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Sommario/riassunto	All organisations need to respond to the challenges within today's highly competitive global economy. Business analysts are at the forefront of these responses, enabling the development of practical, creative and financially sound solutions that address business problems and grasp new opportunities. The fourth edition of this bestselling publication provides comprehensive guidance for business analysts, encompassing the essential concepts, frameworks and techniques needed to provide professional business analysis services. Key topics covered include the strategic context, investigating business situations, managing stakeholders, improving processes and defining requirements. New topics in this edition include the service view of business analysis, the strategic context and enterprise architecture, customer experience analysis and design thinking.--