



THE COMPETENCES OF A BUSINESS ANALYST



Approved
Centre

THE T-SHAPED PROFESSIONAL

- The horizontal bar of the T-shape may be used to represent the skills required to interact with those from another community. It represents the broad, generic skills across other disciplines.
- The vertical bar represents the specialist skills needed to conduct the work of the particular discipline. The professional is expected to have deep skill in his specialist discipline.



SKILLS NEEDED BY BAs

- **Personal qualities**

How BAs think and interact with people

- **Business Knowledge**

Understanding their organization or domain

- **Professional Techniques**

Specific skills for the BA role

* The personal qualities and business knowledge are horizontal skills in the T-shaped concept while professional techniques are vertical skills



PERSONAL QUALITIES

- Communication
- Relationship building
- Influencing
- Facilitation
- Resilience
- Analytical skills and critical thinking
- Attention to detail
- Problem solving
- Leadership
- Adaptable mindset
- Political awareness
- Team working



BUSINESS KNOWLEDGE

- Commercial awareness
- Business case development
- Domain knowledge
- Subject matter expertise
- Digital technology
- Organisation structures
- Supplier management
- Enterprise and related architectures



PROFESSIONAL TECHNIQUES

- Stakeholder analysis and management
- Strategy analysis
- Investigation techniques
- Requirements engineering
- Business process modelling
- Data modelling
- Idea generation and visualisation
- Gap analysis
- Benefits management
- Project management
- Portfolio management



HOW TO DEVELOP THE COMPETENCES

- Training
- Personal study
- Work experience
- Industry engagement

