

Systemation Improves the Business Analysis Capabilities and Performance of One of the World's Largest Manufacturing Companies

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~ PMO manager, leading manufacturing company

DEFINING ROLES

One of the world's largest manufacturing organizations recently restructured its internal operations to streamline business operations and realize greater efficiencies. Up until the late 1980's the organization had two primary internal IT disciplines – programming and business analysis. But in the late 1990's the company decided to combine the two roles into a Programmer/Analyst function to help reduce the size and expense of the organization.

Then the organization started to experiment with a proof of concept model that would gradually move programming efforts offshore as part of further cost-saving measures. This meant much of the programming responsibilities of the Programmer/Analyst function that was created several years earlier would now be shifted much more towards business analysis. As a result, the company needed to strengthen and broaden the skills and competencies of its practitioners in this discipline.

FINDING THE RIGHT BUSINESS ANALYSIS TRAINING COMPANY

The task of getting the company's Business Analysts trained and up to speed on business analysis best practices fell to the PMO manager, and he began a search for a business analysis training company that he felt would meet his and his company's needs. As the only one in the entire organization that was PMP certified, the PMO manager understood full well the importance of choosing a training company that followed generally accepted principles and industry standards.

"Even though we were looking for business analysis training specifically as well as project management, I knew that the way a training company approached the project management side of project work would be a good indication of how they would likely approach business analysis as well," stated the PMO manager. "We looked at several training companies, but surprisingly many did not adhere to accepted industry standards, guidelines and best practices. Even fewer offered business analysis expertise. In fact there were only two, and one of them was Systemation."



\$10 billion manufacturing company with many international business units.

The organization was putting an increasingly strong emphasis on business analysis, and needed to get its Business Analysts equipped with the discipline's latest methodologies and industry best practices.

The company's PMO manager chose Systemation among other leading training companies because of its practical approach to training, its promotion of and strict adherence to industry standards, and the high quality of its personable instructors.

Both novice and experienced Business Analysts alike found great value in the courses, and management recognized a more formalized structure across the Business Analyst roles and greater overall project and business results because of it.

100 Business Analysts ranging from novice to highly experienced were put through Systemation's Business Analysis Program.

After whittling his short list down to two final candidates, the PMO manager began networking internally to see if anyone could offer any feedback that might help him make a final decision. In speaking with the company's HR manager at one of its U.S. factories, the PMO manager learned she had put some of her colleagues through Systemation's Fast Start in Project Management course. After getting glowing reviews from the HR manager and receiving other positive references, the PMO manager decided to audit a couple of Systemation courses and see for himself.

"I was looking for a series of courses and I liked the Practitioners Certificate that Systemation was doing with project management," stated the PMO manager. "After auditing a course that Systemation was conducting for Blue Cross/Blue Shield, it became clear that they had just what I was looking for. I took the syllabi from all the courses and ran them by some managers and their Business Analysts and received very good responses. I also liked the fact that Systemation offered a formal certificate in business analysis through the University of Colorado."

SYSTEMATION – A PRACTICAL APPROACH THAT OFFERS EXPERTISE, EXPERIENCE AND RESULTS

After an extensive search process, Systemation emerged as the best business analysis training company for the company's needs. Shortly thereafter the PMO manager put 20 Business Analysts through Systemation's Business Analysis Program, which included Fast Start in Business Analysis, Survival

Skills for Analysts, Mastering the Requirements Process and Analysis Simulation, which is a 2-day workshop that allows students to participate in a "reenactment" of a real-world emergency scenario.

"We didn't just put people through from the IT organization, but the business side as well," stated the PMO manager. "We felt it was important that both sides talk the same talk and walk the same walk when it comes to business process analysis. They now have some structure that they can take back to the user community, and this is very important to our business."

Throughout the series of courses, Business Analysts learn critical skills that are based on 19 core competencies, including identifying and restoring broken business processes, understanding and communicating customer needs, mining for and documenting customer requirements, making group dynamics work for them – not against them, and understanding the dynamics of systems and how to make them operate more efficiently.

"The feedback we got from our long-time Business Analysts was that they were great courses that provided a good refresher in some areas and a lot of new knowledge in others," stated the PMO manager. "One of the most impressive things is how Systemation manages to field such a great group of instructors. We worked with many and each one brought an incredible breadth of knowledge, an effective ability to communicate and real-world experiences and to the table."

But it wasn't only the PMO manager and Business Analysts that were noticing improvement – it was being felt throughout the organization.

"Executive management has stated that they are seeing a lot more structure in the Business Analysis roles," added the PMO manager. "It's been great to be able to put structure around things that have never had structure in many, many years. That's when we decided to put more employees through more Systemation classes with an even stronger emphasis on business analysis."

SYSTEMATION LISTENS, THEN RESPONDS TO CUSTOMER'S UNIQUE

We're actively molding the culture and organization to support project management excellence.

BUSINESS ANALYSIS NEEDS

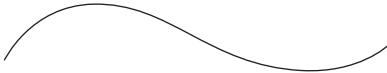
Systemation takes great pride in being the practical business analysis training and consulting company, which means that while most consulting companies overwhelm users with a lot of highly theoretical advice, Systemation provides only the most practical instruction that users need to obtain immediate results. Because a one-size-fits-all approach is simply not practical, Systemation listens carefully to its clients and often tailors specific programs to fit their unique needs. This particular client was no exception.

“In putting the team through the Systemation classes I became thoroughly convinced that we made the right choice in training companies,” stated the PMO manager. “But we did have some additional training needs around some very specific, in-depth business analysis topics such as process decomposition, workflow diagramming and various testing methodologies. We approached Systemation with these needs and they enthusiastically suggested that we work together to co-develop an in-depth advanced business analysis curriculum.”

This manufacturer and several other Fortune 500 companies have contributed to Systemation’s newly developed Advanced Certificate in Business Analysis Program. This new program aligns with the Institute of Business Analysis standards and is part of Systemation’s regular business analysis offering.

The PMO manager put roughly 100 Business Analysts through Systemation’s course series – 25% of which, or 20 employees, comprised non-IT personnel, which was up by 10% over the past year.

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Get to the Heart of the Matter.®