

1. Record Nr.	UNISA996339111203316
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Titolo	Business analysis techniques [[electronic resource]] : 72 essential tools for success // James Cadle, Debra Paul and Paul Turner
Pubbl/distr/stampa	London, : British Computer Society, 2010
ISBN	1-62870-262-1 1-78034-455-4 1-906124-23-X 1-906124-31-0
Descrizione fisica	1 online resource (285 p.)
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Disciplina	658.16 658.4/012
Soggetti	Business analysts Business planning Organizational effectiveness
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Copyright; CONTENTS; LIST OF FIGURES AND TABLES; AUTHORS; LIST OF ABBREVIATIONS; ALPHABETICAL LIST OF TECHNIQUES; PREFACE; 1 BUSINESS STRATEGY AND OBJECTIVES; 2 INVESTIGATE SITUATION; 3 CONSIDER PERSPECTIVES; 4 ANALYSE NEEDS; 5 EVALUATE OPTIONS; 6 DEFINE REQUIREMENTS; 7 MANAGE CHANGE; POSTSCRIPT -WHICH TECHNIQUES DO I REALLY NEED?; INDEX; Back Cover
Sommario/riassunto	The development of business analysis as a professional discipline has extended the role of the business analyst who now needs the widest possible array of tools and the skills and knowledge to be able to use each when and where it is required. This book provides 72 possible techniques and applies them within a framework of stages.