PBA: PROFESSIONAL BUSINESS ANALYST



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Introduction

PBA: Professional Business Analyst is a structured Training Course that prepares professionals to analyse business needs and translate them into workable solutions. Participants learn to investigate problems, model processes, define requirements, and recommend changes that deliver measurable value. The course follows the business analysis discipline across planning, elicitation, analysis, solution assessment, and evaluation. Furthermore, it builds the stakeholder and communication skills that make analysis credible in front of sponsors. In addition, participants practise with recognised frameworks so their work aligns with industry practice. As a result, they leave able to lead analysis work on projects and change programmes.

PBA: Professional Business Analyst Course Objectives

- Plan business analysis activities and select the right approach for each initiative.
- Apply the BABOK Guide knowledge areas and underlying competencies.
- Elicit information using interviews, workshops, observation, and surveys.
- Model current and future state processes with BPMN notation.
- Perform gap analysis and identify improvement opportunities.
- Specify requirements with clear, testable, and traceable language.
- Assess and compare solution options using defined criteria.
- Define business cases with cost, benefit, and feasibility analysis.
- Manage traceability from business need through to solution delivery.
- Communicate analysis findings clearly to technical and business audiences.

Course Methodology

- Workshop sessions built on real business analysis case scenarios.
- Guided practice with elicitation techniques and process modelling.

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- Simulation exercises on stakeholder conflict and scope negotiation.
- Group review of participant models and requirement documents.
- Case studies from banking, government, and service organisations.
- Template-driven action planning for immediate workplace use.

Who Should Take This Course

- Business analysts and systems analysts.
- Product owners and project managers.
- Process improvement and operations specialists.
- IT liaison and transformation officers.
- Consultants supporting change programmes.
- Graduates entering business analysis roles.

PBA: Professional Business Analyst Course Outlines

Day 1: Business Analysis Planning and Foundations

- Role of the business analyst in projects and change programmes.
- BABOK Guide structure and knowledge areas.
- Business analysis planning and monitoring.
- Stakeholder identification and analysis.
- Choosing predictive, agile, or hybrid analysis approaches.
- Governance and decision-making structures.
- Business analysis documentation standards.

Day 2: Elicitation and Stakeholder Collaboration

- Preparing for elicitation activities.
- Interviews, facilitated workshops, and focus groups.
- Observation, job shadowing, and contextual inquiry.
- Surveys, questionnaires, and document analysis.
- Prototyping and collaborative games.
- Confirming and validating elicited information.
- Managing difficult stakeholders and conflicting inputs.

Day 3: Analysis and Process Modelling

- Current state analysis and problem definition.
- BPMN process modelling and swimlane mapping.
- Use case, user story, and scenario modelling.
- Data modelling and entity relationship basics.
- Root cause analysis with fishbone and five whys.
- Gap analysis between current and future state.
- Business rules, constraints, and assumptions.

Day 4: Requirements, Solution Assessment, and Business Case

- Writing functional and non-functional requirements.
- Requirements quality checks and acceptance criteria.
- Prioritisation with MoSCoW and value scoring.
- Requirements traceability and lifecycle management.
- Assessing solution options against defined criteria.
- Cost-benefit analysis and business case development.

- Feasibility, risk, and impact assessment.

Day 5: Solution Evaluation and Continuous Improvement

- Supporting solution design and delivery teams.
- Validating solutions against business objectives.
- Measuring solution performance with KPIs and metrics.
- Identifying limitations and recommending improvements.
- Managing change adoption and user readiness.
- Lessons learned and business analysis maturity.
- Building a personal professional development plan.

Conclusion

By successfully completing PBA: Professional Business Analyst, participants will gain a complete approach to analysing business needs and shaping effective solutions. They will have acquired practical skills in elicitation, process modelling, requirements specification, solution assessment, and business case development. In addition, they will know how to align analysis work with organisational goals. Gentex Training Center delivers this course so professionals can apply business analysis practice with confidence.

FAQs for the PBA: Professional Business Analyst course

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Q1 What is the "PBA: Professional Business Analyst" course about?

It is a five-day programme on the discipline of business analysis. It covers analysis planning, elicitation techniques, process and requirements modelling, solution assessment, business case development, and solution evaluation.

Q2 What are the key benefits of the "PBA: Professional Business Analyst" course?

Participants deliver clearer requirements and fewer costly reworks. They identify real business problems before solutions are built, improve stakeholder alignment, and produce business cases that support decisions. Organisations gain better-targeted change programmes and higher solution adoption.

Q3 What skills will I gain from the "PBA: Professional Business Analyst" course?

You will gain business analysis planning and elicitation, process modelling and gap analysis, requirements specification and traceability, and solution assessment and business case development.

Q4 What tools, methods, or standards are covered in the "PBA: Professional Business Analyst" course?

The course covers the BABOK Guide knowledge areas, BPMN process modelling, swimlane mapping, use case and user story formats, data and entity relationship modelling, fishbone and five whys analysis, MoSCoW prioritisation, requirements traceability matrices, and cost-benefit and business case analysis.

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Q5 How is the "PBA: Professional Business Analyst" course applied in real-world practice?

Participants apply it by running stakeholder workshops, mapping current and future processes, writing requirement specifications, evaluating vendor and system options, and building business cases for approval. Analysts use these methods on digital transformation, process redesign, and system replacement initiatives.