# AI and the Future BA
# From requirements to reasoning

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MOSAIC™

# Summary Sheet

## Who is Barry Ryan?

Barry Ryan is a Senior Business Analyst and Consultant at Mosaic FSI.

## Why are we here today?

We are reshaping the role of the Business Analyst following the rise of AI tools and automation. Today we understand how BAs can stay relevant and navigate intelligent systems.

## What is Agentic AI?

Agentic AI refers to AI systems that can make decisions, take initiative, and carry out multi-step tasks independently to achieve a goal.

Unlike basic AI (which reacts to inputs), agentic AI behaves more like an "agent" — with planning, reasoning, memory, and autonomy.

### Other types of AI and Automation

**Narrow AI** – AI designed to perform one specific task extremely well, like a calculator for the mind.

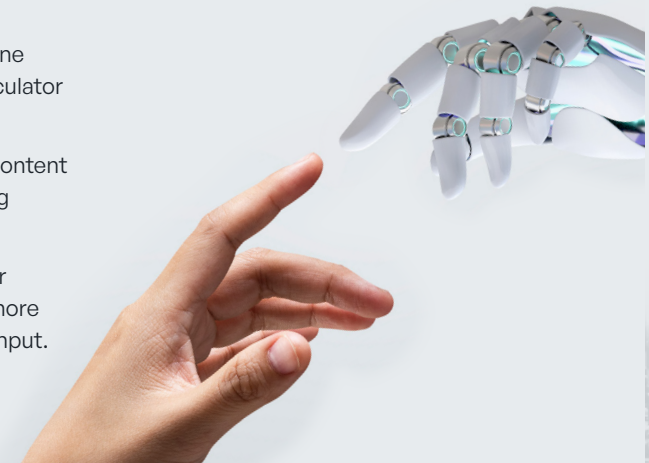
**Generative AI** – AI that creates new content (like text, images, or music) by learning patterns and mimicking creativity.

**Embedded AI** – AI built into devices or systems to make them smarter and more responsive without needing external input.

## What is the impact of Agentic AI on Business Analysts?

Jobs driven by core BA skillsets risk becoming solely driven by Agentic AI technologies. Some examples of these are:

- Requirements Gathering (Basic/Initial Drafts)
- Process Mapping & Documentation
- Gap Analysis Assistance
- Data Analysis
- Stakeholder Communication Drafting
- Test Case Creation
- Change Impact Analysis
- Market & Competitor Research



## What are the risks using Agentic AI in the workplace?

While there is increasing development of AI agents for the workplace, there are equally growing risks of AI agent driven errors. Some of these are:

| Risks | Why it matters |
|---|---|
| **Runaway tasks** | Poorly set goals can lead to endless or harmful loops. |
| **Hallucination** | May invent facts or misinterpret data. |
| **Security** | Tool access means possible data breaches if not restricted. |
| **Ethical Drift** | AI may make choices not aligned with human values if goals are vague. |

## How can Business Analysts respond to these risks?

BAs can get ahead of the game by reshaping their purpose in a new world driven by AI technologies.

Shifting our focal point from requirements (capturing what systems do) to reasoning, (how should systems think responsibly).

This can look like:

- AI Business Analyst – leading and designing how AI agents behaves
- Prompt designer – refine outputs for effective prompt engineering
- Logic steward – own how decisions are made by AI agents
- Explainability advocate – ensure decisions are unders

*Be a BA who knows how to use AI, not one replaced by it.*

# Activity Sheet (Tasks & Techniques)

Split into groups to discuss the following questions:

**Automated** T n T that AI can do mostly on its own.
**Augmented** Tasks where AI helps a BA think, write or analyse faster.
**Retained** Tasks that need human judgment empathy or approvals.

| | |
|---|---|
| What could be automated? | What should be augmented? |
| What must be retained? | Build your personal “AI Readiness” map. |

Notes

# Activity Sheet Core Competencies

**Enhanced** AI helps you do this better or faster.
**Redefined** The competency changes because of AI.
**Retained** This competency still needs human judgment and leadership.

| | |
|---|---|
| Analytical Thinking & Problem Solving: systems and creative thinking decision making. | Business Knowledge: Industry product regulations Trends Solutions methodology. |
| Communication Skills: Verbal non-verbal Written listening skills. | Interaction skills: Facilitation Teamwork Negotiation and Conflict Resolution |
| Tools & Technology: used for Productivity Analysis and communication | Behavioural Characteristics: Ethics accountability trustworthy adaptable |

Notes

# Reasoning Framework for Building and Claims

| Group | Goal Category | Goal | Constraints | Reasoning Influences | Decision Points | Feedback Loops |
|---|---|---|---|---|---|---|
| 0 | Strategic | Ensure fair and accurate claim outcomes | Must follow insurance policy rules and legal standards | Customer history, claim details, available evidence | Is the customer at fault? Is evidence sufficient? | Review outcomes, customer disputes, adjust decision logic |
| 1 | Strategic | | | | | |
| 2 | Strategic | | | | | |
| 3 | Strategic | | | | | |
| 4 | Operational | Process simple claims within 24 hours | | | | |
| 5 | Operational | | | | | |
| 1 | Operational | | | | | |
| 2 | Operational | | | | | |
| 3 | Operational | | | | | |
| 4 | Experience | Provide clear, proactive communication at every stage | | | | |
| 5 | Experience | | | | | |
| 1 | Experience | | | | | |
| 2 | Experience | | | | | |
| 3 | Other | | | | | |
| 4 | Other | | | | | |
| 5 | Other | | | | | |
| | | | | | | |

# BA Capabilities and tools

| Skill | Simple Description | Why It Matters for a BA |
|---|---|---|
| Prompt Engineering | Writing clear instructions for AI to follow. | Helps AI understand what the business needs. |
| Prompt Strategy | Planning how prompts work together across tasks or change initiatives. | Keeps AI interactions consistent and scalable. |
| Logic Steward | Own how decisions are made | Define Criteria, set fallbacks Challenge bias. |
| Explainability Advocate | Decisions are understood | Actors need to have confidence that the AI can be trusted and why an action / decision was made and this is available for audit trails. |
| Markdown and Documentation | Creating clean, easy-to-read documents using simple formatting. | Makes it easier to share and manage agent instructions. |
| Vectors | Using AI tools to find and compare similar meanings in text. | Improves how AI finds the right information or context. |
| Reasoning Frameworks | Helping AI think through problems in a logical way. | Builds trust by making AI decisions easier to explain. |
| JSON and Function Calling | Sending and receiving structured data to connect AI with tools. | Lets BAs connect AI to systems and tools safely. |
| Human-in-the-Loop | Making sure humans stay involved when AI is unsure or decisions are sensitive. | Keeps people in control when human judgment is needed. |
| Business Process Automation (BPA) | Using AI to automate tasks or workflows to save time and reduce errors. | Streamlines processes while making them easier to monitor and improve. |
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