak confidently about them in job interviews, or ultimately, get into the job role you so desire.

THIS CHANGES NOW...

It's simple, really. You get started now. There is a reason you are here, watching this training and downloading these secrets to success.

What follows are 17 opportunities for you to take action...NOW. And to start building the confidence you crave. All of these opportunities are available to you whether you are in a business analyst role or not, and no matter what industry you are in or what methodology (or lack thereof) is in place in your organization.

Depending on your circumstances, you may have to expand your thinking a bit to consider how to apply them – but the opportunity is there. You simply need to look for it.



THE 17 OPPORTUNITIES

1. Create a process flow diagram for a business process you do today, or an unclear area of requirements on a project.
2. Review the process flow diagram with one other person involved in the process.
3. Identify 3 questions about a process. Ask someone these questions.
4. Schedule a meeting to discuss improvements to a process.
5. Analyze the software requirements for a software application you use.
6. Submit an improvement or feature request for a piece of software.
7. Mock up a wireframe (you can use pen and paper) showing what the feature request might look like.
8. Before starting your next assignment, ensure you understand the problem to be solved. If you don't, ask questions to clarify the importance of the work.
9. When receiving an ambiguous assignment, clearly document the work to be done, your approach, and what you expect the output to look like. Send this for review.
10. Start a glossary. Define 10 terms commonly used (and misused).
11. Draw a system context diagram showing how the different systems you use share information.
12. Talk to someone outside your department. Seek to understand their role, the systems they use, the benefits of their work, and the challenges they face.
13. The next time an issue pops up, volunteer to schedule a discussion to resolve it. Be sure to clarify the problem to be solved, explore potential solutions, facilitate a collaborative working meeting, and document your results in meeting notes and follow-up communication.
14. Analyze your business analysis process for potential improvements. Pay careful attention to areas you can streamline, and create less documentation instead of more.
15. Use active listening techniques to paraphrase what you heard, and clarify that you understand. Do this in ANY conversation. It's especially useful in new subject areas.
16. Create training documentation for your job role, so someone can replace you and you can move onto work that will increase your fulfillment and salary potential. (This will also involve analyzing a business process!)
17. When in doubt, ask a question.

YOUR PLAN

You've learned the secret to business analyst career success. You know that confidence comes with taking action, not the other way around. You now have 17 opportunities to choose from.

Choose one and create a plan to implement it this week. Better yet, implement it TODAY!

For example: *It's September 14, and I've successfully analyzed the process to submit a new support ticket, discussed this process with my manager, and made one improvement to the process. I've also submitted a feature request to our software provider requesting an enhancement that will enable us to be more efficient, with an accompanying wireframe to show exactly how this could work.*

ABOUT BRIDGING THE GAP



Bridging the Gap offers [virtual business analysis courses](http://www.bridging-the-gap.com/business-analysis-training-courses/) to professionals who want to improve their skills, expand their experience, and increase project success. 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