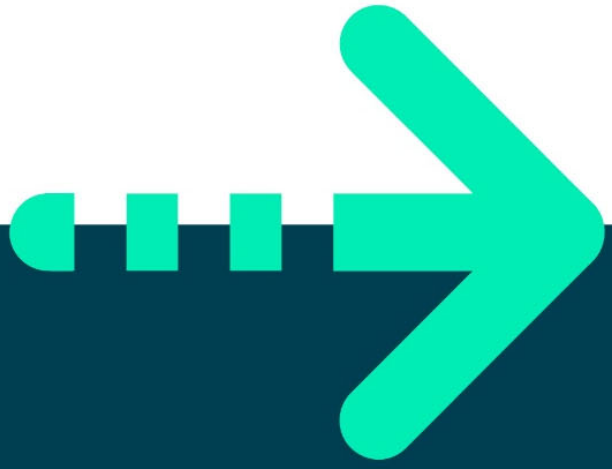
Digital by Design (DxD) Technical Specification Guide

Business Analyst Level 4 (RS)

Last updated: 20/12/2023



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1. About this guide

Level 4 Business Analyst is one of QA's portfolio of digital-by-design (DxD) apprenticeships.

To help prepare and support you on your digital learning journey, this guide outlines the different technologies used to deliver our apprenticeship, with guidance on what you need to do to ensure you can access them as and when you need to during your programme.

Please pass this document on to your IT department so they can ensure all the required websites are allow-listed and accessible from within your organisation, and all the technologies listed are available to you.

2. Technical Requirements

1. Internet connectivity
2. Internet browser
3. Webcam
4. Enabled microphone (laptop/desktop)

As part of your digital learning journey, our apprenticeships require you to connect with key contacts such as your Digital Learning Consultant (DLC) via web conferencing.

3. Key Technologies and Digital Platforms

There are two types of links included below.

a. Those marked **[D]** should work via any modern web browser.

b. Those not marked **[D]** are used as integration links between platforms and will not work by clicking the link on its own.

c. For those links marked [D]

Using a laptop/pc build provided by your organisation:

1. Click on the link(s) marked [D], or copy and paste them into your web browser address bar.
2. Can you successfully reach the intended page?
3. If no, please raise this with your internal IT team.

d. For those links with additional information

Pass these links on to your internal IT team, who will be able to confirm whether they will function correctly.

Platform	Description	Data Location	URL(s)	Blocking Implications
WebEx	WebEx is QA's main tool for video conferencing, online meetings, and screen share. You will have your sign-up and programme launch sessions, as well as ongoing reviews, via WebEx.	UK	https://www.webex.com **[D]**	
Microsoft Teams	MS Teams is an alternative means of video conferencing, if Webex is not permitted in your organisation. If you will be unable to use Webex, please ensure that this fact is highlighted with us before sign-up.	UK	https://teams.microsoft.com **[D]**	
Bud	Bud is QA's DxD apprenticeship delivery platform. This is where you will access learning activity instructions, submit tasks, communicate with your DLC, and keep track of your progress.	EU	https://web.bud.co.uk **[D]** https://qa-auth.bud.co.uk/Account/Login? **[D]** https://auth.bud.co.uk/Account/Login? **[D]**	You will not be able to access Bud from the workplace, to work on your apprenticeship.
BKSB	BKSB is an online platform for assessing your English and Maths functional skills. You will be required to take a functional skills assessment as part of your application process.	Republic of Ireland	https://www.bksblive2.co.uk **[D]** https://bksbcloudfront.bksblive.co.uk/test/test.txt **[D]** https://cdn.bksb.co.uk/test/test.txt **[D]** https://www.services.bksb-demo.co.uk (advised by BKSB)	You will not be able to complete the application process on signing up to your apprenticeship.

QA Evaluations	At certain points throughout your apprenticeship programme, QA will ask for feedback on your experience of the programme and support, via surveys hosted in our QA Evaluations system.	UK	https://evaluation.qa.com **[D]**	You will not be able to provide regular feedback of their experiences on programme, including your motivation to stay on programme and whether or not you feel safe.
SCORM Cloud	SCORM Cloud is a cloud-based course delivery platform that QA uses in the delivery of courses.	USA	https://cloud.scorm.com **[D]**	Vital content to support your apprenticeship would not be available.
Zendesk Chat	This is a live chat tool used by QA to provide you with real time, live support.	EU	https://static.zdassets.com (requested by Zendesk) **[I]**	You will not have access to real-time, live support.
Cloud Academy	Cloud Academy is QA's own enterprise digital skills platform, providing Learning Paths, hands-on labs and technical skills assessments. It may be used in any IT or technical programme involving coding.	USA	https://app.qa.com **[D]** https://bud.sso.app.qa.com **[D]** – this should divert to the Bud login page	You will not have access to vital content and labs that would enable you to complete your apprenticeship.
QA Employer Dashboard	This enables your employers to track and download information on your progress, including training, off-the-job hours, and End Point Assessment.	UK	https://employerdashboard.qa.com **[D]**	Your employers will not be able to gain access to your progress information and other key data.
Labs on Demand	Used to remote onto your PC (which is set up in classroom) Generic user login will be provided for use during classroom events. The content is destroyed immediately after.	USA	https://lod.one/TestLab	

GoToMyPC	Used to host virtual machines in the cloud. You will need to provide your own Microsoft account and Training key (provided by QA).		https://www.gotomypc.com/members/login.tmpl connectiontest@qa.com Password: AxdE@S$p5b Note these credentials are tied to a QA instance, the details may change https://support.logmeininc.com/gotomypc/help/what-are-the-optimal-firewall-configurations-11110617141	

4. Websites

(These are useful to have, as you can access these via your personal device)

Category	URL(s)	
Safeguarding	https://www.bbc.co.uk https://podcasts.apple.com https://open.spotify.com https://www.citizensadvice.org.uk https://www.apprenticeextra.co.uk https://www.childrenssociety.org.uk https://www.nationaldebtline.org https://www.moneyadviceservice.org.uk https://www.moneysavingexpert.com https://www.gov.uk https://www.victimsupport.org.uk https://www.mind.org.uk	https://www.ltai.info/videos/ https://educateagainsthate.com https://www.safecampuscommunities.ac.uk https://www.crosstheline.co.uk https://act.campaign.gov.uk https://homeofficemedia.blog.gov.uk https://www.remploy.co.uk https://youngminds.org.uk https://www.childline.org.uk https://www.themix.org.uk https://www.samaritans.org https://www.refuge.org.uk
General (likely sites)	https://www.youtube.com	https://www.instituteforapprenticeships.org

5. Email Domains

Domain	Description
bud.co.uk	Bud will send out automated messages throughout your learning journey, from asking you to set a password, to informing you when your Digital Learning Consultant provides you with feedback.
qa.com	Throughout your apprenticeship, you and your line manager will need to be able to receive emails from various teams within QA.

NOTE: Detailed documentation on data and storage available on request.

6. Software

For all programmes, we recommend that you should have access to the standard MS Office suite, or an equivalent that is able to run macros. You will also need a recognised, up-to-date browser.

7. Programme-specific requirements

a. Technologies and Platforms

N/A

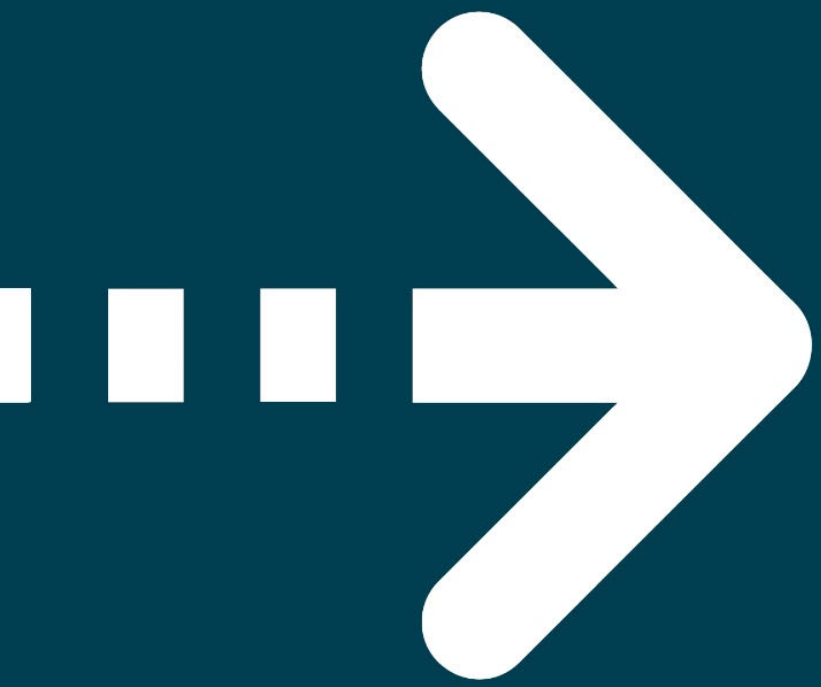
b. Websites

Platform	Description/ Use Case	URL
Google	Search engine	https://www.google.co.uk
Cisco Networking Academy	Developing technical knowledge. Covers a range of IT-based subjects such as networking, packet tracer, the internet of things and cyber security	https://www.netacad.com
The Association of Project Management	Developing project management appreciation and understanding	https://www.apm.org.uk
The BA Times	Business Analysis Times website for additional self-study and research; includes articles, templates and blogs covering all things business analyst	https://www.batimes.com
YouTube	Accessing third party video-based learning content	https://www.youtube.com
Wrike	Learning resource	https://www.wrike.com
Joe Barrios	Self-study and research resources, blog posts and articles.	https://www.joebarrios.com

Guru 99	Self-study and research resources, blog posts and articles.	https://www.guru99.com
The National Skills Academy for Rail	To view the Business Analyst Level 4 Apprenticeship Occupational Brief	https://www.nsar.co.uk
The BA Job Description	Self-study and research resources, blog posts and articles	https://thebusinessanalystjobdescription.com
Visual Paradigm	Self-study and research resources, blog posts and articles	https://www.visual-paradigm.com
Creately	Self-study and research resources, blog posts and articles	https://www.creately.com
Modern Analyst	Self-study and research resources, blog posts and articles	https://www.modernanalyst.com
International Software Testing Qualifications Board	Self-study and research Software Testing glossary	https://glossary.istqb.org
Software Testing Help	Self-study and research resources, blog posts and articles	https://www.softwaretestinghelp.com

c. Software

N/A

8. Version Control

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