

Development of a Business Analysis Center of Excellence

Our consulting firm had some pretty lofty goals of doubling in size and growing exponentially all by serving a target customer base of one hundred clients. Business analysis was not something we were known for and certainly not an area we had thought of.

Business analysts were chosen from the talent pool based on how well they could communicate. We had no formal selection criteria, performance management, performance indicators or career path in place.

Barbara Davis was brought to change all of that.

“As Senior Director of Business Analysis and Software Quality for a 2nd tier offshoring and consulting company, I hired Barbara Davis to manage our Business Analysis practice.” - Jim Canter, Practice Director, UST Global Inc

“I believed Barbara, having developed over 700 hours of undergraduate education in the Business Analysis field would be an effective practice leader. Not only were my beliefs fulfilled, I saw significant development of my company’s Business Analysis capability. Her educational development, supported by enthused and prolific speaking and instructional approaches won our company several new clients, building a market reputation for in-depth capabilities in Business Analysis.” - **Jim Canter, Practice Director, UST Global Inc**

“Over a couple of months, she has built collateral, material, and training programs that have helped mature the BAR (Business Analysis & Requirements) group.” - **Jim Canter, Practice Director, UST Global Inc**

“Barbara always met expectations. Her diligent work and extensive conversations toward building a UST BA Practice resulted in an International Certification (CBAP) by the International Institute of Business Analysts. She led all other CoE's in defining BA standards and assessments, setting the standard for such infrastructure within UST. Further her imaginative work has led to the formation of a BA Community within UST, which has become a cohesive force for best practices. Consistently, She has stood up for these standards within UST, refusing advancement of programs that would erode or compromise these standards. **With support of UST in organizational mentoring, leadership training, and training in sales skills, Barbara will build a BA Practice that is unparalleled in the outsourcing/offshoring industry.**” - **Jim Canter, Practice Director, UST Global Inc**

“Barbara has ramped up the BAR COE significantly in 2007. She set up the framework for assessing BAs, assessed the bulk of them, grew the BAR COE resource strength, and initiated many BAR COE community-related activities. In addition, she played a significant role in several billable engagements. Barbara needs to continue building the community and ensuring that the BAR COE professionals are well-networked and can share re-usable artifacts, methodologies, and accumulated knowledge to effectively build and grow the COE.” - **Shankar Rajamoney, Practice Director, UST Global Inc**

Barbara launched a Business Analysis portfolio within UST Global, Inc and then grew that portfolio from \$500K to over \$8 million in 2 years by defining the frameworks, key performance indicators and training our business analysts and other resources on the value and importance of the business analyst role.

“Barbara has been working with me the past few months on preparing a strategy and plan for Business Analysis and Requirements. She has been working with the offshore teams and has been fostering teams in the BAR area. Her involvement in ensuring that the sales team is supported during the sales cycle has proven to be valuable. **Over a couple of months, she has built collateral, material, training programs that has helped mature the BAR group.**” **Kuruvilla Mathew, Practice Director, UST Global Inc**

“I’ve been in consulting for over 10 years and have never received the level of favorable client feedback achieved by Barbara.

Barbara emerged clearly as an assertive, charismatic, and passionate leader in her field. I myself have been consistently inspired by her indefatigable devotion to her craft.”

“Barbara is an entrepreneurial, energetic and enterprising business analyst practice manager who always looked for innovative ways to bring up UST’s business analysis capability. She devised a skill and capability matrix worked with UST’s training practice to develop more comprehensive business analysis training and produced UST’s first practice wide assessment of business analysis skills.” - **James Canter, Practice Director, UST Global Inc**

“Business analysis skills arguably is the most important differentiator we can bring to the table. Presence of strong BAs in the accounts virtually assures our long term proposition and increases the visibility and respect for UST in comparison with the rest of the competition. We have some outstanding BAs in various accounts. Many of them did not have formal training or assessment and didn’t really have a career plan.

Under Barbara’s efforts, this has shown marked change. We have a curriculum, an assessment framework, mentoring and we are in the process of evolving career path for this. As we evolve this, we will find this to be a true differentiator for us.

For those of you who haven’t touched base with Barbara, I will highly encourage you to do this. ” – Sajan Pillai, CEO, UST Global Inc

To learn how you can share in this success, and discover untapped potential of your organization, give us a call today. We would love to talk with you. Your private one-hour consultation with Barbara Davis for \$250 dollars has no obligation so you have nothing to lose, and everything to gain. Call us at (866) 924 – 3339 or e-mail Barbara at bdavis@rqxglobal.com

[Schedule Your Consultation Now.](#)

Call us today! We look forward to connecting with you.

Driving Global Corporate Success by Leveraging Lean Principles and Operational Excellence.

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