

CAPABILITY UPLIFT CASE STUDY

The client needed us to uplift their Business Analysis team capability.

THE BRIEF

The client, a large organisation in the city of Dallas with an annual revenue in excess of US\$300 million, briefed to assist them to uplift their Business Analysis capability to significantly improve business analysis across the organisation.

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THE CHALLENGE

The Business Analysts in this team came from a variety of different backgrounds in business bringing a wealth of experience to the organisation but required some consistency in applying Business Analysis when delivering projects. The teams' training and certification needs were to obtain industry aligned Business Analysis practices to apply within their projects and to prepare everyone to sit for the CCBA and CBAP exams. The team wanted all training and support to be delivered remotely and in a flexible way which didn't interfere with the team member's ability to deliver project work.

OUR APPROACH

With more than 12 years of experience, we have extensive experience in how best to approach business analysis capability uplift for a team.

We rolled out our on-demand, remote online IIBA Endorsed training which included 1:1 Skype coaching sessions with our Australian based certified Business Analysis tutor team at times that suited each individual member (which meant our team worked flexibly outside of normal Australian working hours to accommodate this request.)

This also included a comprehensive endorsed training program hosted on an intuitive online learning platform facilitating a variety of learning styles. With our ongoing remote, online support and encouragement the team members were able to progress through all the training content efficiently and with ease.

RESULT

A high number (80%) of the team completed all the training courses successfully, 10% left the organisation before completion and the other 10% moved on to different departments. Those that completed the training program went on to apply to sit the CCBA® and CBAP® exams with the International Institute of Business Analysis (IIBA®).