



# Business systems development

Whether it's ensuring that new business systems meet requirements, understanding existing processes, or making certain that new products and software are fit for purpose, successful Business Systems Development can make a real difference to your organisation.

“At QA we have always strived to ensure we can provide the complete range of technical, business and professional skills for all organisations – which is why our business systems training is important to many of our customers, complementing the technical and project training required for really successful change projects.”



Bill Walker | Commercial Director, QA

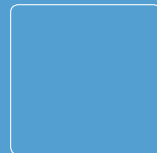
With many roles in this area requiring specific knowledge, it's important to make sure that you and your people have the understanding of terminology and processes they need to work to consistent standards.

From Business Analysis through to Software Testing, we can provide skills and certification that will give you immediate confidence that you're all working to the same level of capability, and a strong benchmark for future skills development.

**We provide a wide range of training and certification across all the areas of Business Systems Design, including:**

- Business Analysis
- Lean and Lean Six Sigma
- System Architecture and Design
- Systems Development
- Software Testing
- TOGAF®

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# Business Analysis

Effective business analysis will help you identify your business needs and find the right solution to business challenges.

You need to be able to support business process improvement, and deliver strong requirements planning and management. So, whether you need accredited certification, or a flexible approach to delivering a new approach, our range of business analysis courses will provide you with the skills you need.

## The Complete ISEB Diploma in Business Analysis from QA

The easy way to book your Diploma, in one simple package.

- All four courses and exams
- Exam insurance for one exam
- Oral exam preparation workshop
- Diploma oral exam
- BCS Business Analysis book.

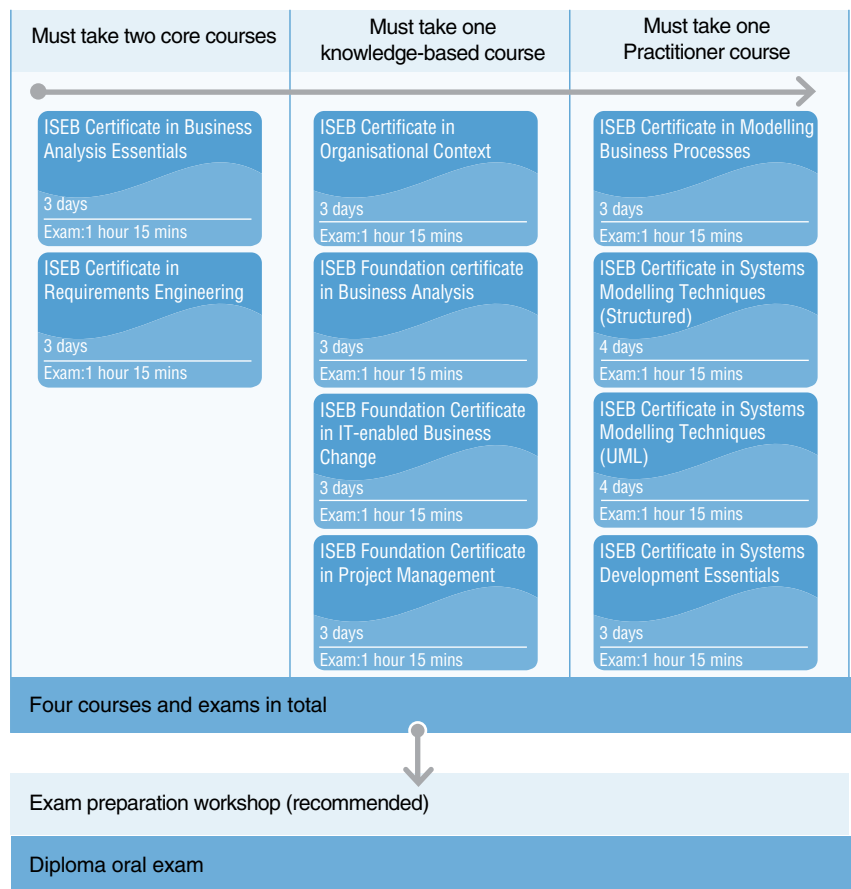
This will provide a considerable saving over buying the individual courses and exams.



**IBA** Endorsed Education Provider

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## ISEB Diploma in Business Analysis



We also offer the Diploma as a fast track residential course, taken over 10 days at our Bournemouth centre.

# Business Analysis

## People-focused Business Analysis

If you'd like to improve the performance of real-world business analysis in your organisation, then we've developed the perfect solution.

Our five-day people-focused business analysis course is the QA-authored alternative to ISEB certification. Designed as a modular course, it's easy to tailor for your business requirements, and is ideal to deliver as a programme dedicated to your business.

Developing the people skills needed to be an excellent BA alongside the process skills and knowledge, it includes:

- Requirements gathering and management
- Interviewing for results
- Strength Deployment Inventory (SDI)
- Negotiation and influencing
- Process analysis and evaluation
- Stakeholder management
- Facilitated workshops

“An absolutely brilliant course – the instructor demonstrated enthusiasm which has fuelled my own personal interest and enthusiasm to utilise and investigate usage/adoption within my company and across our client base.”

→ Kirste from a business service company attended our People focused business analysis course

# Systems Architecture and Design

Systems Architecture and Design can mean anything from dealing with architectural issues that affect the organisation as a whole, to resolving software design approaches, not forgetting the need to understand the technology required.

Our courses give you the skills you need to approach tasks in this area with a solid and consistent understanding of the terms and concepts, as well the confidence to apply them.

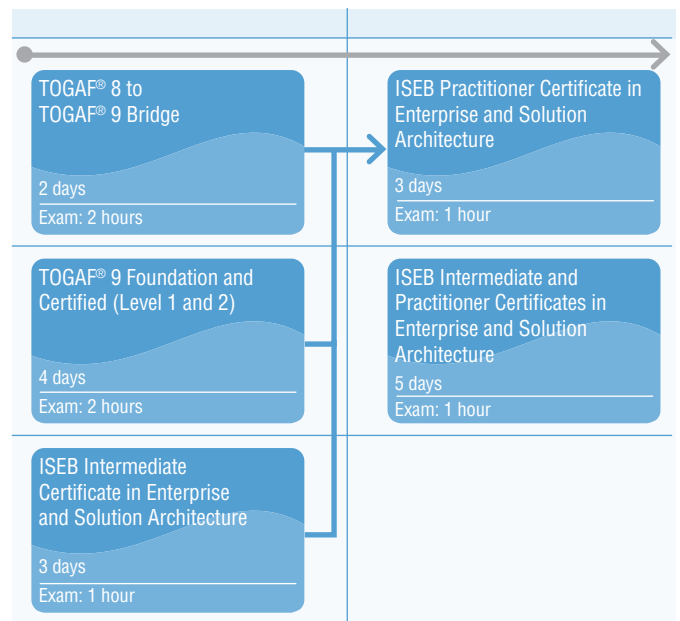
The ISEB Intermediate course explains key concepts, compares best practice and highlights prime techniques. The Practitioner course covers key additional concepts, highlighting valuable models and documents that can be used to generate a comprehensive architecture description.

### TOGAF®

QA provides accredited TOGAF® courses, giving you the skills to use this generic framework to establish and implement architecture best practice.



### ISEB Certificate in Enterprise and Solutions Architecture and TOGAF® certifications



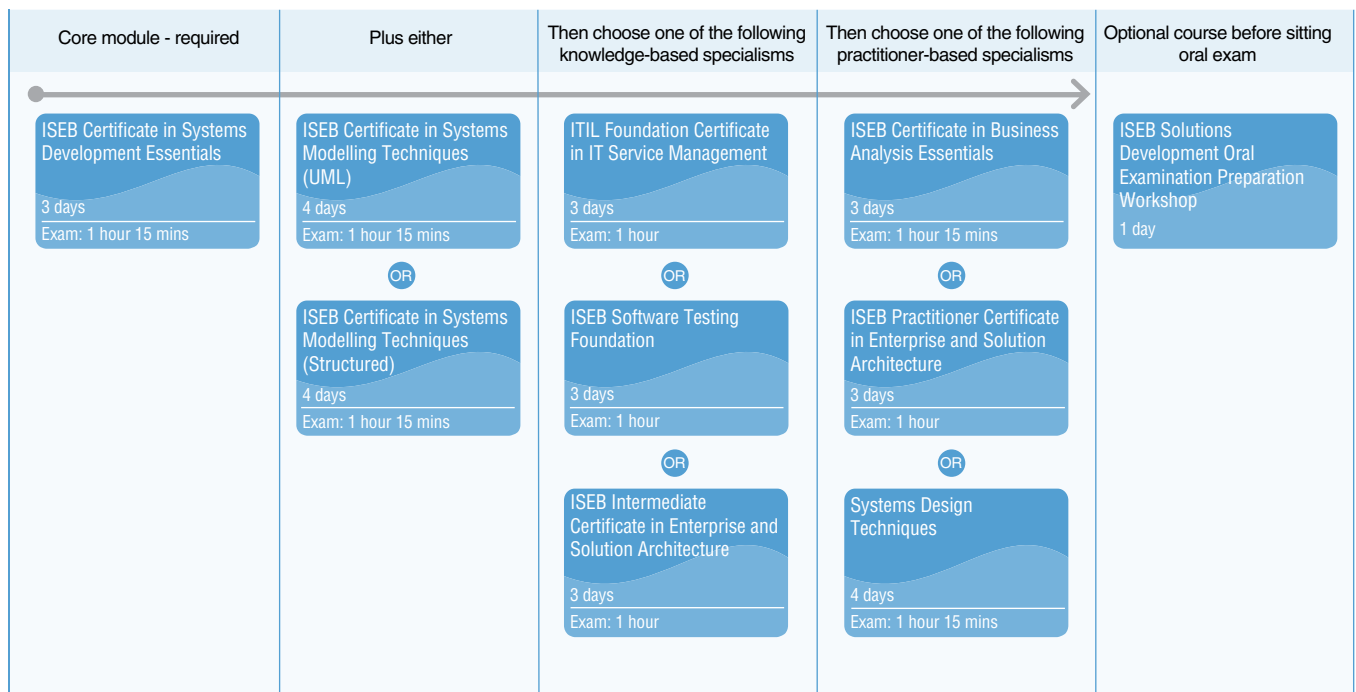
TOGAF® is a registered trademark of The Open Group in the United States and other countries. TOGAF® 8 to TOGAF® 9 Bridge is an Accredited TOGAF® 9 Training Course and complies with the accreditation requirements for The Open Group TOGAF® Certification for People program. TOGAF® 9 Foundation and Certified (Level 1 and 2) is an Accredited TOGAF® 9 Training Course and complies with the accreditation requirements for The Open Group TOGAF® Certification for People program. All third-party trademark rights acknowledged.

# Solutions Development

If you're involved in developing business systems, or if you manage teams or projects focused on business solutions you'll know that having the right skills is an essential part of success.

From communicating system requirements clearly and accurately to business and IT stakeholders, to providing effective documentation, The ISEB Diploma in Solutions Development will provide you with the skills you need and formal certification of those skills.

## ISEB Diploma in Solutions Development



“The instructor’s knowledge was extensive and he was excellent at presenting the material.”

John is a Technical Projects Coordinator who attended our Business Systems Development course

“The course included practical experience and application of techniques.”

This Business Analyst attended our Systems Modelling Techniques course

# Software Testing

Software testing is a key part of the development process for both products and services.

Having the skills to confidently provide your organisation with an understanding of whether software meets its requirements, and an objective view of any risks, is essential to success in this role.

Our courses will give you an in-depth understanding of the different types of testing, and highly-practical knowledge of techniques and tools that can be used to carry out and manage testing.

The associated ISEB qualifications give you an international benchmark of your skills.

## ISEB Diploma in Software Testing

Foundation level	<p>ISEB Software Testing Foundation</p> <p>3 days Exam: 1 hour</p>
Intermediate level	<p>ISEB Software Testing Intermediate</p> <p>3 days Exam: 1 hour</p>
Advanced level	<p>ISTQB Certified Tester Advanced Level Test Analysis</p> <p>5 days Exam: 3 hours</p>
	<p>ISTQB Certified Tester Advanced Level Test Manager</p> <p>5 days Exam: 3 hours</p>
	<p>ISTQB Advanced Level Technical Test Analyst</p> <p>5 days Exam: 3 hours</p>

“The instructor made the training interesting by giving real-life examples, he was always ready to answer questions and had a very good knowledge of subject.”



James from a broadcasting company attended Software Testing Intermediate



Our Software Testing certification is available in Foundation, Intermediate, and Advanced levels, to support your requirements at every stage of your career path.

Our courses are accredited by the Information Systems Examination Board of the British Computer Society (ISEB), and follows the syllabus specified by the International Software Testing Qualification Board (ISTQB).



# Why QA for business systems development?

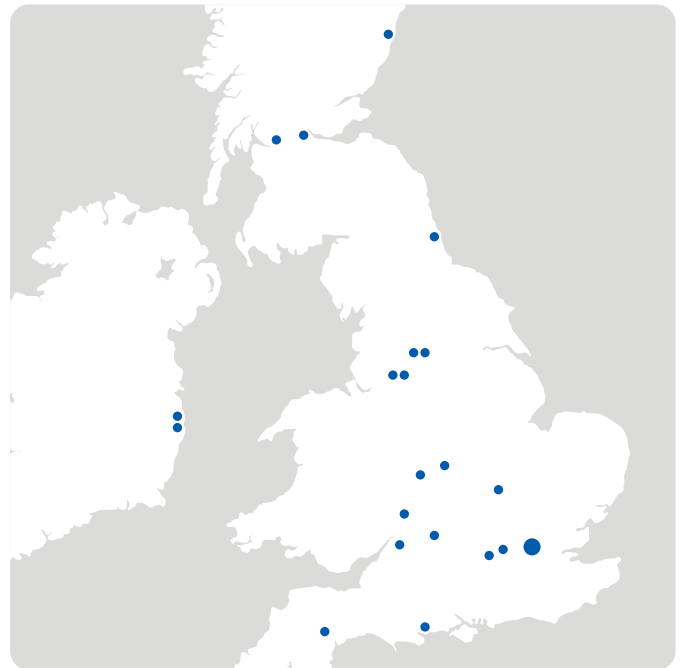
- 1** We deliver more than 50% of the business analysis training in the UK giving us unrivalled experience
- 2** 87% of attendees on our courses rate our instructors knowledge as excellent
- 3** Over 97% of attendees on our Business Systems Design courses would recommend them to a friend, demonstrating the high quality of these courses
- 4** Our accreditation by professional bodies, including ISEB, guarantees that you'll receive high-quality certification
- 5** The UK's biggest network of training centres means more dates, greater choice and lower overall cost to your business
- 6** With courses available residentially, as well as through engaging online and virtual learning we provide real flexibility in how you learn
- 7** Our extensive experience gained from end-user community across the world means our courses are focused on real-world deployment and benefits
- 8** We keep at the forefront of best practice and emerging technology and provide regular free seminars for you to understand how our approach to innovation can benefit your organisation
- 9** Our scale means that we run more courses on a more frequent basis so you can get the training you want without waiting
- 10** We offer the widest range of complimentary courses, from service management to technical IT and professional development, preparing you for maximum impact on business performance

## QA provides the most complete range of training courses and learning services available in the UK.

Our unrivalled range of training solutions helps people and organisations build their skills to gain real, lasting benefits. The sheer quality of what we do can be experienced at every level, from the professionalism and expertise of our people, through to our innovative solutions and services.

We have a local presence within a nationwide infrastructure. As the largest provider of training in the UK, we benefit from a large community of consultants who have many years real-world experience. With training centres in prime city centre locations round the country from Bristol to Aberdeen and across London you can spend your budget on training, not expensive travel.

Our pledge is that our highly engaging courses and learning programmes will make a real difference to each and every person in your organisation, helping to drive your business forward. With a 20 year track record of helping organisations across all business and public sectors, we are the training partner of choice for organisations such as British Airways, Unilever, Nationwide and Defra.



## Contact QA

### QA – the UK's leading training company

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