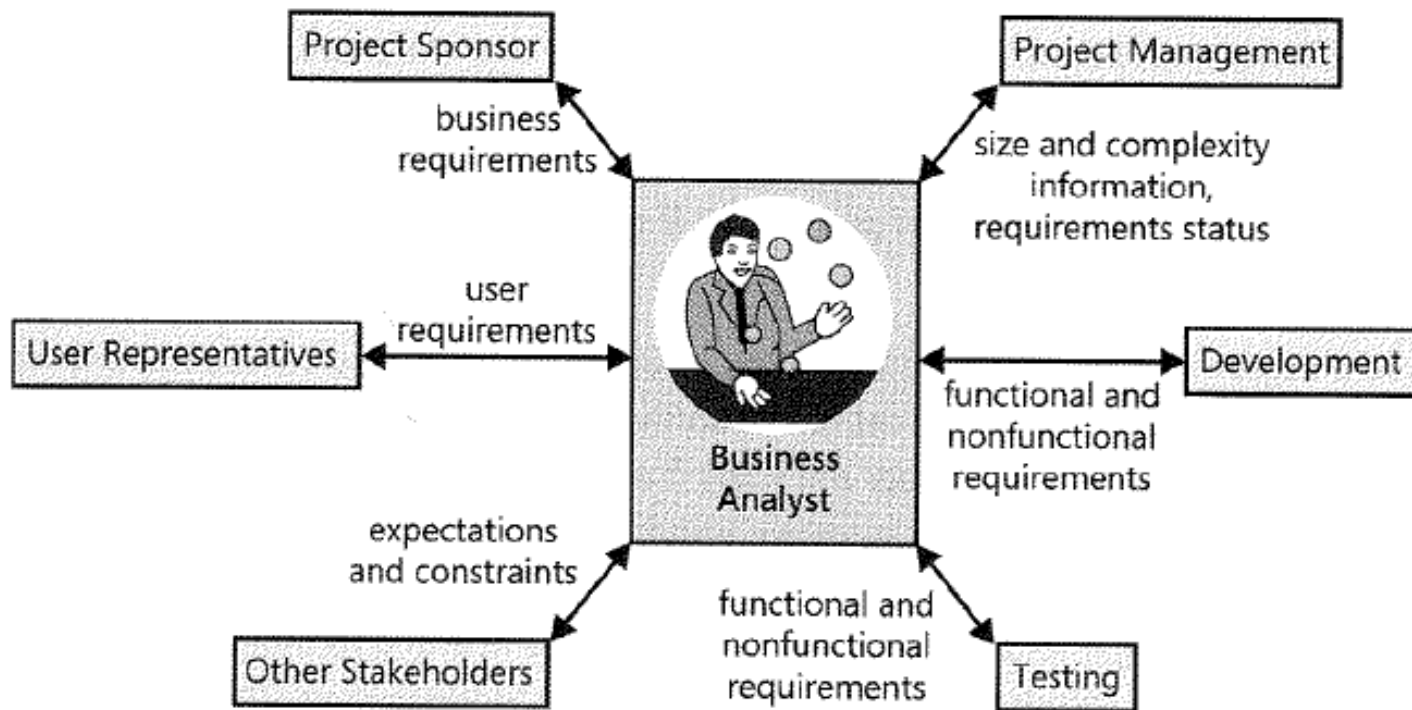


# The business analyst

Chapter 4

# Communication Bridges of the Business Analyst (pg. 62)



**FIGURE 4-1** The business analyst bridges communication between customer and development stakeholders.

# Tasks of the Business Analyst (pg. 63-64)

- Define business requirements**
- Plan the requirements approach**
- Identify project stakeholders and user classes**
- Elicit requirements**
- Analyze requirements**
- Document requirements**
- Communicate requirements**
- Lead requirements validation**
- Facilitate requirement prioritization**
- Manage requirements**

# Skills of the Business Analyst (pg. 65-67)

**Listening**  
**Interviewing and questioning**  
**Thinking on your feet**  
**Analytic**  
**Systems thinking**  
**Learning**  
**Facilitation**  
**Leadership**  
**Observational**  
**Communication**  
**Organizational**  
**Modeling**  
**Interpersonal**  
**Creativity**