

Capstone project 3 part 2

Q 1. What is the difference between Brainstorming and JAD Sessions?

Aspect	Brainstorming	JAD Session
Focus	Creativity and innovation	Detailed analysis and requirement gathering
Participants	Small group of team members or stakeholders	BA's, users, SMEs, developers, PM
Structure	Informal, free flowing	Highly structured and pre planned
Techniques used	Mind mapping, whiteboarding	Modeling tools, discussions, documentation
Duration	Short (1-2 hours)	Longer
Output	List of ideas, concepts or suggestions	Document requirement, user stories, use cases

Q 2. Why Document Analysis is one of the compulsory technique we use in a Project? Justify

Document Analysis is considered a compulsory technique in many projects, especially during the requirements gathering and analysis phase

Document analysis is crucial technique used in project management because it provides valuable insights, information and context that are essential for project success.

Understanding requirements

It helps BA understand how current processes or systems work by studying existing document

Identify Gaps and Improvements

Analyzing old documents reveals missing steps or improvement areas

Save Time and Cost

Saves stakeholders' time by using existing data instead of starting from scratch

Examples:

BRD, FRD, user guides and manuals and process flowcharts

Q 3. In Which Context we will use Reverse Engineering?

Reverse Engineering is used in a project when we need to analyze an existing system or product to understand its structure, functionality, and components, especially when documentation is missing or outdated.

Contexts where we use reverse engineering

Legacy System Modernization - To understand old or undocumented systems before upgrading

Software Migration - When migrating a system to a new platform reverse engineering helps extract logic and rules from the old system

Lack of Documentation - When source code exists but there's no documentation, reverse engineering helps reconstruct technical and functional documentation.

There are two categories of reverse engineering

Black Box

The system or product is studied without any examining its internal.

White Box

The inner work of the system or product is studied.

Q 4. What is the difference between Brainstorming and Focus Groups?

Aspect	Brainstorming	Focus groups
Focus	Creativity and innovation	Understanding user needs and preferences
Participants	Small group of team members or stakeholders	Target users or customers
Structure	Informal, free flowing	Structured, guided by question
Purpose	To generate large number of ideas	To gather opinions, feedbacks
Used in	Early stage of idea or future planning	Market research, product validation
Output	List of ideas, concepts or suggestions	Detailed feedback, observations

Q 5. Observation Technique – Explain both Active and Passive approaches.?

Observation technique is commonly used in research and requirements gathering to gather the data by directly observing individuals, processes, or systems.

There are two main approaches to observation

Active approach

Involves direct engagement and interaction with participants
Observing and interaction you can ask questions

Passive approach

Involves indirect engagement and interaction with participants
Observing only and no questions asked

Q 6. How do you conduct the Requirements Workshop.?

Requirements workshop is a structured approach to capture requirements.

It may used to scope, discover, define, prioritize and reach closure on requirements for the target system

Steps to conduct a requirement workshop

Define Objectives – set clear goals

Identify stakeholder – choose participants

Plan workshop – set agenda

Prepare material – support tools

Facilitate the workshop – guide the session

Collaboration – involves all

Document requirements – records output

Validation – get conformation

Q 7. In which context, Interview Technique can be conducted by a BA ?

Interviews can be conducted in various contexts such as requirements gathering, stakeholder analysis or process analysis

The purpose is to extract valuable insights, expectations, and needs from individuals involved in or affected by a project

Approaches to Conducting Interviews

Structured interviews

Predefined set of questions asked in the same order. Focused and consistent across stakeholders.

Unstructured interviews

Questions are not predefined, allowing for flexibility
Informal and open conversations

Difference between Open Ended Questions and Closed ended Questions

Type	Open Ended questions	Closed ended questions
Purpose	To explore opinions, reasons and details	To get specific or yes/no answers
Format	Starts with “what” “how” “why”	Starts with “do” “can” “have” ...
Example	How does your team process customer complaints.?	Do you log complaints in a CRM systems
Use when	When you want detailed information or ideas	When you want to confirm facts or make decisions
Answer type	Long and descriptive	Short and specific

Q 8. Questionnaire Technique – Where we will use? Give one example.?

The questionnaire technique is used by business analyst to collect information from a large number of stakeholders in a structured and cost-effective way.

It involves sending out a list of questions (online, paper based or email) to gather input, opinions or feedback.

Where we will use.?

When stakeholder are large in number

Collecting feedback from 100+ users

When stakeholders are remote or unavailable for meeting

Allows flexibility for participants to respond In their own time

For standard or common questions

Useful when the same set of questions applies to all participants

During feasibility studies or surveys

to assess needs, preferences, or satisfactions

Example:

Project: improving an online banking portal

Questionnaires

The business analyst sends a questionnaire to 100 customers asking questions

How often do you use the mobile banking app.?

Rate your satisfaction with the current features.?

What features would you like to see added.?

What are problems you are facing with is application.?

Q 9. How to Sort the Requirements.?

Sorting requirements is a crucial step in requirements management process, helping to organize, prioritize and categories them for effective analysis and implementation.

Sorting is done during the requirements elicitation and documentation phase of a project

Where we will use.?

During requirements prioritization – to decide which requirements to deliver first in devlp

During sprint planning – to select highest priority items

When budget/time is limited – to choose only the most essential requirement

Common techniques to sort requirements

MoSCoW method

100 dollar method

Priority ranking

Value or effort matrix

Example:

School management system

After collecting requirements the BA use MoSCoW method

Student registration	must have
Online fee payment	should have
Attendance analyzing	could have

Q 10. Prioritize the Requirements.?

Requirements prioritization is the process of deciding which requirements are most important so they can be implemented in the right order.

Where do we use.?

During project planning – to select high value feature under time/budget

Sprint planning – to choose requirements for each sprint

Change management – to decide which change request to approve first

Example:

School management system
Prioritize features based on stakeholder needs

Student registration	Must have	essential for all users
Online fee payment	should have	helpful, it's a option
Parent teacher meeting	could have	useful

Q 11. Weekly status reporting – How we will drive?

A weekly status reporting helps track the project progress, communicate updates, highlights risks, and keep stakeholders aligned.

Weekly status report is a summary of all works done during a week and how these activities contributed to the completion of a task or a project.

Questions that can be asked.?

What have you been working on recently.?

What are your top priorities.?

Steps to drive weekly status reporting

1. Set a schedule – decide a fixed day/time
2. Use a template – maintain consistent format
3. Gather inputs - from project team member
4. Track deliverables – compare against plan
5. Highlight risk – escalate blockers early
6. Update – show timeline movement
7. Communicate clearly – use bullet points
8. Share with stakeholder – email or meeting
9. Record feedback – capture comments

Q 12. Meeting Minutes Document.?

Minutes of meeting (MOM) is a formal written document that summarizes the discussions, decisions and actions taken during a meeting

It serves as official record of what transpired during the meeting and helps to ensure that everyone is on the same page regarding key points and action items

MOM is most particularly important for tracking project progress, documenting decision and assigning responsibilities.

Example: school management system

Meeting title	Weekly status update meeting
Date and time	21/07/2025 10:00 AM – 11:00 AM
Location	Microsoft teams / conference room B
Attendees	BA, QA lead, developer, PM, product owner
Agenda	Review of last week progress, current sprint, risks and issues and about next sprint

Decisions made	Student registration UAT completed, Fee module backend development in progress, Delay in third party payment gateway API, Parent teacher communication module to be picked next
Actions items	Follow up with API vendors, QA plan for upcoming module, prepare requirement document for next module
Owner	Product owner, BA
Due date	22/07/2025
Agenda summary	To evaluate completed tasks and check alignment with the plan
Next meeting	
Meeting title	Weekly status meeting
Date and time	25/07/2025. 10:30 AM to 11:30 AM
Location	Microsoft teams/ conference room B
Expected attendees	BA, PM, Developers , product owner

Q 13. Change Tracker – Document.?

Change tracker document is used by the project team to log and track change request made throughout the life of the project.

Date	Version number	Document change	Name	Title	Signature	Approved by
21-jul-2025	1.0	Initial creation change tracker document	Navadeep	BA	Signed	PM
23-jul-2025	1.1	Added attendance export enhancement	Navadeep	BA	Signed	Product owner
25-jul-2025	1.2	Change request table formatting update	Priya	QA Lead	Signed	PM
26-jul-2025	1.3	Added SMS alerts for absent students	Anil	Developer	Signed	PO

Q 14. Difference between Traditional Development Model and Agile Development Models

Aspect	Traditional development model(waterfall)	Agile development model
Approach	Linear and sequential	Iterative and incremental
Flexibility	Not flexible once project starts	Very flexible , can handle change
Planning	Entire project is planned at the beginning	Planning is done in small cycles
Customer involvement	Involved mainly at the start and end	Involved throughout the project
Delivery	Final product delivered at the end	Working software delivered in each sprint
Documentation	Heavy documentation required	Light documentation, focus on software

Testing	Done after development is complete	Testing done in every sprint
Risk management	High risk if requirements change late	Low risk due to early issue detection and flexibility

Q 15. Explain Brainstorming Technique.?

Brainstorming is a creative technique used to gather a large number of ideas from a group of people in a short time.

The goal is to generate as many ideas as possible without judging or rejecting them during the session

When to use brainstorming

During requirements gathering

At the beginning of a project to explore new ideas

While solving complex business problems

Who is involved

Business analyst

Stakeholder

Subject matter expert (SME)

Development and testing team

End users

Example:

When starting a school management system, the team brainstorms features like

Online fee payment

Attendance SMS alert

Student performance tracking

Parent teacher communication

Q 16. What reports Accounts Departments will generate.?

Accounts departments will need several important reports to manage loan processing

Report Name	Purpose
Loan disbursement report	Details of all loans that have been approved and released to employee
EMI deduction report	Monthly EMI deduction from employee salaries
Outstanding loan report	Shows the remaining balance of loans for each employee
Loan repayment schedule	Full schedule of EMI date and amounts for each employee
Loan rejection report	List of rejected loan applications along with reasons for rejection
Loan status report	Approved/ rejected/pending
Interest income report	Calculates total interest earned from employee loans

Q 17. What is the structure of the message/mail communicated from the HR department to the employee in case the Loan is rejected?

Subject: update on your loan application [12345678]

Dear Navadeep,

We appreciate your interest in the employee loan management program and thank you for submitting your loan application.

After a thorough review by our HR and Accounts teams, we regret to inform you that your loan request has not been approved at this time.

Please note that this decision is made based on our internal loan policies and financial eligibility guidelines

You are welcome to reapply in the future when the criteria are met or improved. For further details feel free to contact HR helpdesk at HR@gmail.com

Warm regards,
Karthik
HR department
TTS company
karthik@tts.in

Q 18. What is the structure of the message/mail communicated from the HR department to the employee in case the Loan is approved?

Subject : Loan approval conformation [1234567890]

Dear Navadeep,

We are pleased to inform you that your loan application, submitted on 20/07/2025 under the employee loan management program, has been approved after successful review by the HR and accounts team.

Approved amount 10lakhs with rate of interest 10% per annum

Please review the attached loan agreement and terms and conditions then confirm your acceptance by signing and returning the agreement by 27-07-2025. once confirmed the loan amount will be disbursed

If you have any questions feel free to reach out HR at HR@gmail.com

Warm regards,
Karthik
HR Department
TTS company
karthik@tts.in

Q 19. Design a sample report on the Loans applications Received by the accounts department.?

Report date: 21-july- 2025

Department : accounts

Reports period : 01-july-2025 to 20-july-2025

Employee ID	Employee name	Department	Application date	Loan amount	Status	remarks
EMP1011	Alex	IT	03-jul-25	200000	approved	Approved on 04-07-25
EMP2311	Karthik	IT	05-jul-25	500000	Rejected	Salary below eligibility
EMP1123	Vamshi	HR	10-jul-25	300000	Under review	Awaiting for document verification
EMP2345	Ram	Operations	16-jul-25	250000	Approved	Disbursed on 19-07-25
EMP2233	Sham	Finance	19-jul-25	120000	Rejected	Incomplete documents

Q 20. Which reporting Tools we will use for generating reports.?

Employee Loan management system a TTS company various reporting tools can used depending on the organizations needs and budget

Microsoft excel

simple, customizable tabular reports with filters

suitable for basic report creation

Power BI

Interactive dashboards, real time data analytics

Suitable for management , HR and accounts insights

Tableau

Advanced visual analytics, interactive dashboards

Suitable for visualization heavy reports

Zoho analytics

Cloud based BI tool with drag and drop reporting

Suitable for cloud reports

Google data studio

Free cloud based visual reporting

Suitable for simple online reports and dashboards