



Western Technical College

10102212 Discovery and Needs Analysis

Course Outcome Summary

Course Information

Description	Students will utilize stakeholder analysis to conduct requirement elicitation and planning activities. Emphasis will be placed on identifying stakeholder needs while capturing information through a variety of discovery techniques including the facilitation of meetings.
Career Cluster	Business Management and Administration
Instructional Level	Associate Degree Courses
Total Credits	2
Total Hours	36

Pre/Corequisites

Prerequisite 10102211 Strategy Development

Textbooks

Seven Steps to Mastering Business Analysis. 2nd Edition. Copyright 2020. Champagne, Jamie. Publisher: J. Ross Publishing, Inc. **ISBN-13:** 978-1-60427-160-7. Required.

PMI Guide to Business Analysis. 1st Edition. Project Management Institute. Publisher: Independent Publishing Group. **ISBN-13:** 978-1-62825-198-2. Required.

Success Abilities

1. Cultivate Passion: Enhance Personal Connections
2. Cultivate Passion: Expand a Growth-Mindset
3. Cultivate Passion: Increase Self-Awareness
4. Live Responsibly: Develop Resilience
5. Live Responsibly: Embrace Sustainability
6. Live Responsibly: Foster Accountability
7. Refine Professionalism: Act Ethically

8. Refine Professionalism: Improve Critical Thinking
9. Refine Professionalism: Participate Collaboratively
10. Refine Professionalism: Practice Effective Communication

Program Outcomes

1. Perform elicitation, validation, and analysis of requirements to meet a business need.
2. Build relationships with stakeholders.
3. Demonstrate leadership throughout business analysis efforts.
4. Demonstrate professional communication in a business environment.

Course Competencies

1. Analyze stakeholder engagement.

Assessment Strategies

- 1.1. Written Product

Criteria

You will know you are successful when

- 1.1. you plan for stakeholder engagement.
- 1.2. you practice techniques for building rapport.

Learning Objectives

- 1.a. Explore methods for analyzing stakeholder engagement.
- 1.b. Explore stakeholder collaboration considerations.
- 1.c. Explore stakeholder rapport building techniques.

2. Investigate elicitation planning.

Assessment Strategies

- 2.1. Written Product

Criteria

You will know you are successful when:

- 2.1. you identify the purpose for elicitation.
- 2.2. you personalize the formation of questions based upon the stakeholder(s) role and level of influence.
- 2.3. you express your plan for elicitation.

Learning Objectives

- 2.a. Identify the purpose for elicitation.
- 2.b. Determine background information needed to prepare for elicitation.
- 2.c. Prepare for elicitation.

3. Explore elicitation techniques.

Assessment Strategies

- 3.1. Interview
- 3.2. Reflection

Criteria

You will know you are successful when:

- 3.1. you practice elicitation techniques.
- 3.2. you reflect upon your elicitation skills and determine steps for continued improvement.

Learning Objectives

- 3.a. Explore elicitation tools and techniques.
- 3.b. Examine the iterative approach to elicitation.

3.c. Discuss elicitation results and documentation.

4. Explore meeting facilitation skills.

Assessment Strategies

- 4.1. Interview
- 4.2. Facilitation
- 4.3. Reflection

Criteria

You will know you are successful when:

- 4.1. you practice meeting facilitation.
- 4.2. you prepare business professional meeting artifact(s).
- 4.3. you relate the importance of meeting facilitation to project success.

Learning Objectives

- 4.a. Explore the role of a meeting facilitator.
- 4.b. Examine documentation that supports meeting facilitation.
- 4.c. Discuss the significance of effective facilitation.

5. Investigate stakeholder analysis.

Assessment Strategies

- 5.1. Reflection

Criteria

- 5.1. you classify stakeholder roles.
- 5.2. you analyze stakeholder levels of interest and influence.

Learning Objectives

- 5.a. Explore stakeholder interest and influence.
- 5.b. Discuss decision-making authority.
- 5.c. Explore techniques used to analyze stakeholders.