



Performance Metrics in Business Analysis

This course is designed to demonstrate how to measure performance and outputs of the business analysis processes and the role that is involved in it – the Business Analyst. This course discusses methods and tools to elicit, analyze and interpret metrics in the business analysis processes and related process areas including project and performance metrics.

Training Objectives

At the end of the course, the participants will be able to:

1. Setup, analyze and interpret quantifiable measures related to business analysis.
2. Define, implement, and monitor a BA measurement program.

Duration 2 day(s)

Topics

- I. Metrics and Measurement
 - a) Rationale Needed in Measurements
 - b) Measure vs. Metrics vs. Indicator vs. KPI
 - c) Scales of Measurement
 - d) What Should We Measure?
- II. Performance Measurement Design Process
 - a) Understanding and Mapping Business Structure and Processes
 - i. Stakeholder Management Process
 - b) Developing Business Performance Opportunities
 - i. The Kano Model
 - ii. The MoSCoW Model
 - c) Understanding the Current Performance Measurement System
 - d) Developing Business Performance Indicators
 - i. Using Critical To Quality (CTQ) in Deriving Metrics
 - ii. Building CTQ Attributes
 - iii. Goal-Question-Metric (GQM) Measurement Model
 - iv. Input-Process-Output-Outcome (IPOO) Measurement Model
 - e) Deciding How to Collect the Required Data
 - f) Designing, Reporting and Performance Data Presentation Formats
 - g) Testing and Adjusting the Performance Measurement System
 - h) Implementing the Performance Measurement System
- III. Business Analysis Processes Metrics