Skill India
कौशल भारत - कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

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BFSI
BFSI Sector Skill Council of India
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Facilitator Guide



Sector
BFSI

Sub-Sector
BFSI Processing, Broking, Fund Investment & Services, Lend Payments

Occupation
Operations - Finance & Accounting, Operations - Insurance, Operations - Trade & Investment Banking, *

Reference ID: BSC/Q4101, Version 1.0
NSQF level: 4

MIS Data Analyst – Financial Services

* **Branch Operations - Broking, Backoffice Operations, Branch Operations - NBFC, Branch Operations – Banking, Payment Operations**

Published by

Banking, Financial Services & Insurance (BFSI) Sector Skill Council of India

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First Edition, April 2024

This book is sponsored by **Banking, Financial Services & Insurance (BFSI) Sector Skill Council of India**

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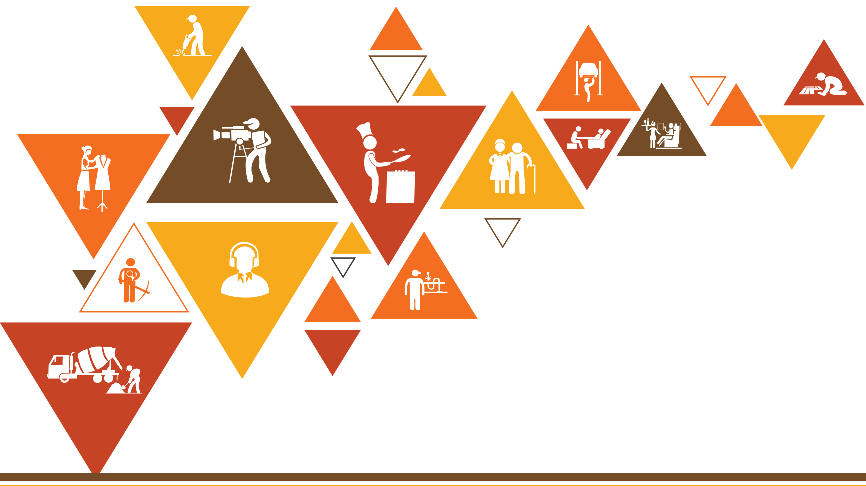
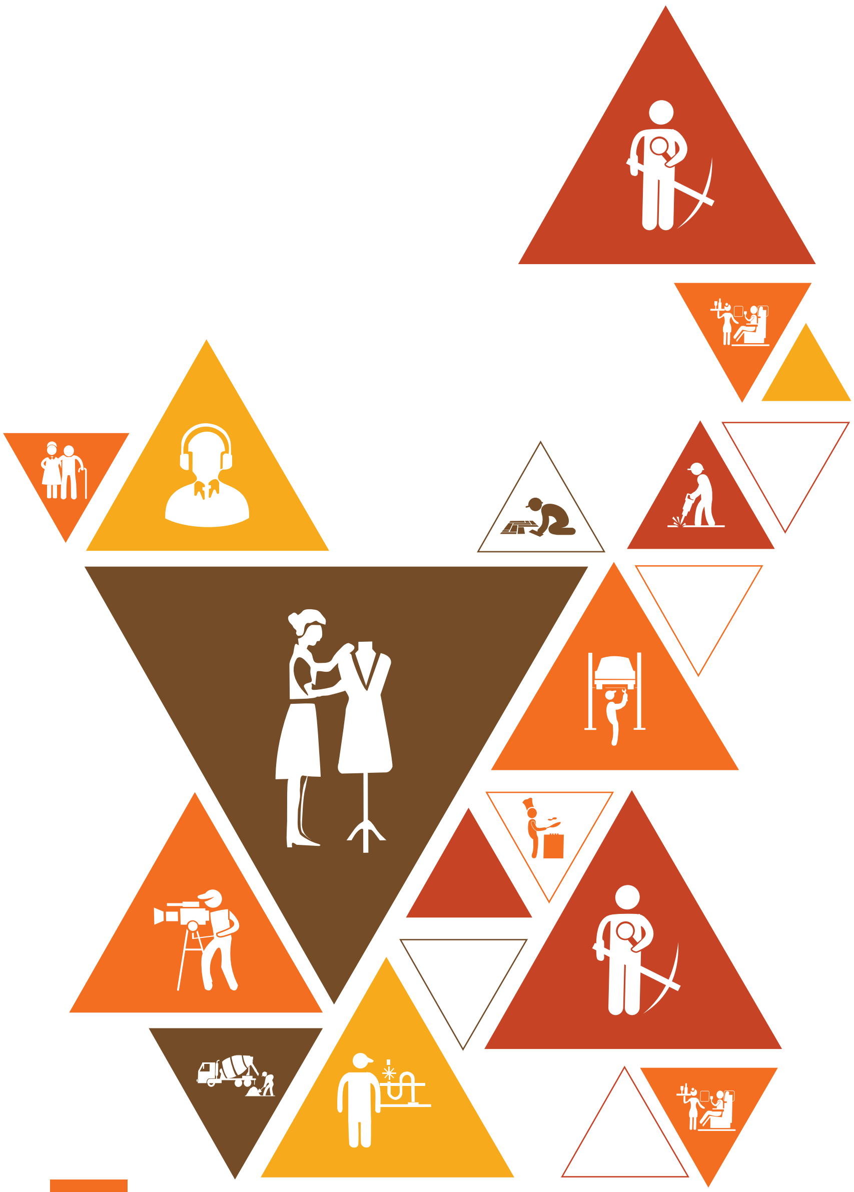


> Skilling is building a better India.
> If we have to move India towards development then Skill Development should be our mission.

Shri Narendra Modi
Prime Minister of India



Acknowledgements

The Banking, Financial Services & Insurance (BFSI) Sector Skill Council of India would like to thank all the individuals and organisations, who contributed, in various ways, to the preparation of this facilitator guide. The guide could not have been completed without their active contribution. Special gratitude is extended to those who collaborated during the preparation of the different modules in the facilitator guide. Wholehearted appreciation is also extended to all who provided peer review for these modules.

The preparation of this guide would not have been possible without the banking sector's support. Industry feedback has been extremely beneficial since inception to conclusion, and it is with their guidance that we have tried to bridge the existing skill gaps in the industry. This facilitator guide is dedicated to the aspiring youth, who desire to achieve special skills that will be a long-term asset for their future pursuits.

About this Guide

The Facilitator Guide for MIS Data Analyst - Financial Services has been developed to guide the trainers on how to impart training on banking related skills. The goal is to prepare industry-ready MIS Data Analyst - Financial Services by making them undergo Practical/Lab activity sessions. The Facilitator Guide is aligned to the Qualification Pack (QP) and the National Occupational Standards (NOS) drafted by the 'The Banking, Financial Services & Insurance (BFSI) Sector Skill Council of India' and ratified by National Skill Development Corporation.

It includes the following National Occupational Standards (NOS):

1. BSC/N4101: Perform Data Analysis Using MS Excel
2. DGT/VSQ/N0102: Employability Skills (60 Hours)

Post this training, the participant will be able to perform tasks as an MIS Data Analyst - Financial Services. We hope that this Facilitator guide provides sound learning support to the aspiring trainers and the trainees.

Symbols Used

Ask	Explain	Elaborate	Notes	Objectives	Do
Demonstrate	Activity	Team Activity	Facilitation Notes	Practical	Say
Resources	Example	Summary	Role Play	Learning Outcomes	

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1. Introduction to the Banking Sector and the Job Role of MIS Data Analyst - Financial Services

Unit 1.1 - Introduction to Skill India Mission

Unit 1.2 - Introduction to Banking Sector and the Role of MIS Data Analyst - Financial Services

Bridge Module

Key Learning Outcomes

By the end of this module, the participants will be able to:

1. Outline the overview of the Skill India Mission
2. Discuss about the Banking Industry and its sub-sectors
3. Define the role and responsibilities of a MIS Data Analyst - Financial Services

Unit 1.1: Introduction to Skill India Mission

Unit Objectives

By the end of this unit, the participants will be able to:

1. Discuss the objectives and benefits of the Skill India Mission
2. List various programs under the Skill India Mission
3. Discuss the role of the BFSI Sector Skill Council in the Skill India Mission

Resources to be Used

Participant handbook, Notepad, Pen, Whiteboard, Markers, Presentation slides, Overhead projector or large screen, Computer/laptop with internet connection.

Do

- Ensure the training environment is conducive for learning, with proper seating arrangements and necessary equipment ready.
- Establish a welcoming atmosphere by greeting participants as they arrive.
- Encourage active participation and engagement throughout the session.
- Provide clear instructions and guidance during activities to facilitate understanding.

Say

- Welcome, everyone! Today, we will delve into the Skill India Mission and explore its objectives, implementation, and impact.
- Before we begin, feel free to ask questions or share any prior knowledge you have about Skill India Mission.

Ask

- What do you understand by the term "Skill India Mission"?
- Can you name any sectors or industries that could benefit from skill development programs?

Elaborate

- Objectives of Skill India Mission
- Implementation of Skill India Mission and its Overall Impact
- Various programs under the Skill India Mission
- BFSI Sector Skill Council (BFSI SSC)
- Key objectives of BFSI SSC

Explain

- Importance of skill development in economic growth
- Role of government and private sector in Skill India Mission

Activity

1. **Activity:** Mock Job Interview
2. **Objective of the activity:** To simulate a job interview scenario and practice communication and presentation skills.
3. **Resources:** Chairs arranged in a circle, participant handbook, notepad, pen.
4. **Time Duration:** 30 minutes
5. **Instructions:**
    - Divide participants into pairs, with one acting as the interviewer and the other as the interviewee.
    - Provide each pair with a job description from a sector covered under Skill India Mission.
    - Give participants 10 minutes to prepare for the mock interview.
    - Conduct the mock interviews, allowing each participant to play both roles.
    - After each interview, provide constructive feedback and suggestions for improvement.
6. **Outcome:** Improved communication and interview skills, better understanding of job requirements in various sectors.

Notes for Facilitation

- Encourage a supportive and non-judgmental atmosphere during activities to foster learning.
- Emphasize the practical applications of the topics covered, relating them to real-world scenarios.
- Be prepared to address any questions or concerns regarding the Skill India Mission and its initiatives.
- Provide additional resources or references for participants who wish to explore the topic further.
- Monitor the pace of the session to ensure all topics are covered adequately within the allotted time.

Unit 1.2: Introduction to Banking Sector and the Role of MIS Data Analyst - Financial Services

Unit Objectives

By the end of this unit, the participants will be able to:

1. Outline the banking sector in India.
2. Identify the sub-sectors of the banking sector in India.
3. Summarize the history of Banking and Financial Services in India.
4. Recall the challenges faced by the banking and finance sector in India
5. Discuss the job role and responsibilities of a MIS Data Analyst - Financial Services
6. List the basic terminologies used in banking services

Resources to be Used

Participant handbook, Notepad, Pen, Whiteboard, Markers, Presentation slides, Overhead projector or large screen, Computer/laptop with internet connection.

Do

- Ensure all necessary materials and equipment are set up before the session begins.
- Start the session by welcoming participants and introducing the agenda.
- Encourage active participation and engagement throughout the session.
- Provide opportunities for hands-on learning and practical application of concepts.

Say

- Welcome, everyone! Today, we will explore the fundamentals of the banking sector in India and the role of MIS Data Analysts in financial services.
- Before we dive into the content, feel free to share any experiences or questions you have related to banking and finance.

Ask

- Can you name different types of banks operating in India?
- What do you think are some of the challenges faced by the banking sector in India?

Elaborate

- What is a Bank?
- Types of banks in India
- History of banking and financial sector in India
- Challenges in the Indian Banking and Finance Sector
- Role and responsibilities of a MIS Data Analyst - Financial Services
- Basic terminologies used in banking services

Explain

- Importance of MIS (Management Information System) in banking
- Key skills required for a MIS Data Analyst in the financial services sector

Activity

1. **Activity:** Financial Terminology Quiz
2. **Objective of the activity:** To reinforce understanding of basic banking terminologies.
3. **Resources:** Participant handbook, notepad, pen.
4. **Time Duration:** 20 minutes
5. **Instructions:**
    - Divide participants into small groups.
    - Provide each group with a list of banking terminologies.
    - Give participants 10 minutes to discuss and define the terms within their groups.
    - Conduct a quiz where each group presents their definitions to the class.
    - Award points for correct definitions and encourage discussion to clarify any misconceptions.
6. **Outcome:** Improved understanding of basic banking terminologies and enhanced teamwork skills.

Notes for Facilitation

- Encourage participants to ask questions and share their insights throughout the session.
- Provide real-life examples to illustrate concepts and make them more relatable.
- Foster an inclusive learning environment where all participants feel comfortable expressing their opinions.
- Break down complex topics into digestible chunks to facilitate understanding.
- Emphasize the importance of continuous learning and professional development in the banking and finance sector.

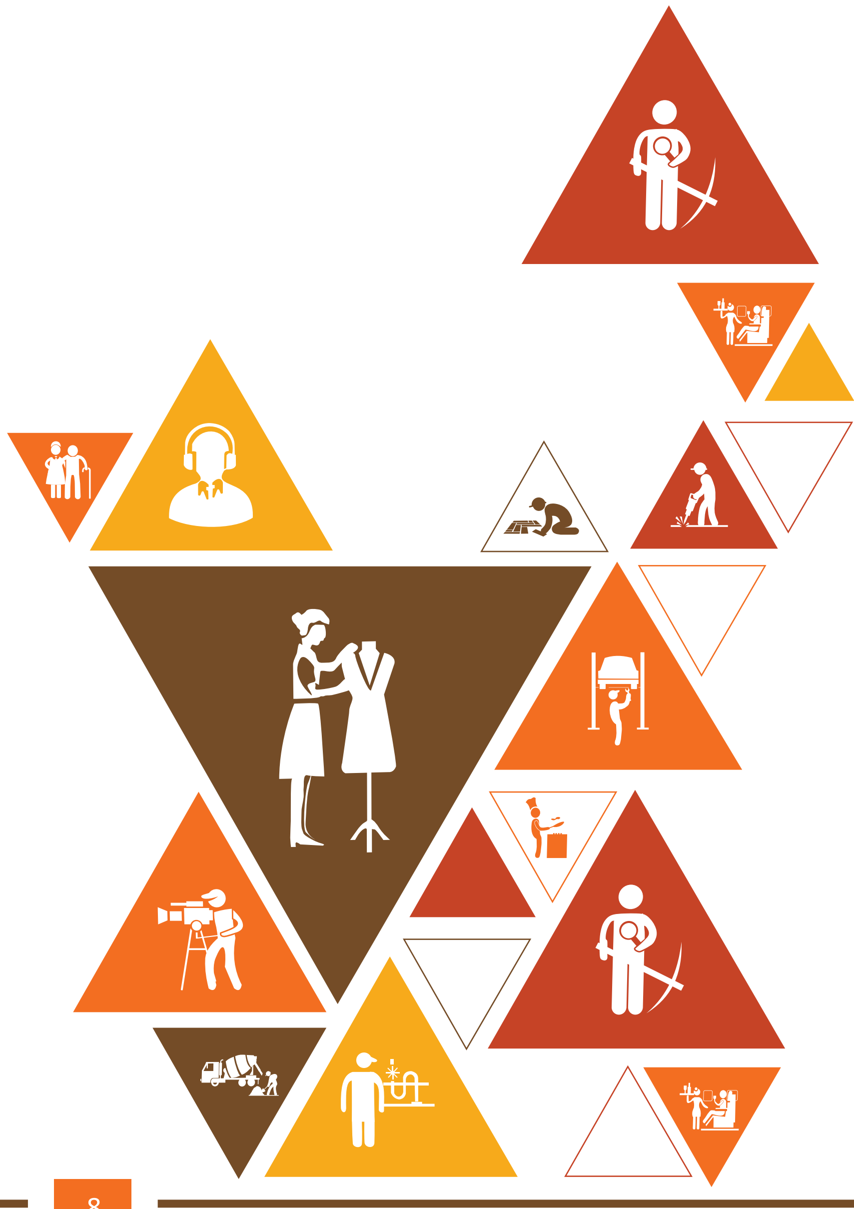
Answers to the Exercise in Participant Handbook

Multiple-choice Questions:

1. a. Bridging the skill gap
2. c. Collaborating with the industry for standardization
3. c. Public sector banks
4. c. Addressing bad loans in public sector banks
5. a. Indian Financial System Code

Descriptive Questions:

1. Refer: Unit 1.1: Introduction to Skill India Mission
   Topic: 1.1.1 Skill India Mission
2. Refer: Introduction to Skill India Mission
   Topic: 1.1.3 BFSI Sector Skill Council (BFSI SSC)
3. Refer: Unit 1.2: Introduction to Banking Sector and the Role of MIS Data Analyst - Financial Services
   Topic: 1.2.1 Banking Sector in India
4. Refer: Unit 1.2: Introduction to Banking Sector and the Role of MIS Data Analyst - Financial Services
   Topic: 2.1.4 Role and Responsibilities of a MIS Data Analyst - Financial Services
5. Refer: Unit 1.2: Introduction to Banking Sector and the Role of MIS Data Analyst - Financial Services
   Topic: 1.2.3 Challenges in the Indian Banking and Finance Sector



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2. Collect and Analyze the Data

Unit 2.1 - Data Collection and Analysis Techniques

Unit 2.2 - MS Excel Concepts and Application

BSC/N4101

Key Learning Outcomes

By the end of this module, the participants will be able to:

1. Perform steps to collect data from various departments and systems
2. Explain methods of organizing the data in the specified formats
3. Apply proper techniques to perform various excel functions and formulas to create meaningful information
4. Create sample charts, tables, and MIS reports to analyze the information as required by the management

Unit 2.1: Data Collection and Analysis Techniques

Unit Objectives

By the end of this unit, the participants will be able to:

1. Discuss various data collection techniques.
2. Explain methods of organizing the data.
3. State the significance of providing support and maintenance to existing management information systems.
4. Discuss effective ways of identifying opportunities for automating reports, snapshots, and dashboards.
5. Outline the importance of maintaining a thorough understanding of information and data sources.
6. Employ proper techniques to categorize data based on its characteristics, application, and management hierarchy.
7. Apply proper methods to perform data analysis for generating reports.
8. Illustrate the steps to create presentations, graphs, and analytical reports as required by the management.

Resources to be Used

Participant handbook, Notepad, Pen, Whiteboard, Markers, Presentation slides, Overhead projector or large screen, Computer/laptop with internet connection.

Do

- Prepare interactive activities and examples to engage participants throughout the session.
- Allocate sufficient time for hands-on practice and group discussions.
- Encourage participants to ask questions and share their experiences related to data collection and analysis.
- Provide clear instructions and guidance during practical exercises to ensure understanding.

Say

- Welcome, everyone! Today, we will dive into the fascinating world of data collection and analysis techniques.
- Before we begin, let's take a moment to reflect on why understanding these techniques is essential for effective decision-making and problem-solving.

Ask

- Can you name different data collection techniques you have heard of or used before?
- Why do you think it's important to choose the right technique for data collection?

Elaborate

- Data collection techniques
- Choosing the right technique for data collection
- Methods of organizing data
- Data classification
- Data coding
- Frequency distribution tables
- Spreadsheets and databases
- Databases
- Data warehousing
- Providing support and maintenance to existing mis system
- Identifying opportunities for automating reports, snapshots, and dashboards
- Importance of understanding information and data sources in financial data analysis
- Data categorization techniques for mis data analysts in financial services
- Proper methods to perform data analysis for generating reports
- Creating presentations, graphs, and analytical reports

Explain

- Importance of accurate and reliable data for decision-making processes
- Role of data analysis in identifying trends and patterns
- Basics of creating presentations and reports to communicate findings effectively

Demonstrate

1. **Data Collection Exercise**
2. **Objective of the demonstration:** To illustrate various data collection techniques.
3. **Resources:** Participant handbook, notepad, pen, sample survey forms.
4. **Time Duration:** 20 minutes
5. **Instructions:**
    - Divide participants into small groups.
    - Provide each group with a sample scenario and ask them to choose an appropriate data collection technique.
    - Allow groups 10 minutes to discuss and decide on their chosen technique.
    - Each group presents their chosen technique and explains why they believe it is suitable for the scenario.
    - Facilitate a discussion on the advantages and limitations of different data collection techniques.
6. **Outcome:** Enhanced understanding of different data collection methods and their applications.

Activity

1. **Activity:** Data Analysis Challenge
2. **Objective of the activity:** To practice data analysis techniques and generate insights.
3. **Resources:** Participant handbook, notepad, pen, sample data sets.
4. **Time Duration:** 30 minutes
5. **Instructions:**
   - Provide participants with a sample data set related to financial services.
   - Ask participants to analyze the data and identify trends or patterns.
   - Encourage participants to use spreadsheets or databases to organize and analyze the data.
   - After 20 minutes of analysis, ask each group to present their findings to the class.
   - Facilitate a discussion on the insights generated and potential implications for decision-making.
6. **Outcome:** Improved data analysis skills and critical thinking abilities.

Notes for Facilitation

- Foster a collaborative learning environment where participants feel comfortable sharing their thoughts and ideas.
- Provide feedback and guidance during practical exercises to help participants apply concepts effectively.
- Emphasize the importance of accuracy and attention to detail in data collection and analysis.
- Encourage participants to explore additional resources and tools outside of the session to further develop their skills.
- Summarize key takeaways at the end of the session and encourage participants to reflect on how they can apply what they've learned in their roles.

Unit 2.2: MS Excel Concepts and Application

Unit Objectives

By the end of this unit, the participants will be able to:

1. Describe MS Excel formulae and functions like VLOOKUP, HLOOKUP, cell referencing, etc.
2. Explain the procedure of dashboard creation.
3. Describe the procedure for recording VBA coding for data analysis.
4. Explain data analysis methods through extensive use of MS Excel, VBA, Dashboard Reports, Macros, etc.
5. Discuss effective ways of identifying opportunities for automating reports, snapshots, and dashboards using advanced formulae, Macros, VB, and other techniques.
6. Elaborate on the procedure to follow automated steps as well as automate and schedule report generation.
7. Employ proper techniques to perform various Excel functions and formulas to create meaningful information.

Resources to be Used

Participant handbook, Notepad, Pen, Whiteboard, Markers, Presentation slides, Overhead projector or large screen, Computer/laptop with internet connection.

Do

- Ensure all participants have access to computers/laptops with MS Excel installed.
- Provide hands-on practice opportunities for participants to reinforce learning.
- Encourage participants to ask questions and seek clarification as needed.
- Facilitate group discussions to share best practices and tips for efficient Excel usage.

Say

- Welcome, everyone! Today, we're going to dive into the world of MS Excel and explore its powerful features and applications.
- Before we begin, let's discuss why Excel proficiency is essential for data analysis and reporting in various industries.

Ask

- Have you used MS Excel before? If yes, what are some functions or features you are familiar with?
- How do you think learning advanced Excel techniques can benefit you in your current or future role?

Elaborate

- MS Excel Formulae and Functions – VLOOKUP, HLOOKUP, Cell Referencing, SUM, IF, AVERAGE, COUNTIF
- Creating dashboard
- VBA coding
- Benefits of recording VBA Macros
- Data analysis with Excel, VBA, Dashboards, and Macros
- Automating reports, snapshots & dashboards using excel, VBA, Macros, etc.
- Techniques for automation
- Automating report generation in excel
- Using various excel functions and formulas to create meaningful information
- Creating meaningful information in financial services

Explain

- Importance of accurate data analysis for decision-making processes
- Basics of creating interactive dashboards for data visualization
- Introduction to VBA (Visual Basic for Applications) and its role in Excel automation

Demonstrate

1. **VLOOKUP and HLOOKUP Demonstration**
2. **Objective of the demonstration:** To illustrate the use of VLOOKUP and HLOOKUP functions for data lookup.
3. **Resources:** Participant handbook, laptop/computer with MS Excel.
4. **Time Duration:** 15 minutes
5. **Instructions:**
    - Open MS Excel and import a sample dataset.
    - Demonstrate how to use VLOOKUP to find specific data in a table.
    - Repeat the process with HLOOKUP to show horizontal lookup functionality.
    - Explain the parameters and usage of both functions.
    - Encourage participants to practice using VLOOKUP and HLOOKUP on their own datasets.
6. **Outcome:** Enhanced understanding of data lookup techniques in Excel.

Activity

1. **Activity:** Dashboard Creation Challenge
2. **Objective of the activity:** To apply Excel skills to create an interactive dashboard.
3. **Resources:** Participant handbook, laptop/computer with MS Excel.
4. **Time Duration:** 30 minutes
5. **Instructions:**
   - Provide participants with a sample dataset related to financial performance.
   - Ask participants to design and create a dashboard that visually represents key metrics.
   - Encourage participants to use charts, graphs, and conditional formatting for data visualization.
   - Allocate 20 minutes for participants to work on their dashboards.
   - After completion, ask each participant to present their dashboard to the group and explain their design choices.
6. **Outcome:** Improved proficiency in creating interactive dashboards using Excel.

Notes for Facilitation

- Tailor examples and exercises to the participants' industry or job roles for relevance.
- Provide additional resources and reference materials for participants to continue learning Excel independently.
- Encourage participants to explore online tutorials and forums for further Excel tips and tricks.
- Emphasize the importance of data accuracy and validation in Excel analysis.
- Offer support and assistance to participants who may be struggling with certain concepts or functions.

Answers to the Exercise in Participant Handbook

Multiple-choice questions:

1. a. Data Warehousing
2. c. Facilitating effective communication
3. a. Writing VBA macros
4. c. XIRR
5. b. Conditional Formatting

Descriptive Questions:

1. Refer: 2.1.5 Importance of Understanding Information and Data Sources in Financial Data Analysis
   Topic: 2.1.1 Data Collection Techniques
2. Refer: Unit 2.1: Data Collection and Analysis Techniques
   Topic: 2.1.8 Creating Presentations, Graphs, and Analytical Reports
3. Refer: Unit 2.2: MS Excel Concepts and Application
   Topic: 2.2.6 Automating Report Generation in Excel
4. Refer: Unit 2.2: MS Excel Concepts and Application
   Topic: 2.2.6 Automating Report Generation in Excel
5. Refer: Unit 2.2: MS Excel Concepts and Application
   Topic: 2.2.5 Automating Reports, Snapshots & Dashboards Using Excel, VBA, Macros, etc.

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3. Assist Management in Business Analysis

Unit 3.1 - Foundations of Business Analysis

Unit 3.2 - Applying Business Analysis for Effective Decision-Making

BSC/N4101

Key Learning Outcomes

By the end of this module, the participants will be able to:

1. Apply appropriate procedures to assist in volume forecast and capacity planning
2. Draft sample income and expenditure budget reports
3. Apply proper methods to generate and distribute reports in an accurate and timely manner
4. Employ proper methods to maintain a status on all projects and proactively communicate with management
5. Create sample KPI and sales data to support management in taking operational decisions

Unit 3.1: Foundations of Business Analysis

Unit Objectives

By the end of this unit, the participants will be able to:

1. Explain the methods of conducting data and business analysis.
2. Describe the business information analysis methods to identify process improvements for increasing business efficiency and effectiveness.
3. Explain the methods of developing and executing data-based experiments to increase the efficiency of decision-making based on the results.
4. Apply appropriate procedures to assist management in volume forecast and capacity planning.
5. Draft sample KPI and sales data to support management in making operational decisions.
6. Employ proper methods to maintain a status on all projects and proactively communicate with management.

Resources to be Used

Participant handbook, Notepad, Pen, Whiteboard, Markers, Presentation slides, Overhead projector or large screen, Computer/laptop with internet connection.

Do

- Set clear learning objectives and expectations at the beginning of the session.
- Encourage active participation through group discussions and interactive exercises.
- Provide real-world examples and case studies to illustrate concepts.
- Allocate time for hands-on practice to reinforce learning.

Say

- Welcome, everyone! Today, we will delve into the foundational concepts of business analysis and explore techniques for volume forecast, capacity planning, and process improvements.
- Before we begin, let's discuss how these topics are crucial for optimizing business operations and decision-making.

Ask

- Can you share any experiences or challenges you've encountered related to volume forecast or capacity planning in your professional role?
- Why do you think analyzing business information is essential for process improvements and decision-making?

Elaborate

- Volume Forecast
- Capacity Planning
- Procedures for Volume Forecast and Capacity Planning
- Analyzing Business Information for Process Improvements
- Assisting Management in Volume Forecast and Capacity Planning
- Key Performance Indicators (KPIs) and Sample Sales Data
- Effective Project Status Management and Proactive Communication Strategies

Explain

- Importance of accurate volume forecast and capacity planning for resource optimization.
- Role of business analysis in identifying process bottlenecks and areas for improvement.
- Significance of KPIs in measuring performance and guiding decision-making.

Demonstrate

1. **Capacity Planning Exercise**
2. **Objective of the demonstration:** To illustrate capacity planning techniques using a real-world scenario.
3. **Resources:** Participant handbook, laptop/computer with MS Excel.
4. **Time Duration:** 20 minutes
5. **Instructions:**
   - Present a hypothetical scenario where a company needs to plan capacity for a new product launch.
   - Demonstrate how to use Excel or similar tools to analyze historical data and forecast future demand.
   - Guide participants through the process of identifying resource constraints and developing a capacity plan.
   - Encourage participants to ask questions and offer insights throughout the demonstration.
6. **Outcome:** Improved understanding of capacity planning techniques and their application in business analysis.

Activity

1. **Activity:** KPI Identification Exercise
2. **Objective of the activity:** To practice identifying relevant KPIs for business analysis.
3. **Resources:** Participant handbook, notepad, pen.
4. **Time Duration:** 30 minutes
5. **Instructions:**
   - Provide participants with a sample sales dataset.
   - Ask participants to analyze the data and identify key performance indicators relevant to the business.
   - Encourage participants to consider factors such as sales growth, customer acquisition, and profitability.
   - After 20 minutes of analysis, facilitate a discussion where participants share their chosen KPIs and explain their reasoning.
6. **Outcome:** Enhanced ability to identify and prioritize KPIs for effective business analysis.

Notes for Facilitation

- Foster a collaborative learning environment where participants feel comfortable sharing their ideas and perspectives.
- Provide constructive feedback and guidance during hands-on activities to help participants apply concepts effectively.
- Encourage participants to apply the skills learned in the session to their own work contexts.
- Emphasize the importance of continuous learning and professional development in the field of business analysis.
- Summarize key takeaways at the end of the session and invite participants to reflect on how they can apply their newfound knowledge in their roles.

Unit 3.2: Applying Business Analysis for Effective Decision-Making

Unit Objectives

By the end of this unit, the participants will be able to:

1. Explain the procedure for preparing various reports and their format as per the requirements.
2. State the significance of maintaining day-to-day sales data and updating management about the same.
3. Role-play on how to report on operational metrics and present a summary of findings to management in a clear, concise, convincing, and actionable format.
4. Draft sample income and expenditure budget reports, sample cost, variance, profitability factors, and value driver reports for management.
5. Apply proper methods to generate and distribute management reports accurately and timely.
6. Discuss how to provide recommendations to update the current MIS and strong reporting and analytical information to support the management team.

Resources to be Used

Participant handbook, Notepad, Pen, Whiteboard, Markers, Presentation slides, Overhead projector or large screen, Computer/laptop with internet connection.

Do

- Establish a supportive and collaborative learning environment conducive to discussion and active participation.
- Provide practical examples and case studies to illustrate the application of business analysis techniques.
- Encourage participants to share their experiences and insights related to effective decision-making in their respective roles.
- Facilitate group exercises and discussions to reinforce key concepts and promote critical thinking.

Say

- Welcome, everyone! Today, we will explore how business analysis techniques can be applied to make informed decisions and drive organizational success.
- Before we begin, let's reflect on the importance of accurate and timely reporting in facilitating effective decision-making.

Ask

- How do you currently prepare reports in your organization, and what challenges do you face in the process?
- Why do you think it's important to update management regularly on sales data and operational metrics?

Elaborate

- Effective report preparation
- Importance of daily sales data
- Benefits of updating management on the sales data
- Effective reporting and presentation of operational metrics
- Income and expenditure budget report
- Cost variance analysis report
- Profitability factors report
- Value driver report
- Ensuring accurate and timely management reports
- Benefits of accurate and timely reports

Explain

- Significance of income and expenditure budget reports in financial planning and control.
- Importance of cost variance analysis in identifying cost-saving opportunities and performance improvement.
- Key components of profitability factors and value driver reports for strategic decision-making.

Demonstrate

1. **Effective Reporting Exercise**
2. **Objective of the demonstration:** To illustrate effective reporting and presentation techniques.
3. **Resources:** Participant handbook, laptop/computer with MS Excel or PowerPoint.
4. **Time Duration:** 20 minutes
5. **Instructions:**
    - Present a sample dataset related to sales or operational metrics.
    - Demonstrate how to analyze the data and prepare a visually appealing report using Excel or PowerPoint.
    - Highlight best practices for organizing data, creating charts/graphs, and summarizing key findings.
    - Encourage participants to follow along and practice creating their own reports.
6. **Outcome:** Improved proficiency in preparing and presenting reports for decision-making.

Activity

1. **Activity:** Decision-Making Scenario Analysis
2. **Objective of the activity:** To apply business analysis techniques to real-world decision-making scenarios.
3. **Resources:** Participant handbook, notepad, pen.
4. **Time Duration:** 30 minutes
5. **Instructions:**
   - Present participants with a series of decision-making scenarios related to sales, operations, or finance.
   - Ask participants to analyze each scenario, identify relevant information, and propose a course of action.
   - Encourage participants to consider factors such as cost-benefit analysis, risk assessment, and stakeholder impact.
   - After 20 minutes of analysis, facilitate a discussion where participants share their proposed solutions and rationale.
6. **Outcome:** Enhanced ability to apply business analysis techniques to decision-making processes.

Notes for Facilitation

- Foster a supportive and non-judgmental atmosphere where participants feel comfortable sharing their ideas and perspectives.
- Provide constructive feedback and guidance during group discussions and activities to encourage critical thinking.
- Encourage participants to think creatively and consider alternative solutions to complex problems.
- Emphasize the importance of collaboration and communication in decision-making processes.
- Summarize key takeaways at the end of the session and encourage participants to apply their newfound knowledge in their professional roles.

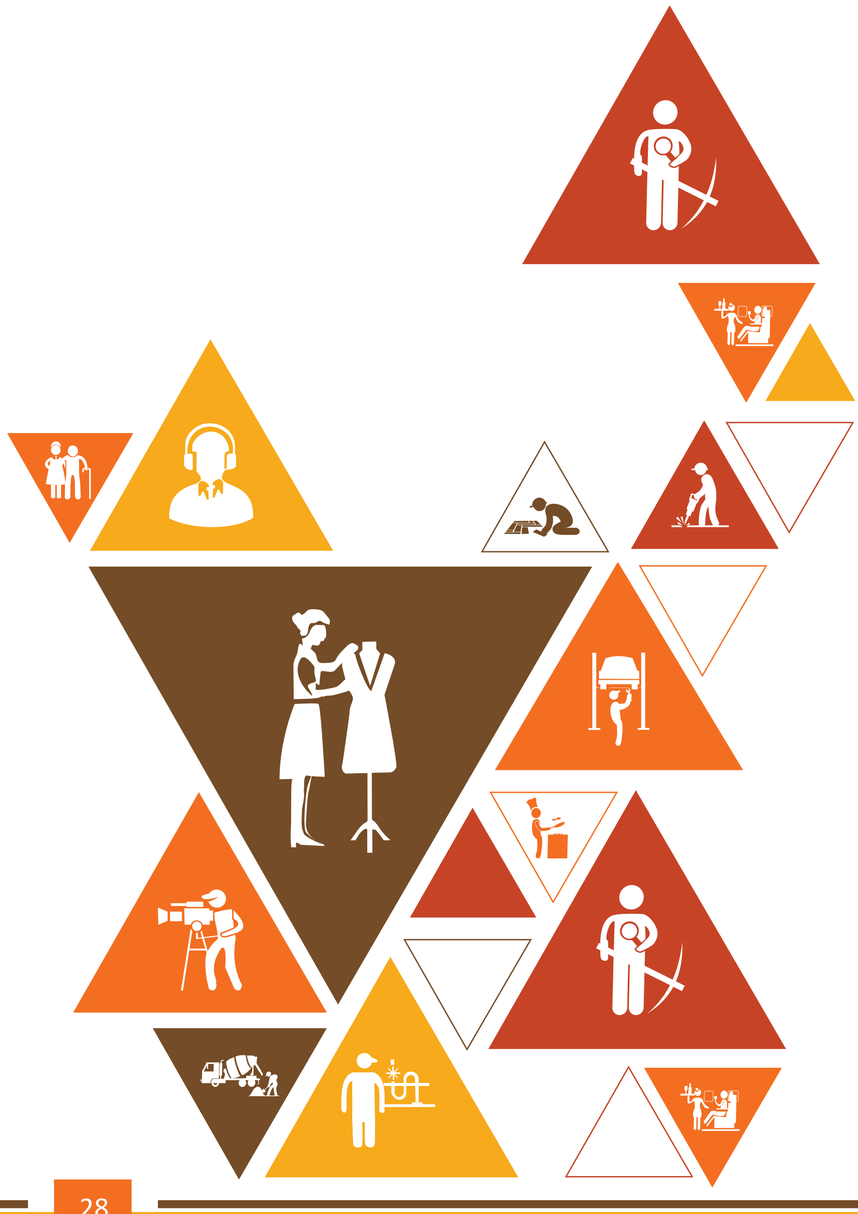
Answers to the Exercise in Participant Handbook

Answer the following questions by choosing the correct option:

1. c. Increased production costs
2. c. To ensure sufficient resources to meet demand
3. d. All of the above
4. b. To summarize the key findings and recommendations
5. a. User-friendly interface for ease of access

Answer the following questions briefly.

1. Refer: Unit 3.1: Foundations of Business Analysis
   Topic: 3.1.3 Assisting Management in Volume Forecast and Capacity Planning
2. Refer: Unit 3.1: Foundations of Business Analysis
   Topic: 3.1.2 Analyzing Business Information for Process Improvements
3. Refer: Unit 3.2: Applying Business Analysis for Effective Decision-Making
   Topic: 3.2.5 Ensuring Accurate and Timely Management Reports
4. Refer: Unit 3.2: Applying Business Analysis for Effective Decision-Making
   Topic: 3.2.1 Effective Report Preparation
5. Refer: Unit 3.2: Applying Business Analysis for Effective Decision-Making
   Topic: 3.2.2 Significance of Maintaining Day-to-Day Sales Data for Informed Decision-Making



4. Employability Skills

DGT/VSQ/N0102

Employability Skills is available at the following location

https://www.skillindiadigital.gov.in/content/list

Employability Skills

5. Annexures

Annexure I: Training Delivery Plan

Annexure II: Assessment Criteria

Annexure III: List of QR Codes Used in PHB

Annexure I

Training Delivery Plan

Training Delivery Plan			
Program Name:	MIS Data Analyst - Financial Services		
Qualification Pack Name & Ref. ID	MIS Data Analyst - Financial Services, BSC/Q4101		
Version No.	1.0	**Version Update Date**	30/06/2022
Pre-requisites to Training (if any)	NA		
Training Outcomes	**By the end of this program, the participants will be able to:** 1. Apply proper techniques to perform data analysis using MS Excel. 2. Prepare a sample MIS report, KPI, and sales data to analyse the information as required by management. 3. Employ suitable practices to maintain data integrity and data privacy. 4. Dramatise how to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow. 5. Apply health, hygiene, and safety practices at the workplace. 6. Use resources at the workplace optimally.		

SL	Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
1	**Introduction to the Banking Sector and the Job Role of MIS Data Analyst – Financial Services**	**Skill India, Banking Dynamics, and MIS Analytics**	• Discuss the objectives and benefits of the Skill India Mission • Describe the scope of the Banking Industry and its sub-sectors • Discuss job role and opportunities for a MIS Data Analyst - Financial Services • List the basic terminologies used in banking services	Bridge Module	Classroom lecture / PowerPoint Presentation / Question & Answer / Group Discussion	Computer, printer, projector, white board/ flip chart, marker and duster. Internet connection and online training platform.	4 Theory (4:00) Practical (0:00)

SL	Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
2	**Assist Management in Business Analysis**	**Data Collection Basics**	• Collect data from various departments and systems	BSC/N4101 PC1	Classroom lecture / PowerPoint Presentation / Question & Answer / Group Discussion	Computer, printer, projector, white board/ flip chart, marker and duster. Internet connection and online training platform.	8 Theory (4:00) Practical (4:00)
		Data Collection Techniques	• Identify data collection techniques	BSC/N4101 KU1			8 Theory (4:00) Practical (4:00)
		Basic Excel Understanding	• Explain the basic MS Excel concepts	BSC/N4101 KU2			8 Theory (4:00) Practical (4:00)
		Excel Formulae and Functions	• Apply MS Excel formulae and functions (e.g., Vlookup, Hlookup, cell referencing).	BSC/N4101 KU3			8 Theory (4:00) Practical (4:00)
		Dashboard Creation Fundamentals	• Create dashboards to categorize data based on its characteristics, application, and hierarchy.	BSC/N4101 PC2			8 Theory (4:00) Practical (4:00)
		Dashboard Creation Process	• Explain the dashboard creation process	BSC/N4101 KU4			8 Theory (4:00) Practical (4:00)
		Automated Reporting Opportunities	• Identify opportunities for automating reports, snapshots, and dashboards	BSC/N4101 PC13			8 Theory (4:00) Practical (4:00)
		Automated Steps Procedure	• Follow procedures for automated steps.	BSC/N4101 KU5			8 Theory (4:00) Practical (4:00)
		Data Analysis Tools	• Analyze data using various tools in MS Excel	BSC/N4101 KU6			8 Theory (4:00) Practical (4:00)

SL	Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
		Data Analysis Proficiency	• Perform data analysis for generating reports.	BSC/N4101 PC9			8 Theory (4:00) Practical (4:00)
		Report Generation Skills	• Generate periodic and ad hoc reports.	BSC/N4101 PC10			8 Theory (3:00) Practical (5:00)
		MIS Reporting	• Produce daily, weekly, and monthly MIS reports.	BSC/N4101 PC7			8 Theory (3:00) Practical (5:00)
		Analytical Reporting	• Prepare presentations, graphs, and analytical reports as required by management	BSC/N4101 PC11			8 Theory (3:00) Practical (5:00)
		Automated Reporting Process	• Explain the process to automate reporting	BSC/N4101 KU7			7 Theory (3:00) Practical (4:00)
		VBA Coding Basics	• Perform support and maintenance to existing management information systems.	BSC/N4101 PC3			8 Theory (3:00) Practical (5:00)
		Data Organization	• Organize data in specified formats.	BSC/N4101 PC4			7 Theory (3:00) Practical (4:00)
		Thorough Understanding	• Maintain a thorough understanding of information and data sources.	BSC/N4101 PC12			7 Theory (3:00) Practical (4:00)

SL	Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
3	**Assist Management in Business Analysis**	**Operational Metrics Report**	• Analyze operational metrics, conduct data and business analysis, and present summary of findings to management in a clear, concise, convincing, and actionable format	BSC/N4101 PC15	Classroom lecture / PowerPoint Presentation / Question & Answer / Group Discussion	Computer, printer, projector, white board/ flip chart, marker and duster. Internet connection and online training platform.	8 Theory (4:00) Practical (4:00)
		Income and expenditure reports	• Generate income and expenditure budget reports to equip management to take decisions in time	BSC/N4101 PC17			8 Theory (4:00) Practical (4:00)
		Forecasting and Planning	• Assist in volume forecast and capacity planning as needed	BSC/N4101 PC16			8 Theory (4:00) Practical (4:00)
		Management Reporting	• Generate and distribute management reports in accurate and timely manner • Provide strong reporting and analytical information support to management team	BSC/N4101 PC19, PC21			8 Theory (4:00) Practical (4:00)
		MIS Improvement	• Provide recommendations to update current MIS to improve reporting efficiency and consistency	BSC/N4101 PC20			8 Theory (4:00) Practical (4:00)
		Process Improvement	• Analyze business information to identify process improvements for increasing business efficiency and effectiveness	BSC/N4101 PC22			8 Theory (4:00) Practical (4:00)

SL	Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
		Project Manage-ment	• Maintain a status on all projects and proactively communicate with management	BSC/N4101 PC23			8 Theory (4:00) Practical (4:00)
		Key Per-formance Indicators	• Prepare and update monthly KPI data to support management in taking operational decisions	BSC/N4101 PC24			8 Theory (4:00) Practical (4:00)
		Sales Data Manage-ment	• Generate and maintain day to day sales data and update the management	BSC/N4101 PC25			8 Theory (4:00) Practical (4:00)
		Decision Making Efficiency	• Develop and execute data-based experiments to increase efficiency of decision making based on the results	BSC/N4101 PC26			8 Theory (4:00) Practical (4:00)
		Report Preparation	• Procedure to prepare various reports as per the requirements	BSC/N4101 KU9			8 Theory (3:00) Practical (5:00)
		Report Format Creation	• Procedure to create formats for various reports	BSC/N4101 KU10			8 Theory (3:00) Practical (5:00)
		Budgetary Reporting	• Generate income and expenditure budget reports to equip management to take decisions in time	BSC/N4101 PC17			8 Theory (3:00) Practical (5:00)
		Cost and Profitability Analysis	• Prepare cost, variance and profitability factors and value driver reports, as required by the management	BSC/N4101 PC18			7 Theory (3:00) Practical (4:00)

SL	Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
		Data Analysis	• Analyze operational metrics, conduct data and business analysis, and present summary of findings to management in a clear, concise, convincing, and actionable format	BSC/N4101 PC15			8 Theory (3:00) Practical (5:00)
		Communication and Coordination	• Maintain a status on all projects and proactively communicate with management	BSC/N4101 PC23			7 Theory (3:00) Practical (4:00)
		Continuous Improvement	• Analyze business information to identify process improvements for increasing business efficiency and effectiveness	BSC/N4101 PC22			7 Theory (3:00) Practical (4:00)
Total							**Theory 126:00 Practical 144:00**
Employability Skill (DGT/VSQ/N0101)							**60:00**
On Job Training (OJT)							**150:00**
Total Duration							**Theory + Practical + OJT + ES = 480:00**

Annexure II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for MIS Data Analyst - Financial Services	
Job Role	**MIS Data Analyst - Financial Services**
Qualification Pack	**MIN/Q4101, V1.0**
Sector Skill Council	**BFSI**

S. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elec-tive/ option NOS/set of NOS.
4	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6	To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Assessable Outcomes	Assessment Criteria for Outcomes	Marks Allocation		
		Theory	Practical	Viva
BSC/N6101: Perform data analysis using MS Excel	Collect and analyze the data	40	70	-
	PC1. collect data from various departments and systems	-	-	-
	PC2. categorize the data based on its characteristics, application and management hierarchy	-	-	-
	PC3. provide support and maintenance to existing management information systems	-	-	-
	PC4. organize the data in the specified formats	-	-	-
	PC5. perform various excel functions and formulas to create meaningfulinformation	-	-	-
	PC6. prepare various charts and tables to analyze the information as required by the management	-	-	-
	PC7. produce daily, weekly and monthly MIS reports	-	-	-
	PC8. analyze the data through extensive usage of MS Excel (Aggregate function, Vlookup & Hlookup, Pivot table, Index, Dashboards), VBA, Dashboard Reports, Macros, etc.	-	-	-
	PC9. perform data analysis forgenerating reports	-	-	-

	PC10. generate both periodic and ad hoc reports as needed in the specified format	-	-	-
	PC11. prepare presentations, graphs and analytical reports as required by the management	-	-	-
	PC12. maintain thorough understanding of information and data sources	-	-	-
	PC13. identify the opportunities of automating the reports, snapshots and dashboards using advanced formulae, Macros, VB and other techniques	-	-	-
	PC14. automate and schedule report generation	-	-	-
	Assist management in business analysis	30	60	-
	PC15. report on operational metrics, conduct data and business analysis, and present summary of findings to management in a clear, concise, convincing, and actionable format	-	-	-
	PC16. assist in volume forecast and capacity planning as needed	-	-	-
	PC17. generate income and expenditure budget reports to equip management to take decisions in time	-	-	-
	PC18. prepare cost, variance and profitability factors and value driver reports, as required by the management	-	-	-
	PC19. generate and distribute management reports in accurate and timely manner	-	-	-
	PC20. provide recommendations to update current MIS to improve reporting efficiency and consistency	-	-	-
	PC21. provide strong reporting and analytical information support to management team	-	-	-
	PC22. analyze business information to identify process improvements for increasing business efficiency and effectiveness	-	-	-
	PC23. maintain astatus on all projects and proactively communicate withmanagement	-	-	-
	PC24. prepare and update monthly KPI data to support management in taking operational decisions	-	-	-
	PC25. generate and maintain day to day sales data and update the management	-	-	-
	PC26. develop and execute data-based experiments to increase efficiency of decision making based on the results	-	-	-
	NOS Total	**70**	**130**	**-**
DGT/VSQ/N0102: Employability Skills (60 Hours)	Introduction to Employability Skills	1	1	-
	PC1. identify employability skills required for jobs in various industries	-	-	-
	PC2. identify and explore learning and employa-bility portals	-	-	-
	Constitutional values – Citizenship	1	1	-
	PC3. recognize the significance of constitutional values, including civic rights and duties, citizen-ship, responsibility towards society etc. and per-sonal values and ethics such as honesty, integri-ty, caring and respecting others, etc.	-	-	-
	PC4. follow environmentally sustainable practices	-	-	-
	Becoming a Professional in the 21st Century	2	4	-
	PC5. recognize the significance of 21st Century Skills for employment	-	-	-

	PC6. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for contin-uous learning etc. in personal and professional life	-	-	-
	Basic English Skills	2	3	-
	PC7. use basic English for everyday conversa-tion in different contexts, in person and over the telephone	-	-	-
	PC8. read and understand routine infor-mation, notes, instructions, mails, letters etc. written in English	-	-	-
	PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-
	Career Development & Goal Setting	1	2	-
	PC10. understand the difference between job and career	-	-	-
	PC11. prepare a career development plan with short- and long-term goals, based on ap-titude	-	-	-
	Communication Skills	2	2	-
	PC12. follow verbal and non-verbal communica-tion etiquette and active listening techniques in various settings	-	-	-
	PC13. work collaboratively with others in a team	-	-	-
	Diversity & Inclusion	1	2	-
	PC14. communicate and behave appropriately with all genders and PwD	-	-	-
	PC15. escalate any issues related to sexual har-assment at workplace according to POSH Act	-	-	-
	Financial and Legal Literacy	2	3	-
	PC16. select financial institutions, products and services as per requirement	-	-	-
	PC17. carry out offline and online financial trans-actions, safely and securely	-	-	-
	PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-
	PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-
	Essential Digital Skills	3	4	-
	PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-
	PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-
	PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-
	Entrepreneurship	2	3	-
	PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for po-tential business through research	-	-	-
	PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-
	PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the po-tential business opportunity	-	-	-
	Customer Service	1	2	-
	PC26. identify different types of customers	-	-	-

	PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-
	PC28. follow appropriate hygiene and grooming standards	-	-	-
	Getting ready for apprenticeship & Jobs	2	3	-
	PC29. create a professional Curriculum vitae (Ré-sumé)	-	-	-
	PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-
	PC31. apply to identified job openings using offline/online methods as per requirement	-	-	-
	PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-
	PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-
	NOS Total	**20**	**30**	**-**

Annexure III

List of QR Codes Used in PHB

Module No.	Unit No.	Topic Name	Page No. in PHB	URL	QR Code (s)
Introduc-tion to the Bank-ing Sector and the Job Role of Mutual Fund Distributor	Unit 1.1: Banking In-dustry and its Sub-Sectors in India	1.1.1 Bank-ing Sector Land-scape in India	15	https://youtu.be/3ZCOz-BQmzo4?si=Aq10iF6AXK78GB-KX	Scheduled Banks and Non Sched-uled Banks
		1.1.5 Basic Terminolo-gies Used in Banking Services	15	https://youtu.be/st3uGIlk-fy0?si=Cf99bTR6EHypI6-j	Full Forms of Banking Terms You Should Know
	Unit 1.3: Introduc-tion to Skill India Mis-sion	1.3.1 Over-view of the Skill India Mission	15	https://youtu.be/FYnu6N1TJx-I?si=KanAsNgh8s_XyoGw	What is Skill India Scheme?
Module 2: Collect and Analyze the Data (BSC/ N4101)	Unit 2.1: Data Collection and Analysis Techniques	2.1.2 Methods of Organizing Data	44	https://www.youtube.com/watch?v=PQGTCckCdVo	Organizing Data
		2. Data Coding	44	https://www.youtube.com/watch?v=N7ZmPYaXoic	What is Coding?

Module No.	Unit No.	Topic Name	Page No. in PHB	URL	QR Code (s)
	Unit 2.2: MS Excel Concepts and Application	2.2.1 MS Excel Formulae and Functions	44	https://www.youtube.com/watch?v=ShBTJrdioLo	Important Excel Formulas
Module 3: Assist Management in Business Analysis	Unit 3.1: Foundations of Business Analysis	3.1.1 Volume Forecast and Capacity Planning	63	https://www.youtube.com/watch?v=g6KCZOfBONU	The Excel FORECAST Function
		3.1.3 Assisting Management in Volume Forecast and Capacity Planning	63	https://www.youtube.com/watch?v=OwjqLRO4uOE	What is Forecasting
		3.1.4 Key Performance Indicators (KPIs) and Sample Sales Data	63	https://www.youtube.com/watch?v=GiJigQ_vsNU	What is Key Performance Indicators (KPI) ?

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

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BFSI Sector Skill Council of India
"An Initiative of NSDC"

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