

Professional Certificate in Business Analysis Service Delivery Course

Course Duration : 28 Hours

Course code : BCS-BASD-901

1. Course Overview

The Professional Certificate in Business Analysis Service Delivery Course is designed to help professionals understand how business analysis supports effective service delivery within organizations. This course focuses on aligning business needs with service management processes to ensure value-driven outcomes and improved customer satisfaction.

2. What you'll learn?

- Fundamentals of business analysis in service delivery
- Service lifecycle and management concepts
- Stakeholder engagement and requirement analysis
- Techniques for improving service quality
- Continuous service improvement strategies
- Certification exam preparation

3. Target Audience

- Business analysts and consultants
- Service delivery managers
- IT service management professionals
- Project managers and team leaders
- Professionals involved in service improvement

4. Pre-Requisites

- Basic knowledge of business analysis concepts
- Understanding of service management (recommended)
- Experience in business or IT environments (preferred)
- BCS Foundation/Practitioner certification (beneficial)

5. Course Content (Modules)

Module 1: Introduction to Business Analysis in Service Delivery

- Role of business analysis in services
- Service lifecycle overview
- Key concepts and terminology

Module 2: Service Requirements & Stakeholder Engagement

- Gathering and analyzing service requirements
- Stakeholder identification and communication
- Managing expectations

Module 3: Service Design & Improvement

- Designing service solutions
- Service quality and performance metrics
- Continuous improvement techniques

Module 4: Service Management & Governance

- Service management frameworks (ITIL basics)
- Governance and compliance
- Risk and issue management

Module 5: Case Studies & Certification Preparation

- Real-world service delivery scenarios
- Best practices