

# Let's Talk Business

## For TRSM Students

These reports describe industry sectors and career paths of interest to TRSM students and alumni. Each report leverages BCH employment data and the expertise of our staff. This collaborative effort engages staff, students, alumni and the University Business Librarian.

### A Day in the Life of a Business Analyst

We chatted recently with Nirruthikan Srikantha, a BTM Alum, who graduated from the program in 2018, and is now currently working as a Business Systems Analyst at RBC Financial.



In this report, he shares what type of work he does, from day to day, the platforms and the software he uses, and some advice for those of you interested in learning more about this exciting and popular career path.

**Q:** Nirruthikan, what do you do on a 'day-to-day' basis in your role as a Business Analyst for RBC?

**A:** My day-to-day activities vary considerably, depending on the project I am assigned to and at what stage of the project I am brought in to.

Below are a few common activities working on a project from start to finish:

- Review project agreement, statement of work (SOW), project scope and stakeholder list.
- Plan BA work and estimate each work stream.
- Analyze the current state and understand the business needs.
- Collaborate with Strategy, Process, Architecture, Engineering, App Support and/or QA teams to clarify the current state if required.
- Elicit requirements using various techniques: interviews, observations, document analysis, process analysis, prototyping, workshops, etc.
- Document functional, non-functional and business implementation requirements and business rules.
- Share documentation with project stakeholders for review and feedback.
- Update requirements with all applicable changes. Followed by verification and validation of requirements with stakeholders and internal BA team.
- Set up a requirements walk-through session with all project stakeholders, ensure alignment on the requirements and make any minor changes prior to finalizing the requirements.
- Once finalized, send requirements to Executives for review and final approvals and sign-offs. Once signed-off, notify all stakeholders, host the documentation on a centralized space and send the documentation to Architecture and Engineering to begin their work.
- Support Architecture and Engineering with any questions and clarifications they may have regarding the requirements.

**A:**  
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- Once the requirements have been developed and tested, coordinate User Acceptance Testing (UAT) with end-users, track UAT sign-offs and follow-up with UAT participants until all sign-offs are received.
- Manage the defect management process during UAT.
- If a defect is found, it is analyzed and triaged to the appropriate teams (e.g. Support, Operations, QA, Engineering, etc.) for further action.
- After UAT, support go-live activities to Production.
- Once in Production, coordinate Post Implementation Verification (PIV) testing with end-users.
- Support contributing to or creating training documentation.
- Support the project stakeholders or end-users with any questions they may have during the warranty period afterward.

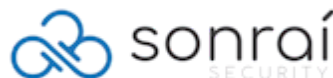
## **Q:** What Technology Platforms Do You Use in your Role?

**A:**

I use the following software/tools on a daily basis:

- Excel - to analyze large datasets, identify patterns and/or gaps and recommend solutions.
- Confluence - to document all Business Analyst documentation/artefacts, such as general Analysis, Planning & Estimation, Current State Assessments, Requirements, Use Cases, User Acceptance Testing (UAT) plans, wireframes, etc.
- JIRA - to manage agile projects (create/manage Epics, Features and User Stories) and track tasks and bugs.
- Visio & Lucid Charts - to create business context diagrams, process flows, workflows, etc.
- PowerPoint - to provide weekly status updates to executives and to build informational decks with key information to share with project stakeholders.
- SharePoint & TemboSocial - to create and gather survey responses, to create intake forms for product enhancement requests and track metrics.
- OneNote - to take meeting minutes and organize and prioritize my action items

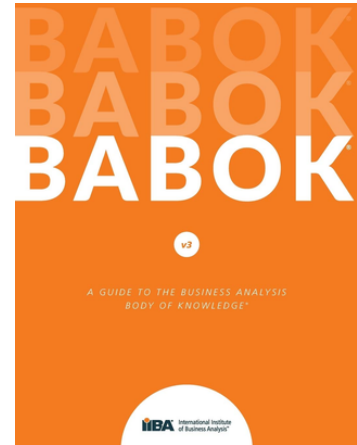
In the Identity & Access Management (IAM) space of Cyber Security, I work on and support the following products/services:



**Q:** What advice would you provide a TRSM student who aspires to a Business Analyst role upon graduation?

**A:** Decide if you want to pursue a Business Analyst (BA) or Business Systems Analyst (BSA) role. A BA role is more business oriented - eliciting the business needs and providing recommendations for overall improvement. A BSA role is more technical - analyzing and recommending changes to application systems to help deliver to the business needs.

Invest in a copy of the Business Analysis Book of Knowledge (BABOK) v3. Get familiar with what Business Analysis is, what is a Business Analyst, BABOK knowledge areas and techniques used within the BA practice.



Analyze job postings across various sectors and companies. Identify the skills and technologies that are most commonly desired. Take courses to develop or enhance the desired skills. Download trial software and practice using the desired technology. If a trial is not available, read use cases on the software, research webinars and watch informational videos. Showcase your experience and effort on your resume, cover letters and in your interviews.

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Finally, there is no one title or job description that encompasses the scope of business analysis work or the BA role. There are many opportunities to do work outside of the role you are hired for or outside of the framework your team or organization has set forth. You can experiment with processes, tools, techniques and technologies within the scope and context of your overall business objectives to enable change, identify the business needs and deliver value to your stakeholders. So hone the skills you have now and start working towards learning new skills, tools and technologies and adding it to your toolbox of skills.

## Want to Learn More for Free?



### BA Times

Want access to a plethora of free resources including articles, webinars, vendors, whitepapers and more? Click [here](#).



### IIBA

The International Institute of Business Analysis is a non-profit professional organization whose goal is to better prepare individuals who are interested in the field. Interested? Check out their [website](#).



### LinkedIn Learning

Ryerson students have free access to [LinkedIn Learning](#), which contains guides and videos to teach individuals about various positions in industry, including business analysis.



## Visit the Business Career Hub

### Employer Events

The BCH hosts several employer events to prepare you for your professional career. Refer to your weekly BCH Careers Newsletter for a list of upcoming events.

### Bootcamps/Prep Programs

Advance your technical and soft skills, earn digital badges, and gain an advantage in today's workforce through bootcamps. [Click here to register for current bootcamps.](#)

### Coaching & Mock Interview

For career coaching, interview prep and more, [schedule a 1:1 appointment](#) with a Career Consultant or a Co-op Coordinator.



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[www.ryerson.ca/trsm-careers](http://www.ryerson.ca/trsm-careers)



### Career Consultant Contributor Sarah Anderson

Sarah is a Career Consultant with 5+ years of experience in the human resource, recruitment, and career services industry. She is passionate about helping clients communicate their value using a strengths-based approach to land meaningful work



### Student Contributor Naimul Haque

Naimul is a 3rd year BTM Co-op student, working at the BCH as the Hub Insights Assistant. He is passionate about providing value through analytical and project management skills.