



MASTERSTART

Delivered 100% online

4 - 6 learning hours per week

9 weeks

WBS Wits
Business
School
Sculpting global leaders

Fundamentals of Business and Systems Analysis

Spot inefficiencies, fix them, and build processes that flow.

Everyone can sense when there is a problem in a business process, but few can pinpoint where things go wrong. This course shows you how to diagnose those issues with structured analysis methods: mapping processes, defining stakeholder goals, gathering requirements, and modelling solutions. You'll practise identifying and fixing inefficiencies to create clear processes that leaders trust and employees want to follow. Making you the go-to for designing business systems that run leaner and faster, and solutions that solve your biggest operational challenges.

What will you learn?



Requirements gathering

Collecting and documenting business needs and specifications to ensure effective solutions.



Data processing

Collecting, organising, and transforming data into meaningful formats for analysis and reporting.



Improve processes

Enhancing workflows and procedures to increase productivity and reduce waste.



Quality focus

Ensuring a high standard of work by paying attention to detail and striving for excellence in all tasks and projects.



Operational efficiency

The ability to streamline operations to minimise waste, reduce costs, and improve overall productivity and quality.



Strategic operations

Managing and optimising the operational processes to support the organisation's strategic goals and enhance overall performance.

Contact Us

+27 21 201 1167

register@masterstart.com

www.masterstart.com



Certificate of
Competence

Course outline

 6 collaborative learning sessions



WEEK 1

Orientation

Meet your Industry Expert, Learner Success Coach and other learners



WEEK 2

Module 1

The business analyst role in context

Understand the purpose and scope of business analysis, apply the BACCM™ framework, and explore stakeholder relationships in driving organisational change.



WEEK 3

Module 2

Project scope and planning the analysis

Learn to define project scope, plan analysis activities, and apply effective stakeholder engagement strategies for successful business outcomes.



WEEK 4

Module 3

Understanding the business environment

Analyse the current and future state of a business using strategic tools to capture needs, assess influencing factors, and define goals.



WEEK 5

Module 4

Elicitation techniques

Use collaborative, research, and experimental methods to gather requirements, validate results, and communicate effectively with stakeholders.



WEEK 6

Module 5

Effective requirements

Learn to specify, model, and validate high-quality requirements, assess design options, and recommend solutions that align with organisational goals.



WEEK 7

Module 6

Tools and techniques for modelling the system

Develop process, organisational, and data models, use cases, and user stories to capture requirements and validate system design.



WEEK 8

Module 7

Structured walkthrough and critical appraisal

Apply structured walkthroughs and critical appraisal to refine solutions and present an end-to-end business system model.



WEEK 9

Final assessment

Learners are required to submit a Business Systems Solution relevant to a business environment.

Who is this course for?

For business analysts, project managers, process owners, and professionals who want to strengthen their ability to solve complex business problems. If you need to identify inefficiencies, clarify requirements, or design end-to-end solutions that deliver results, this course equips you with the tools to do it well.

The learning experience

MasterStart courses are developed to provide a learning experience that builds competence and professional confidence. This unique online learning approach means you will:



Enjoy full learning support for your course, in the form of a dedicated team of an Industry Expert, Learner Success Coach and Learning Support Coordinator.



Learn from a mix of self-paced study modules, quizzes and interactive activities.



Access resources, audio notes, and a community chat for additional support and discussion.



Engage in collaborative learning sessions to apply what you've learned in practical ways.

All MasterStart courses are aligned to Category-B of the BBBEE Skills Development matrix.

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