

Underlying Competencies

9.3 - Business Knowledge

Organization Knowledge

Understand management structure and business architecture

Terminology and Jargon

Products & Services

Identify SME

Organizational relationships and politics

Departments, technology, environment

Reduce time and costs

Change justified?

Additional capabilities to provide values

Solution Knowledge

Adapt changes

New methodology?

Play multiple roles

Support current, terms, tools, techniques

Play multiple roles

Methodology Knowledge

Business Acumen

Understand business needs

Understand competitors

Recognize limitations and opportunities

Understand Risks

Opportunity to decrease expenses

Understand possible options

Industry Knowledge

Understand all industry's composants

Understand competitors

Who are the main stakeholders, why?

Understand all impacts

Know the products, activities, competitors, actors customers, terms, standard, processes & methodologies

Business Knowledge is required for the BA to perform effectively within their business, industry, organization, solution and methodology. Business Knowledge enables the BA to better understand the overarching concepts that govern the structure, benefits and value of the situation as it relates to a change or a need.