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COURSE BROCHURE

Business Analysis for People Processes Training Course

25 – 29 April 2027
Kuala Lumpur

Business Analysis for People Processes Training Course

Ref: 2716_103717 **Date:** 25 – 29 April 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Business Analysis for People Processes is a 1-week training course for human resources analysts and people process analysts who build a people process change case: a requirements pack, current and future process maps and a costed business case for a change to a people system. Payroll errors and slow approvals now cost organisations trust as well as time. Jupiter Prime Training offers this course to bring analytical discipline to the people function.

Why Business Analysis for People Processes Matters Now

Three groups shape people process work today: employees who expect smooth self-service, line managers who want quick approvals, and finance leaders who ask for evidence before funding a new people system. An organisation that analyses its onboarding, leave, payroll and transfer flows carefully replaces only what is broken and keeps what works. One that skips it automates its existing confusion. The course rests on established practice in requirements elicitation, swimlane process modelling, root cause analysis and investment appraisal, applied to people records and approvals.

Who Gains Most from Business Analysis for People Processes

- Analysts who maintain employee records and data quality checks
- Specialists who map recruitment, onboarding and leave flows
- Coordinators who gather needs before a people system change
- Payroll officers who turn policy rules into system settings
- Project members who test and hand over new people service features

A people operations or shared services unit gains most when several analysts attend together and return with one agreed way of capturing requirements.

Business Analysis for People Processes Capabilities

Participants turn complaints about slow people services into documented needs, measured flows and a funded proposal.

- Plan stakeholder interviews and observation sessions for a people process — process owners and line managers
- Specify functional and non-functional requirements with acceptance criteria — system configurators and testers
- Design current and future swimlane maps with hand-offs and wait times — service leads
- Assess root causes of rework, errors and delays in employee transactions — the head of people operations
- Calculate costs, benefits and payback for a people system change — finance approvers
- Communicate options and trade-offs in a concise decision paper — the steering group

Key Business Analysis for People Processes Terms

- Requirement — a documented statement of what a people process or system must do for a stakeholder.
- Acceptance criteria — testable conditions a delivered feature must meet before sign-off.
- Swimlane map — a process diagram placing each step in the lane of the role performing it.
- Hand-off — the point where work passes between roles or systems, where delays often start.
- Root cause analysis — a structured search for why a defect recurs, beyond its visible symptom.
- Business case — a decision document setting out options, costs, benefits and risks of a change.

Business Analysis for People Processes Day by Day

Day 1: The Analyst's Place in People Services

- People Service Catalogue — Which Transactions Employees and Managers Depend On
- Stakeholder Map and Influence Grid — Whose Needs Shape the Change
- Problem Statement Canvas — Framing Complaints as Measurable Service Gaps
- Scope Boundary Diagram — What the Analysis Will and Will Not Cover
- Policy and Data Inventory — Rules and Records the Process Relies On

Day 2: Eliciting Needs from People and Policy

- Interview Guide Design — Open Questions That Surface Hidden Workarounds
- Job Shadowing and Observation Notes — Seeing How Transactions Really Happen
- Requirements Facilitation Session — Reconciling Conflicting Manager and Employee Needs
- User Stories with Acceptance Criteria — Testable Needs for System Configurators
- Requirements Prioritisation Matrix — Must-Have Versus Desirable Features

Day 3: Modelling Employee Journeys and Flows

- Current-State Swimlane Mapping — Locating Hand-Offs, Loops and Wait Times
- Employee Journey Map — Moments That Shape Trust in People Services
- Process Timing and Volume Sampling — Where Effort and Delay Concentrate
- Cause-and-Effect Diagram and Repeated Why Questioning — Root Causes of Payroll Errors
- Future-State Process Design — Removing Steps Before Automating Them

Day 4: Building the Case for Change

- Option Appraisal Table — Comparing Process Fix, Configuration and New System
- Cost and Benefit Model — Hours Saved, Error Reduction and Running Costs
- Payback and Sensitivity Testing — How Robust the Proposal Remains
- Risk and Dependency Log — Data Migration, Policy Change and Adoption Risks
- Traceability Matrix — Linking Each Requirement to a Benefit and Test

Day 5: Practising the People Process Change Case

- Interview Role-Play on a Leave Approval Scenario — Refining Elicitation Skills
- Peer Critique of Swimlane Maps — Clarity of Roles and Hand-Offs
- Decision Paper Drafting — Presenting Options to a Steering Group
- Steering Group Simulation — Answering Finance and Line Manager Challenges
- People Process Change Case — Requirements Pack, Maps and Costed Proposal

Applying Business Analysis for People Processes After the Course

- Lead three interviews on one high-volume people transaction and turn the notes into prioritised user stories.
- Map the current onboarding or leave flow in swimlanes and present its root causes to the process owner.

Business Analysis for People Processes Questions FAQ

What is business analysis for people processes and why does it matter now?

It is the disciplined capture of needs, flows and costs behind hiring, payroll and leave services. It matters now because employees expect faster self-service and finance leaders want evidence before funding any people system change.

Which roles gain most from business analysis for people processes?

Human resources analysts, people process specialists, payroll and benefits officers and project members gain most. Each gathers needs, documents flows or tests changes to employee transactions.

How does business analysis for people processes differ from a people analytics course?

It concentrates on how people services work and how to change them, not on statistical insight from workforce data. You practise elicitation, process modelling and business case writing rather than dashboards and forecasting.

What do you bring back from business analysis for people processes training?

You bring back a people process change case built on a realistic scenario: prioritised requirements, swimlane maps, a root cause summary and a costed proposal ready to adapt at work.

Business Analysis for People Processes: The Way Forward

The people process change case gives a steering group what it needs to decide whether a slow or error-prone people service should be fixed, reconfigured or replaced. Process owners use it to brief configurators. After the first change goes live, revisit the future-state map with real timings to confirm removed hand-offs stay removed.