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Outset Group Training Case Study: Customized BA Training Solution

Service:	Customized Training for Business Analysts (BA Training Program) <i>The Outset Group works closely with a Fortune 100 insurance company to improve BA knowledge, skills, and performance</i>
Deliverables:	<ol style="list-style-type: none"> 1. List of potential topics (knowledge, skills, and tools) prioritized by the customer 2. Seminar Course Outline and exercises for customer approval 3. Three-day seminar: Business Analysis Fundamentals for {Customer} 4. ½-day Follow On Session (60 days post seminar) 5. Executive Debrief of seminar results and Outset Group observations/recommendations
Situation:	<p>Over the past three years, this division of a Fortune 100 insurance company had built up a team of ten Business Analysts. These BA's came from differing business backgrounds (technical, customer service, project management), with varying levels of training and professional knowledge.</p> <p>To meet the growing complexity of their work, to build collaboration and teamwork, and to support a move to more Agile practices, this group of BA's needed training in fundamental BA and Agile principles and tools. The Outset Group was selected to design and conduct a customized three-day seminar to meet this need.</p>
Initiation:	<ul style="list-style-type: none"> • The Outset Group worked with the HR manager who was our main point of contact, and helped her to fully define the needs and priorities for this training. We created a “needs survey” that the HR manager circulated to her core management group. Using the survey, and with Outset Group support, the HR manager was able to elicit the priorities and objectives for this training from the relevant managers. • With priorities and objectives in place, The Outset Group designed a three-day seminar, drawing upon our existing curriculum, and using the International Institute of Business Analysis (IIBA) Business Analysis Body of Knowledge (BABOK Guide) and the IIBA Agile Extension to the BABOK Guide as primary sources. • We then set up the logistics for the three day seminar and a ½-day Follow On Session.
Execution:	<ul style="list-style-type: none"> • The early engagement with core management personnel meant that everyone arrived at the seminar ready to work and motivated to learn. We met our primary objective, which was to make our training “real world”. We taught our

	<p>students how to handle the challenges they face on current and upcoming projects, and closed the gaps found in this group's BA and Agile knowledge and skill sets.</p> <ul style="list-style-type: none"> • We closed the seminar with each student committing to a personal Performance Target: A specific plan to apply what they had learned to their current work. • The week following the seminar, The Outset Group did a live, on-site Executive Debrief that presented the seminar results and included our observations/recommendations on Continuous Improvement for this group. • For the ½-day Follow On Session, we circulated a survey to each student, to assess the real world impact of what they had learned. The Follow On session was structured for students to share their most valuable learning points, greatest challenges, and greatest triumphs. This information was then shared with our customer's executive management in a Continuous Improvement Report.
<p>Results:</p>	<ol style="list-style-type: none"> 1. BA's returned to work with a set of immediate improvements for their projects 2. BA's returned to work with relevant knowledge, vocabulary, tools, and skills that improved their value to their employer 3. BA's were able to hone their skills over time with the support of an Outset Group master instructor 4. On a scale of 1 (low) to 5 (high), aggregate survey scores were: <ul style="list-style-type: none"> ○ Seminar met my expectations: 4.9 ○ Instructor was prepared and had a good grasp of concepts taught: 5.0 ○ I would recommend this seminar to others: 4.8
<p>Contact Us:</p>	<p>www.outsetgroup.com (615) 292-2411</p>