

# Business Analysis for AI Transformation



<https://www.analystscorner.org/>

## Overview

So, you've been assigned to your first AI-automation project. Maybe your customer support team plans to rely on an AI-support agent to ease the volume of incoming calls, or your operations team wants an AI solution to help route internal processes, or the delivery service needs help with order dispatching...

What seems like a standard business analysis problem (identify the needs, elicit requirements, scope the solution, and ensure it works) becomes tricky once you introduce a new piece of technology for your project, not to say get involved into helping your organisation embark on the journey of its wide-scale adoption.

This course is designed to turn you into that essential Business Analyst who can translate business problems into functional, ethical, and high-quality business solutions powered by AI. You will learn the power and limitations of modern AI technology, develop skills to define requirements for different types of AI automation, learn how to support AI-strategy development, and perform change management needed to embed AI.

What we will cover:

- **Foundations & Architecture:** We'll start with the state of AI and the architecture or modern AI solutions and you'll learn why technical knowledge is not optional for a modern business analyst.
- **Functional Requirements:** We will discuss how the requirements for AI products are elicited and validated. This is the core of our work. We will cover the approaches to defining requirements for system prompts, sensors, tools, data, skills and human oversight.
- **The Practicum:** We will look at a few end-to-end case studies and examples, including scoping a simple automation project that aims to help business analysts write better requirements using AI. I called this solution "Poppy" ;)
- **Guardrails, Ethics, and Evals:** An AI solution without a safety net quickly becomes a risk and a liability. We will dive into frameworks for risk management, ethics, and comprehensive evaluation of AI solutions; and will learn to formulate requirements to guardrails and design evaluation rubrics for AI.

- **Change Management:** We will look at the people's side of AI automation. A perfect technical solution fails if the organisation isn't ready. We'll look at AI strategy, stakeholder analysis, and how to overcome the resistance that comes when automation changes the nature of work.

AI is a powerful tool and has a lot to offer, but it is up to us to harness that power and put it into good use.

By the end of this course, you will be well equipped to perform business analysis and manage a backlog of requirements for a solution that has AI elements in it. By learning from a combination of video lessons, articles and industry resources, you will know which questions to ask and what to pay attention to so you cover both technical and organisational elements of an AI transformation.

During the training, we will explore 3 case studies:

- Scoping an AI solution to support doctors in a hospital's Emergency Room with patient triage - we will use this case study in theoretical lessons to learn how to use the requirements canvas to elicit different types of requirements.
- During our practicum, we will review a real life implementation of an AI solution that improves the quality of software requirements as part of software development lifecycle - implemented using Rovo, Jira, and Confluence; orchestrated via Atlassian Flow Automation.
- And as a part of your assignments you will elicit requirements for and assess the preparedness of an AI solution helping a financial organisation investigate potential fraud.

## Audience

- Business analysts working on AI projects
- Change managers supporting AI transformation
- Business managers and leaders in charge of AI transformation
- Product owners taking over AI products
- Project managers responsible for AI automation projects
- Anyone who is genuinely curious about AI and AI application to business

## This course will offer

1. Application of business analysis to AI transformation work
2. Technical knowledge of how AI solutions work
3. Practical techniques to elicit requirements to different elements of AI automation
4. Ethical foundations to define guardrails
5. Approaches to designing AI Evals

6. Change management planning and overcoming resistance when implementing AI strategy
7. Case studies and practical assignments
8. Quizzes with detailed explanations of the answers to check your knowledge

Note: Analyst's Corner is an Endorsed Education Provider™ by IIBA®, which means the materials and references to IIBA® and its publications used in this course are licensed for us to do so. By enrolling in this course you support legal use of intellectual property and contribute to the development of the business analysis profession.

## Level

This course forms a part of Analyst's Corner **Business Analysis Capability Ladder** - a structured multi-step approach to building strong business analysis skills and expertise.

It consists of 4 distinct rungs tailored to people at different stages of their professional lifecycle:

- **Foundation:** Learn the ropes of business analysis | Build the baseline for professional career
- **Progression:** Deepen your analysis expertise | Scale your toolkit and analytical rigour
- **Specialisation:** Develop strategic specialisms | Cultivate niche expertise in high-value domains
- **Leadership:** Gain authority and leadership | Lead business analysis for your team or organisation

Each rung consists of multiple training courses and an assessment; finishing the whole Ladder provides the depth of practical knowledge that rivals traditional academic BA programs.

This course is one of the courses on the **Specialisation** rung.

## Duration

The course consists of:

- 8 hours of pre-recorded video lessons
- 5.5 hours of reading materials and resources
- 4.5 hrs of quizzes, tests and exercises

That equates to **18 contact hours** (for purposes of PMI re-certification broken down to 4 hours of Business Acumen, 4 hours of Power Skills, and 10 hours of Ways of Working).

# Syllabus

## Module 1: Overview of the state of AI

<b>IIBA® Knowledge Areas alignment</b>	Requirements analysis & design definition (KA5) Perspective: IT Underlying Competencies: Tools and Technology; Business Knowledge
<b>PMI® Talent Triangle alignment</b>	Business Acumen: macro and micro influences in the organisation and industry and domain-specific knowledge

<b>Title</b>	<b>Type</b>	<b>Duration</b>
Intro to the course	video	4.5 min
A brief history of AI	video	15.5 min
How the neural networks work	reading	~15 min
Transformer architecture	video	14 min
Introduction to AI agents	video	8 min
Business analysis for AI solutions	video	7.5 min
What do we call a "transformation"?	reading	~5 min
Reflections of a business analyst on shifting to AI projects	reading	~5 min
Quiz: Overview of AI	quiz	~10 min

## Module 2: Technical foundations and BA role in different types of AI initiatives

<b>IIBA® Knowledge Areas alignment</b>	Requirements analysis & design definition (KA5) Perspective: IT Underlying Competencies: Tools and Technology; Business Knowledge
<b>PMI® Talent Triangle alignment</b>	Ways of working: apply the right technique at the right time, adjust approach based on type of automation deployed

Title	Type	Duration
Why does technical background matter for business analysis?	video	7.5 min
An additional point of view	reading	~5 min
AI agent architecture	video	11 min
Simple AI automation	video	5.5 min
Enriching AI with relevant knowledge	video	12.5 min
How LLMs search the Web	reading	~ 10 min
Integrated AI ecosystem	video	20 min
Reading for Integrated AI Ecosystem	reading	~30 min
AI-powered workflows	video	11 min
Agentic automation	video	14 min
Multi-agent orchestration	video	12 min
Agentic concepts, explained as if it was cooking	reading	~5 min
Quiz: Technical foundations	quiz	~ 10 min

## Module 3: Functional requirements for AI

<b>IIBA® Knowledge Areas alignment</b>	Elicitation and collaboration (KA2) Perspective: IT Underlying Competencies: Analytical Thinking and Problem Solving, Communication Skills
<b>PMI® Talent Triangle alignment</b>	Ways of working: apply the right technique at the right time, adjust approach based on type of automation deployed

Title	Type	Duration
Why AI projects need a different requirements approach	video	10.5 min
AI requirements elicitation process	video	11.5 min
Requirements for system prompts - profile and persona	video	20 min

Requirements for sensors	video	14.5 min
Requirements for tools	video	18.5 min
Let's talk about Skills	reading	~ 10 min
Requirements for human oversight	video	13 min
Preparing data for AI consumption	video	12 min
Finalising requirements canvas	video	8.5 min
Full requirements canvas (downloadable template)	reading	~2 min
Design thinking for AI	video	7 min
Requirements clean-up	video	7 min
Requirements elicitation for an AI solution	assignment	~ 30 min

## Module 4: Practicum: an AI agent embedded into business analysis workflow

<b>IIBA® Knowledge Areas alignment</b>	Requirements analysis & design definition (KA5) Perspective: IT Underlying Competencies: Analytical Thinking and Problem Solving, Tools and Technology
<b>PMI® Talent Triangle alignment</b>	Ways of working: apply the right technique at the right time, adjust approach based on type of automation deployed

<b>Title</b>	<b>Type</b>	<b>Duration</b>
Problem statement: How might we improve the quality of requirements?	video	5.5 min
Scoping a simple AI automation solution (chatbot)	video	5 min
Implementation of a simple AI automation solution	video	12.5 min
Scoping a more advanced AI automation solution (agentic)	video	9.5 min
Agentic implementation	video	26 min
Extra reading on automation in Jira	reading	~ 30 min

create Rovo automation	assignment	~60 min
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## Module 5: Requirements for guardrails

<b>IIBA® Knowledge Areas alignment</b>	Requirements analysis & design definition (KA5) Perspective: IT Underlying Competencies: Analytical Thinking and Problem Solving, Behavioral Characteristics: ethics
<b>PMI® Talent Triangle alignment</b>	Business Acumen: macro and micro influences in the organisation and industry and domain-specific knowledge

Title	Type	Duration
Why do we need guardrails?	video	14 min
AI risk management framework	video	12.5 min
Human ethics in application to AI	video	12 min
Guiding ethical AI	video	5.5 min
Embedding guardrails into AI solutions	video	11 min
Further reading	reading	~ 30 min
ethical checklist	assignment	~20 min

## Module 6: Requirements for AI evals

<b>IIBA® Knowledge Areas alignment</b>	Solution Evaluation (KA6) Perspective: IT Underlying Competencies: Analytical Thinking and Problem Solving, Tools and Technology, Behavioral Characteristics: ethics
<b>PMI® Talent Triangle alignment</b>	Ways of working: apply the right technique at the right time, adjust approach based on type of automation deployed

Title	Type	Duration
Why do we talk about evaluation?	video	6.5 min

AI evals	video	24 min
Reading on evals	reading	~15 min
Observability	video	10 min
Prepare an evaluation rubric for a fraud detection agent	assignment	~30 min

## Module 7: Change management for AI automation

<b>IIBA® Knowledge Areas alignment</b>	Requirements analysis & design definition (KA5) Business analysis planning & monitoring (KA1) Strategy Analysis (KA4) Solution Evaluation (KA6) Perspective: IT Underlying Competencies: Communication Skills
<b>PMI® Talent Triangle alignment</b>	Power Skills: interpersonal skills such as collaborative leadership, communication, an innovative mindset, for-purpose orientation, and empathy.

<b>Title</b>	<b>Type</b>	<b>Duration</b>
Why change management is important	video	6.5 min
Organisational change in the age of AI	reading	~10 min
AI strategy	video	14 min
Building an effective AI strategy	reading	~ 10 min
Stakeholder analysis	video	8 min
Change management planning	video	7.5 min
Overcoming resistance	video	9 min
Organisational readiness assessment	video	10.5 min
Importance of organisational readiness	reading	~ 5 min
Assess organisational readiness to implement an AI agent	assignment	~ 30 min
Final quiz	quiz	~ 30 min