Course Title: BCS Foundation Award - Understanding The Problem And Implementing The Solution	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: BCS Foundation Award - Understanding The Problem And Implementing The Solution	

Course Syllabus

1. Defining The Problem

You will be able to:

1.1 Illustrate their understanding of the organisation in its current position.
1.2 Explain the value proposition.
1.3 Describe the process for gathering research.
1.4 Explain the concept of problem solving and recognise problem solving styles including proactive, reactive and forensics

2. Finding The Solution

You will be able to:

2.1 Explain problem solving steps and the approaches to the solution.
2.2 Describe the use of simulation modelling in finding the solution.
2.3 Explain the value in committing to a solution.

3. Implementing The Solution

You will be able to:

3.1 Explain the importance of a project plan when implementing a solution
3.2 Describe Stakeholder management.
3.3 Identify common Agile and DevOps techniques that can be used to implement the solution

4. Testing, Continual Improvement And Feedback

You will be able to:

4.1 Explain the importance of testing and continual evolution
4.2 Outline the process for evaluating the solution.
4.3 Outline the process for monitoring the solution.
4.4 Give examples of measuring success

Course Overview

Our three-day BCS Foundation Award - Understanding The Problem And Implementing The Solution training course is designed for anyone wishing to gain an understanding of how an organisation works to identify and understand a business problem, and how it considers, selects, implements, and tests a solution.

You will focus on the techniques required to solve a problem including the gathering of information, the application of business analysis, the identification of the root cause, and the processes through which a suitable solution can be identified, proposed and implemented.

Course Learning Outcomes

BCS Membership Offer: If you do not hold a BCS certification and successfully pass the examination for this training course - you will be given one year's complementary BCS Membership. This offer is only valid for your first BCS qualification.

This award sits within the **Business Innovation** area of the AI Foundation Pathway and gives you insight into the organisational processes that are vital for growth and continued business success.

You'll develop your knowledge in:

- Defining The Problem
- Finding The Best Solution
- Implementing The Solution
- Testing, Continual Improvement & Feedback

Audience

- Digital leaders and professionals who may need to implement new solutions at an organisational level
- Technology candidates looking to develop their knowledge and insight in ways of working to enable successful implementation

Entry-Level Requirements

There are no specific entry requirements for this award. However, some professional experience in a business or IT environment may be advantageous.

Recommended Reading

The following titles are suggested reading for anyone undertaking this award. You should be encouraged to explore other available sources.

Title: Business Analysis, 4th Edition
Author: Debra Paul, James Cadle, Malcolm Eva, Craig Rollason and Jonathan Hunsley
Publisher: BCS, The Chartered Institute for IT
Publication Date: July 2020
ISBN: 9781780175102

What's Included

- BCS Foundation Award - Understanding The Problem And Implementing The Solution Materials
- BCS Foundation Award - Understanding The Problem And Implementing The Solution Examination

Exam Information

BCS Foundation Award - Understanding The Problem And Implementing The Solution Examination:

- Type: 16 Multiple Choice Questions, 2 Scenario Based Questions
- Duration: 30 Minutes
- Supervised: Yes
- Open Book: No (no materials can be taken into the examination room)
- Pass Mark: 13/20 (65%)
- Delivery: Digital Format Only.

Candidate Responsibilities

- You need to complete registrations for both BCS and Questionmark.
- You will receive an email inviting you to register on the e-professional portal. Once you have completed this registration, you will be able to see the booking details that your training provider had given to BCS.
- The exam date and time may not reflect what you will book with Questionmark, but we will update this once the exam has taken place so your certificate will have the correct date.
- You will also receive an email with log in details for Questionmark. This will enable you to complete your registration and book your exam. The link for registering is here.
- If you are unable to see an assessment to schedule once you have registered, please contact BCS via customerservice@bcs.uk.
- If you're unable to select a remote proctored time and date, contact support@questionmark.com.

Create Proctor Session

- To select the exam date and time click on 'Schedule'. If you have multiple exams to schedule it is advised that you only schedule the exam you wish to take otherwise you may encounter an error 500 screen.
- If you do encounter this then please clear your browser cache before proceeding.

What's Next

Other Business Innovation awards in the AI Foundation Pathway include:

- BCS Foundation Award - How AI Can Support Your Organisation
- BCS Foundation Award - How To Manage Risk

Additional Information

You will explore the processes involved, and the techniques and skills required, for an organisation to understand a problem before identifying, implementing and testing an effective solution.

You will also be encouraged to consider the use of project planning to deliver the solution and to manage stakeholders.