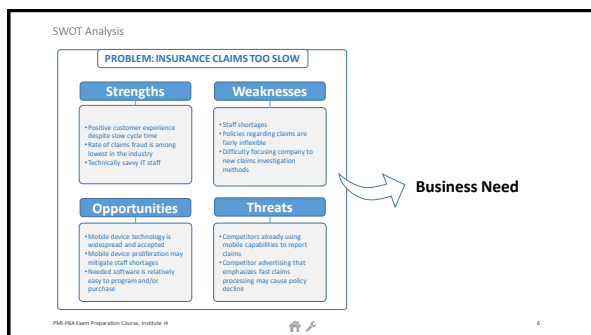
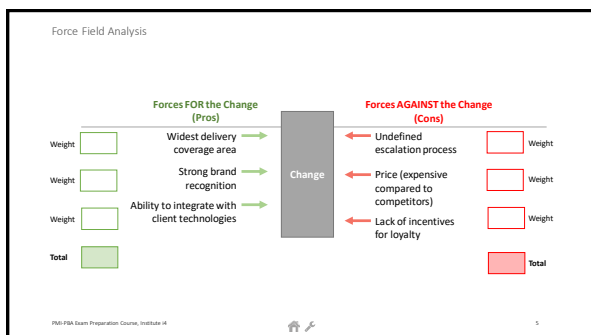
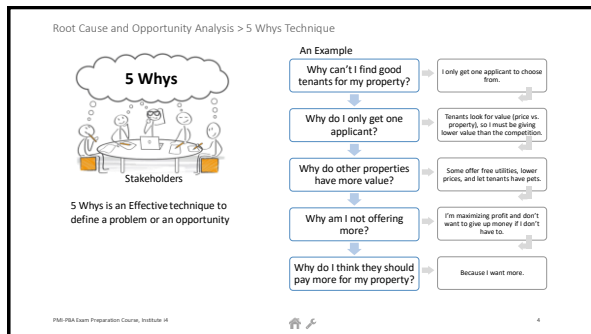
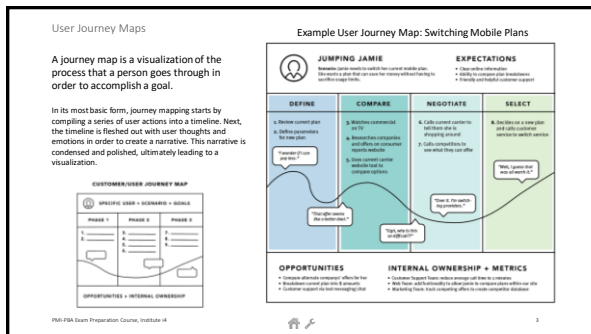
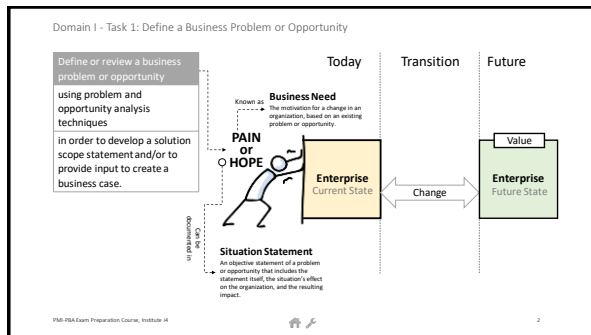


Tasks

Needs Assessment	Planning	Analysis	Traceability and Monitoring	Evaluation
Define a Business Problem or Opportunity	Review the Business Case	Elicit or Identify Requirements	Obtain Sign-Off On Requirements Baseline	Track Requirements
Determine Initiative Value	Define Strategy for Requirements Traceability	Analyze, Decompose, and Elaborate Requirements	Write Requirements Specifications	Monitor Requirements
Develop Project Goals and Objectives	Develop Requirements Management Plan	Evaluate Product Options and Capabilities	Validate Requirements	Update Requirements Status
Identify Stakeholders	Select Methods for Requirements Change Control	Allocate Accepted or Deferred Requirements	Elaborate and Specify Detailed Metrics and Acceptance Criteria	Communicate Requirements Status
Determine Stakeholder Values	Select Methods for Document Control			Manage Changes to Requirements
	Define Business Metrics and Acceptance Criteria			Evaluate the Deployed Solution

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Organization Assessment - Organization Readiness Assessment

A transition readiness assessment determines the ability and the interest of an organization to transition to the future state or to use its capabilities. The assessment is used to identify any gaps in readiness that are considered risks to achieving the end state, along with risk responses for addressing them.

Investment
Skills
Education of employees on the new procedures
Culture
Organization Support
Technology Base
Applicability Implementation Options

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Using Organizational Charts to Identify Stakeholders

A document that includes any individual, group, or organization that may affect, be affected by, or be perceived to be affected by the proposed or intended solution. It includes the identification, assessment, and classification of project stakeholders.

Stakeholder	Roles	Attitude	Interests	Level of Impact	Level of Influence	Communication Preferences	Location	Success Criteria	Work Hours
John Doe - CEO	Sponsor								
Liam - Director of HR	SME								
Domestic Sales Department	Users								

Stakeholder Register

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Domain I - Task 5: Determine Stakeholder Values

Determine stakeholder values regarding the product, using elicitation techniques in order to provide a baseline for prioritizing requirements.

Excite/Delight Attributes
Performance
Basic
Reverse Attributes

Customer Satisfied
Customer Dissatisfied
Not Implemented
Fully Implemented

Example for a Real Estate Development Company

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Business Analysis and Projects

Pre-Project
Project
Post-Project

Rationale
Delivery
Benefits

Need Assessment
Analysis
Traceability
Solution Evaluation

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Rolling Wave Planning

Iteration Start
Progressive Elaboration
Planning Wave
Iteration

work to be accomplished in the near term

Rolling Wave Planning. An iterative planning technique in which the work to be accomplished in the near term is planned in detail, while the work in the future is planned at a higher level.

Progressive Elaboration. The iterative process of increasing the level of detail in a project management plan as greater amounts of information and more accurate estimates become available.

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Domain V - Task 4: Evaluate the Deployed Solution

Value

Agent Utilization: 80% to 77%

Average Speed of Answer: 45 s to 41

Call Abandon Rate: 6% to 6%

IVR Completion Rate: 20% to 21%

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