

# CDP Inc. – Your eLearning System Analyst-National Account Status

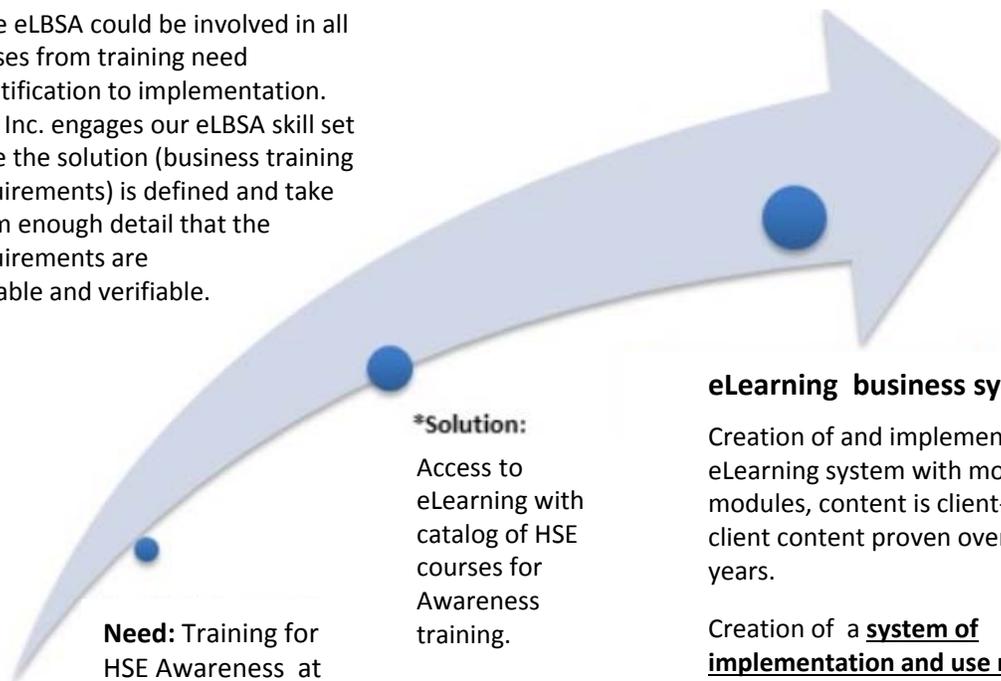
It is often asked: what is the difference between a business analyst and a **eLearning** business systems analyst or eLearning systems analyst?

An **eLearning** business systems analyst isn't a programmer, although they may have programming experience. They aren't a software tester, but they may test software. They aren't a database administrator, although they query and model data.

Like any BA, the **eLearning** business systems analyst (**eLBSA**) works with large businesses to understand their training needs but the specialty and focus of CDP, Inc. is the business needs related to eLearning technology for HSE General Awareness training.

As an **eLBSA**, we work to understand the overall business HSE training need, have created a business case and then defined the requirements using various approaches such as use cases then decompose the requirements to a sufficient level of detail allowing our implementation team to take action. The diagram below doesn't encompass all of the activities of the **eLBSA** but it illustrates the progression of business need to functional specification.

\*The eLBSA could be involved in all phases from training need identification to implementation. CDP Inc. engages our eLBSA skill set once the solution (business training requirements) is defined and take them enough detail that the requirements are testable and verifiable.



**Need:** Training for HSE Awareness at multiple locations worldwide...as needed basis , easily utilized, for a budgeted cost.

**\*Solution:**  
Access to eLearning with catalog of HSE courses for Awareness training.

## **eLearning business systems analyst**

Creation of and implementation of an eLearning system with more than 300 modules, content is client-driven and client content proven over the last 10 years.

Creation of a **system of implementation and use model** based on working with firms for 15+ years .

**User Interface:** Multiple LMS for training delivery which defines training responsibilities.

**Administration tools** created for ease of interface with training system for utilization efficiencies (Trainee access/ Trainee data upload /course enrollment and training reporting.

CDP Inc. brings knowledge of the user and customer experience not from the single client...but multiple clients across a wide array of needs. WE know the business rules and processes that drive customer value for training products.

CDP Inc. realizes training is an intangible business requirement. Often firms train only when needed or force to for a yet to be determined reason.

As an eLBSA, CDP Inc. has designed an access and delivery model based on a firm's potential training volume (as we know firms do not always do their training for whatever reason), with easy access and a fixed cost per trainee with unlimited training on the entire course catalog. No surprises, No Excuses not to train and a per trainee cost for HSE training.



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### Tasks CDP Inc. has performed working with Clients...

**Planning** related to the tasks associated with eLearning business analysis and the training development and delivery /documentation lifecycle (waterfall, iterative, Agile).

**Stakeholder Analysis** is conducted to identify the stakeholders who will be impacted by the change and understand their influence and authority levels.

**Risk assessment** using methods to identify risk, probability, impact and how to mitigate those risks.

**Facilitation skills** for meeting management, and requirements workshop planning and management.

**Elicitation** such as questioning techniques to gather information at the right level of detail and scope to represent all of the stakeholder's needs, and the ability to ask questions that lead to an understanding of the business need rather than what they want.

**Manage Requirements** to understand the requirements change process, and traceability.

**Communicating Requirements** including the use of presentation skills and the ability to create a requirements package.

**Organizational Analysis** to identify current capabilities and identify opportunities for improvement.

**Interface analysis**, the understanding of **technology infrastructure** and how it interconnects, including sharing data to achieve a business goal.

**Writing requirements** using different approaches such as use cases, activity diagrams, sequence diagrams and state charts, data dictionaries, class or entity relationship diagrams.

**User experience**, knowing how a user interface helps the user to successfully complete a task, also known as usability.