



## Transforming Business Analysis Performance at A Leading North America Financial Institution with almost 35,000 employees

Together with some exceptional talent from our client's organization, our team worked to improve the templates, courses, instruction, and management process for business and software requirements. Our teams developed simulation programs and e-learning assets in addition to a full certification and assessment program to insure consistency in the analyst team at the client site. To date, this client has trained over 400 of its people in IAG's methods and practices, has used our e-learning materials tactically to reinforce skills, and has made excellent use of our facilitators on strategic projects.

The success of this transformation is one of the best known in North America. This initiative also became the genesis of the International Institute of Business Analysis (IIBA) – taking this same professional accreditation developed with this client to BAs worldwide. IAG is a founding member of IIBA and is, of course, endorsed as an education and services provider. IAG also invested several hundred thousand into the development of IIBA in its start-up while also providing office facilities and administrative support to the fledgling organization.