



Looking at a computer

Submitted by [Michelle Marshel](#) on September 01, 2021

Business Analysis e-Learning Now Available

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WASHINGTON - The National Association of State Workforce Agencies (NASWA) is excited to announce the launch of the [Business Analysis for Workforce System Professionals](#) certificate.

Learners across the workforce-education system can access seven (7) new e-learning lessons. Designed by Workforce ITSC's [Academy](#), these *online, self-paced* lessons are offered at *no cost* to all public servants! Specifically, they are designed for workforce system professionals working at the intersection of data and technology and bridging program and technology teams - but who might not consider themselves "business analysts."

Business analysis has emerged as a central digital-era competency of the future. Individuals and teams with business analysis knowledge and skills play a critical role throughout the life cycle of any solution—from understanding business needs to ensuring solutions deliver value that is strategically aligned to organizational goals and system users.

Enroll Now!

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The first seven e-learning lessons in the **Business Analysis for Workforce System Professionals certificate** are now available.

Gain competencies needed to support customer-centric, business-driven technology solutions!

1. Fundamentals of Supporting WIOA Technology
2. Introduction to Analysis
3. Exploring the Business Need
4. Conducting the Needs Assessment
5. Creating the Product Scope
6. Recommending the Solution Approach
7. Writing the Business Case

Learn more about the Academy, access learning*, and register for events:

WORKFORCE ITSC ACADEMY

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