

Business Analysis for GIS

Training Series

What is business analysis? It is the process of identifying business needs and determining solutions to business problems. It often includes software component or system like GIS but can also consist of process improvements, organizational changes, or strategic planning.

Why is it important? One of our key roles as GIS Professionals is helping our organization work smarter and make better decisions. Business analysis helps us do this effectively as well as increase the benefit and value we receive from technologies like GIS.

How does this occur? One of our goals as a team is to become trusted advisors that help our organization succeed. This occurs when we become expert at understanding what is needed, facilitating the best possible solution, and communicating our findings. If we do this consistently, our partnerships with decision making stakeholders in the City will grow and improve.

Course 1: Leadership Foundations

We're all leaders. This course will help develop leadership traits that will strengthen our teamwork, help us manage change, and create an engaging workplace. Topics:

- What is leadership and when are you leading?
- Motivating and engaging others
- Increasing team performance and resilience
- Creating a culture of trust and integrity

Course 2: Teamwork

Teamwork is at the core of much of what we do. In this course we'll learn what makes an effective team. We'll also learn the importance of knowing our own strengths and weaknesses, delivering on expectations, listening to other team members, and communicating clearly. Topics:

- Dividing up the work to get the job done
- Cultivating communication
- Delivering reliably
- Using your strengths/dealing with your weaknesses

Course 3: Small Projects

Much of our GIS work is completed as part of a small project. This course focuses on applying project management basics on small projects. Topics:

- Small project life cycle and scope
- Identifying project customers and stakeholders

Determining the right level of management
Collaborating, scheduling work, and managing risk

Course 4: Meetings

Meetings are a necessary part of working together. Poorly planned and run meetings can be painful, but meetings done well can foster creativity and be an efficient way to get things done. In this course, you'll learn how to make your meetings more like the latter. Topics:

Selecting a meeting format
Facilitating a successful meeting
Getting the best out of people
Dealing with common meeting problems

Course 5: Business Process Modeling

Our GIS depends on many types of processes to work smoothly and efficiently. Business process modeling helps us develop and improve processes by translating them into easily understood pictures. In this course you'll learn how to use the most common process modeling diagrams. Topics:

Using common modeling tools
Determining when to use a particular tool
Avoiding the pitfalls associated with each diagram
Leveraging key stakeholders

Course 6: Critical Thinking & Creative Thinking

As leaders we are called to exercise critical thinking, which is the ability to think reflectively and independently in order to make thoughtful decisions. The first half of this course outlines techniques to help you develop your critical thinking skills. Topics:

Breaking big problems into small ones
Asking focusing questions and finding root causes
Asking the 5 Whys and the 7 So Whats
The 80/20 rule

The second half of this course focuses on creative thinking. Creative thinking is crucial to solving problems and finding solutions, which is one of key our roles on the GIS team. This course explores different ways to learn creativity. Topics:

Learning creativity
Barriers to creativity
Facilitating group creativity
Selecting the best ideas