From a work-process problem to a digital solution brief

A practical course in describing a work-process problem, testing it against evidence, understanding user needs and preparing a justified digital solution brief. Programming is not required; the course does not promise a finished software product.

Volume	100 academic hours (45 minutes each)
Start date	02.12.2026
End date	15.01.2027
Structure	50 classroom contact + 30 live online contact + 20 independent hours
Tutor	Danil Bukharov
Group	Employer training cohort
Teaching language	Russian; other languages subject to agreement
Format	100 academic hours: 50 classroom contact + 30 live online contact + 20 independent
Price	2990 € per employee, including 24% VAT

One academic hour is 45 minutes. Group dates are shown in the programme details; the detailed timetable is agreed with the employer.

Who it is for

- employers and company managers
- work-process owners
- employees assessing a digital solution for their organisation

Learning outcomes

- a process map and problem-evidence register
- prioritised requirements and acceptance criteria
- a comparison of organisational and digital solution options
- a test plan and next steps for 30 days

Module content and hours

100 academic hours: 50 classroom contact hours, 30 live online contact hours and 20 independent hours. Programming is not required. The result is a justified solution brief, rather than a finished software product.

01. Work process and problem boundaries

5 classroom contact + 3 live online contact + 2 independent academic hours

Choose a process and define its start, end, roles, inputs and outputs. Describe a verifiable workplace problem and its effect.

Practical assignment: Prepare an initial process map and problem description.

Learning methods: Guided mapping, examples and peer feedback.

02. Evidence and process mapping

5 classroom contact + 3 live online contact + 2 independent academic hours

Collect existing evidence, distinguish facts, interpretations and assumptions, and map workflow bottlenecks.

Practical assignment: Build an evidence register and identify missing information.

Learning methods: Case work, process diagrams and tutor feedback.

03. Users and needs research

5 classroom contact + 3 live online contact + 2 independent academic hours

Define user groups and work roles, plan a short interview and write neutral questions to understand needs.

Practical assignment: Prepare an interview plan and a summary of user needs.

Learning methods: Role play, comparison of interview questions and discussion.

04. Causes, assumptions and testing

5 classroom contact + 3 live online contact + 2 independent academic hours

Distinguish symptoms from possible causes, state assumptions and choose a small, safe test.

Practical assignment: Create an assumptions list and test plan.

Learning methods: Cause-and-effect analysis, prioritising hypotheses and guided practice.

05. Data protection and safe AI use

5 classroom contact + 3 live online contact + 2 independent academic hours

Choose anonymised or synthetic data, remove unnecessary personal data and check AI outputs against original sources.

Practical assignment: Prepare a data-use and AI-checking checklist.

Learning methods: Example comparisons and limited prompt practice using synthetic data.

06. Requirements and acceptance criteria

5 classroom contact + 3 live online contact + 2 independent academic hours

Describe users, main functions, constraints, data needs and desired results; formulate testable acceptance criteria.

Practical assignment: Write prioritised requirements and acceptance criteria.

Learning methods: Requirements workshop, checking questions and feedback.

07. Comparing solution options

5 classroom contact + 3 live online contact + 2 independent academic hours

Compare organisational changes, a manual trial and a digital solution. Assess assumptions, feasibility, risks and user effects.

Practical assignment: Prepare an options comparison and a justified recommendation.

Learning methods: Group work, a simple assessment matrix and presentation discussion.

08. Scope, measures and resources

5 classroom contact + 3 live online contact + 2 independent academic hours

Define an initial trial's scope, success measures, required time, roles and cost categories.

Practical assignment: Describe trial scope, measures and resource estimates.

Learning methods: Example calculations, scope setting and guided discussion.

09. Test plan, risks and prototype

5 classroom contact + 3 live online contact + 2 independent academic hours

Plan solution checks, user feedback and risk mitigation; create a simple paper or screen sketch where needed.

Practical assignment: Create a checklist, risk table and trial plan.

Learning methods: Prototype walkthrough, test scenarios and peer review.

10. Solution brief and 30-day action plan

5 classroom contact + 3 live online contact + 2 independent academic hours

Combine evidence, process maps, priorities, acceptance criteria and recommendations into a clear brief. Present it and plan the next 30 days.

Practical assignment: Complete a portfolio and a five-minute presentation.

Learning methods: Individual guidance, presentations, assessment rubric and feedback.

Assessment and completion

Assessment is pass/fail. The learner submits a portfolio with a process map, evidence register, prioritised requirements, at least two solution options, acceptance criteria, test plan and 30-day action plan, presented in up to five minutes.

A certificate is issued after all learning outcomes and completion requirements have been met. Other learners who participated receive a record of participation. The course does not award a software-developer qualification.

Trainer and qualifications

Danil Bukharov

Business and systems analyst, IT lecturer and corporate trainer. According to his CV, he has over six years of IT experience, a Candidate of Technical Sciences degree and a higher-education teaching qualification.

- Taught product analytics online to international adult groups of 15-20 learners, preparing lectures, workshops and case reviews.
- Education: Candidate of Technical Sciences in metrology; master's degree in engineering and technology in radio engineering; professional retraining as a higher-education teacher.
- Areas of practice: business and systems analysis, requirements management, BPMN/UML, product analytics, BI and AI-assisted software development.

Ordering, payment and employer support

The customer is the employer. The price is per employee for this course, including 24% VAT. The group total, tools and any additional costs are stated in the offer before acceptance.

Unless otherwise agreed in writing: payment within 7 calendar days of the invoice date and before training starts. Employer cancellation at least 14 days before the start receives a 100% refund; 7-13 days before the start, 50%; less than 7 days before the start and after training starts, no refund. An eligible replacement participant may be agreed at no additional charge before the start. If GP cancels, the full fee is refunded within 14 calendar days. The full terms and exceptions are linked below.

An employer may independently apply for a training grant to develop employees' digital skills if the current conditions are met. The application must be submitted before training starts. A direct provider partnership with Töötukassa and a course listing are not required for this particular employer grant. Töötukassa decides eligibility and the amount; free training and reimbursement are not guaranteed. This is a separate process from koolituskaart.

Full business terms: https://neurokool.ee/en/terms/

Official Töötukassa conditions: https://www.tootukassa.ee/et/teenused/tooandjatele/koolitustoetus-tooandjatele-tootaja-ikt-oskuste-arendamiseks

Personal data

Exercises use anonymised or specially prepared information. Confidential information, client data, passwords and access credentials must not be entered into external AI services without a lawful basis and company authorisation. GP Training Center OÜ processes enquiry and training information according to its privacy notice.

Privacy notice: https://neurokool.ee/en/privacy/

Provider contact details

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Current course page: https://neurokool.ee/en/programs/tooprotsessi-probleemist-digilahenduseni/

Programme information edition. This is not a signed contract, an enrolment confirmation or a funding decision. The individually agreed offer and relevant curriculum determine the conditions of a particular group.