**Q1. What is the difference between Brainstorming and JAD Sessions?**

Ans.

Difference between **Brainstorming** and **JAD Sessions**:

| **Aspect** | **Brainstorming** | **JAD Sessions** |
| --- | --- | --- |
| **Purpose** | Generate a wide range of ideas or solutions. | Gather and define detailed system requirements. |
| **Structure** | Informal, unstructured, with minimal rules. | Structured and formal with a defined agenda. |
| **Participants** | Anyone can participate, usually with diverse backgrounds. | Key stakeholders (business users, IT professionals, project managers). |
| **Duration** | Short (15 minutes to 1 hour). | Long (several hours to days). |
| **Outcome** | List of ideas or concepts to be evaluated later. | Agreed-upon system requirements or project specifications. |
| **Evaluation of Ideas** | No immediate evaluation, focus on idea generation. | Ideas are discussed and evaluated in real-time. |

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

Ans. **Document Analysis** is considered a compulsory technique in project management for several key reasons:

**1. Provides a Clear Understanding of the Current Situation:**

Document analysis helps project teams understand the current state of affairs, including existing processes, requirements, constraints, and previous project documentation. This gives the team a solid foundation before they proceed with any new planning or decision-making.

**2. Clarifies and Validates Requirements:**

By reviewing project documents such as contracts, technical specifications, and business requirement documents (BRDs), project teams can confirm the project requirements. It helps ensure that what was documented in the past aligns with the current project goals and that nothing is overlooked.

**3. Identifies Gaps and Inconsistencies:**

Analyzing existing documents allows the project team to spot any gaps, inconsistencies, or ambiguities in the available information. This is important for preventing issues later in the project, ensuring everything is well-defined and aligned with business needs.

**4. Saves Time and Resources:**

Instead of gathering information from scratch or conducting interviews, document analysis allows teams to use already available information. This saves time, effort, and resources while ensuring that the team works with accurate and validated data.

**5. Supports Informed Decision-Making:**

Historical documents and reports provide insights into past challenges, successes, and decision-making processes. This information helps the team make better, data-driven decisions and avoid repeating previous mistakes.

**6. Ensures Stakeholder Alignment:**

Reviewing documentation ensures all stakeholders are aligned with the project objectives, scope, and requirements. It ensures that everyone involved is on the same page regarding what has been agreed upon and what the expectations are for the project.

**7. Helps in Compliance and Standards Adherence:**

Many projects must adhere to specific industry standards, regulations, or internal guidelines. Document analysis helps ensure that these requirements are understood and followed, reducing the risk of non-compliance.

**8. Risk Management:**

Document analysis helps identify potential risks early on by reviewing past project documents, such as risk registers, lessons learned, or previous issue logs. This allows the team to take proactive steps to mitigate these risks.

**Q3. In Which Context we will use Reverse Engineering?**

Ans. **Reverse Engineering** is a process used in various contexts, primarily in the field of software development, product design, and systems analysis. It involves taking apart a product or system to understand its components, functionality, and how it works. Here’s when and why we use reverse engineering:

### 1. ****Software Development and Analysis:****

* **Context**: When working with legacy software, undocumented systems, or when source code is unavailable, reverse engineering is used to understand how a program works, identify bugs, or extract valuable design patterns. It can help in **reconstructing the source code** from the executable, improving or modernizing old software, or migrating it to new platforms.
* **Use Case**: When a company needs to update or fix an old software system but lacks proper documentation or source code, reverse engineering helps to analyze and understand the system's functionality for future updates or modifications.

### 2. ****Security Analysis:****

* **Context**: Reverse engineering is frequently used to **analyze malware** or other security vulnerabilities in a system or software. By deconstructing the code, security experts can identify how malware works, its method of propagation, and potential weaknesses in software to patch security gaps.
* **Use Case**: Security teams reverse-engineer suspicious software to understand its behavior, develop signatures for antivirus tools, and create countermeasures.

### 3. ****Product Improvement and Competitive Analysis:****

* **Context**: In product design, reverse engineering can be used to **analyze competitors' products** and understand their design, features, and manufacturing techniques. This can provide insights into industry standards and inspire improvements to a company's own products.
* **Use Case**: If a company wants to understand how a competitor's device works, it might reverse-engineer the competitor's product to identify design flaws, features, or innovation strategies.

### 4. ****Reconstructing Lost Knowledge or Data:****

* **Context**: Reverse engineering is useful when dealing with **legacy systems** or when original designs or schematics are missing or outdated. It helps reconstruct the lost knowledge to preserve the integrity and functionality of older systems or designs.
* **Use Case**: For industries like aerospace or automotive engineering, reverse engineering is used when original design data is no longer available, to recreate blueprints or parts that are no longer in production.

### 5. ****Manufacturing and Prototyping:****

* **Context**: Reverse engineering is often used in **manufacturing** to create prototypes of physical products by analyzing the physical components, such as an existing part or object. The goal is to create a replica or improve upon it.
* **Use Case**: Engineers reverse-engineer a part, like an engine component, to reproduce it with higher precision or to create a similar part with updated features or materials.

### 6. ****Software Interoperability:****

* **Context**: Reverse engineering can be used to understand the **interaction between software systems** and help create compatible systems that can work together (i.e., enabling software interoperability).
* **Use Case**: A company might reverse-engineer an API to allow their new software to communicate with an older, proprietary system that doesn't have sufficient documentation.

### 7. ****Legal and Intellectual Property Issues:****

* **Context**: Reverse engineering is sometimes employed in legal disputes, especially concerning **patent infringement** or **copyright violations**. It helps determine how a product or technology works and whether it violates intellectual property laws.
* **Use Case**: In cases where a product might be suspected of violating a patent, reverse engineering can be used to identify whether there’s infringement by studying how the technology works and comparing it with the patented design.

### 8. ****Forensic Investigation:****

* **Context**: In digital forensics, reverse engineering is used to **analyze digital devices** and recover data, even if it’s encrypted, deleted, or hidden within the device.
* **Use Case**: Investigators reverse-engineer a device or digital file to recover important evidence in criminal investigations, such as uncovering data from a damaged or encrypted hard drive.

**Q4. What is the difference between Brainstorming and Focus Groups?**

Ans.

| **Aspect** | **Brainstorming** | **Focus Groups** |
| --- | --- | --- |
| **Purpose** | To generate a wide range of ideas or solutions in a short amount of time. | To gather detailed feedback, opinions, and insights from a group about a specific topic or product. |
| **Structure** | Informal, flexible, with little to no pre-planned structure. | Structured with specific topics or questions to guide the discussion. |
| **Participants** | Typically a diverse group of individuals, often with no specific expertise. | A small, select group of people, often with specific characteristics relevant to the research topic. |
| **Facilitation** | Facilitator encourages idea generation, often without critique. | Facilitator guides the discussion, ensuring a deep understanding of opinions and insights. |
| **Duration** | Usually short (30 minutes to 1 hour). | Longer sessions, typically 1 to 2 hours, depending on the depth of discussion. |
| **Outcome** | A list of ideas, concepts, or potential solutions to be evaluated later. | In-depth feedback, understanding of perceptions, and qualitative data for analysis. |
| **Evaluation of Ideas** | No immediate evaluation of ideas; all ideas are welcome and explored. | Ideas and opinions are discussed, explored, and evaluated during the session. |
| **Focus** | Broad focus; the goal is to encourage creative thinking and idea generation. | Narrower focus; the goal is to understand opinions, reactions, and feedback about a specific product or concept. |
| **Application** | Used in the early stages of a project to generate ideas or solutions. | Used to gather insights, opinions, or reactions to a specific concept, product, or idea. |
| **Outcome Type** | Quantitative (a variety of ideas). | Qualitative (detailed opinions, thoughts, and feelings). |

**Q5. Observation Technique – Explain both Active and Passive approaches.**

Ans. The **Observation Technique** is a method used in research and data gathering, where the observer watches and records behaviors, actions, or events in a natural setting. There are two main approaches to observation: **Active** and **Passive**. Here’s an explanation of both:

### 1. ****Active Observation****:

* **Definition**: In **active observation**, the observer is directly involved in the environment or activity being studied. The observer interacts with the participants and may even influence or participate in the situation.
* **Role of the Observer**: The observer actively engages with the group or individuals being observed. This can include asking questions, offering feedback, or participating in the activities.
* **Pros**:
  + Provides a deeper understanding of the participants’ experiences and behaviors.
  + Allows the observer to gather firsthand insights and data by directly interacting with the environment.
  + Helps in gaining trust and rapport with participants, which may result in more candid observations.
* **Cons**:
  + The observer’s presence may influence the behavior of the participants, potentially leading to biases (known as the **Hawthorne effect**).
  + The observer’s personal involvement may lead to subjective interpretations of data.
  + Ethical issues may arise if the observer’s involvement is not disclosed or if it affects participants' normal behavior.
* **Example**: A researcher might join a team meeting to observe how people collaborate and interact, or a teacher might participate in a classroom setting to understand student behavior and learning dynamics.

### 2. ****Passive Observation****:

* **Definition**: In **passive observation**, the observer remains detached and does not interfere with or participate in the activities being observed. The observer's role is to watch and record data without actively engaging or influencing the situation.
* **Role of the Observer**: The observer is a "fly on the wall," remaining unobtrusive and avoiding any direct interaction with the participants. The goal is to collect data in its most natural state, without external influence.
* **Pros**:
  + The behavior of participants is more likely to be natural since the observer does not interact with them or intervene in any way.
  + The observer can gather more objective, unbiased data, as they are less likely to affect the situation.
  + Less ethical concern about influencing participants’ behavior.
* **Cons**:
  + The observer may miss out on important context or underlying factors that only direct interaction could uncover.
  + The observer's understanding of the situation may be limited, as they do not engage with participants to clarify or probe further.
  + It may be difficult to gather qualitative insights on motivations and feelings without interacting with participants.
* **Example**: A researcher might sit quietly in the background of a meeting or observe customer behavior in a store without intervening, simply recording how they behave or interact.

### Key Differences:

| **Aspect** | **Active Observation** | **Passive Observation** |
| --- | --- | --- |
| **Role of Observer** | Actively engages with the group or situation. | Observer remains detached and does not interact. |
| **Level of Interaction** | High interaction with participants. | No interaction, observer stays unobtrusive. |
| **Impact on Behavior** | May influence behavior due to the observer’s involvement. | Less influence on behavior, more natural responses. |
| **Data Collected** | Richer, more detailed data, often qualitative. | Data is more focused on objective observations, often quantitative. |
| **Pros** | Provides deeper insights, creates rapport. | More objective, natural behavior. |
| **Cons** | Risk of bias and ethical concerns. | May miss important context or deeper understanding. |
| **Example** | Researcher participates in a focus group discussion. | Researcher observes a focus group from a distance without engaging. |

### In Summary:

* **Active Observation** is best when the researcher seeks to understand the underlying motivations or behaviors in detail and can handle the potential biases from their involvement.
* **Passive Observation** is preferred when the researcher wants to observe the most natural behaviors without influencing the situation, but at the cost of potentially missing deeper context.

**Q6. How do you conduct the Requirements Workshop.**

Ans. Conducting a **Requirements Workshop** is a structured way of gathering and defining requirements for a project, typically involving key stakeholders such as business users, subject matter experts (SMEs), IT professionals, and project managers.

### 1. ****Pre-Workshop Preparation:****

* **Define Objectives**: Set clear goals for the workshop.
* **Select Participants**: Choose key stakeholders (business users, SMEs, IT staff).
* **Prepare Agenda**: Outline topics, time allocation, and flow.
* **Distribute Pre-Reading**: Share relevant documents to prepare attendees.
* **Choose Facilitator**: Ensure skilled leadership to manage discussions.

### 2. ****Kick-off the Workshop:****

* **Introduce Purpose**: Explain the workshop goals and expected outcomes.
* **Review Agenda**: Share the structure and time constraints.
* **Set Ground Rules**: Encourage respectful and focused discussions.
* **Introduce Participants**: Ensure everyone understands roles.

### 3. ****Facilitate the Workshop:****

* **Present Context**: Provide background and objectives.
* **Use Requirement Elicitation Techniques**:
  + Brainstorming
  + Use Cases/User Stories
  + Prioritization
  + Prototyping
* **Encourage Participation**: Ensure everyone contributes and maintains focus.
* **Manage Conflicts**: Resolve disagreements and steer discussions toward consensus.

### 4. ****Capture and Validate Requirements:****

* **Document Requirements**: Capture ideas and clarify ambiguities.
* **Group and Categorize**: Organize requirements into functional, non-functional, and prioritized categories.
* **Confirm Understanding**: Check alignment with participants regularly.

### 5. ****Prioritize Requirements:****

* **Identify Critical Requirements**: Use prioritization methods (e.g., MoSCoW).
* **Resolve Conflicts**: Address conflicting requirements through discussion.

### 6. ****Review and Summarize:****

* **Review Requirements**: Confirm captured requirements and next steps.
* **Agree on Deliverables**: Clarify action items, timelines, and responsibilities.

### 7. ****Post-Workshop Follow-Up:****

* **Distribute Notes**: Share workshop summaries and action items.
* **Finalize Documentation**: Review and finalize the requirements document for sign-off.

**Q7. In which context, Interview Technique can be conducted by a BA ? How may approaches are there in conducting Interviews? (Structured – Unstructured) Explain them. Explain the difference between Open Ended Questions and Closed ended Questions.**

Ans.

An **Interview Technique** is commonly used by a **Business Analyst (BA)** to gather requirements, clarify stakeholder needs, and understand the challenges and goals of the project. BAs use interviews to:

* **Elicit requirements** from key stakeholders.
* **Understand business processes** and workflows.
* **Identify pain points** and areas for improvement in existing systems or processes.
* **Gain insights** into the expectations, constraints, and priorities of stakeholders.
* **Clarify ambiguous or missing requirements** from documents or other sources.

### ****Approaches in Conducting Interviews:****

1. **Structured Interviews**:
   * **Definition**: A structured interview follows a predefined set of questions that are asked in the same order to all participants. It is highly organized and focused, ensuring consistency across interviews.
   * **Characteristics**:
     + Questions are standardized and set in advance.
     + Suitable for gathering specific, quantifiable information.
     + Allows easy comparison between responses from different participants.
     + Less flexibility during the interview.
   * **Use Case**: When gathering data that requires consistency or specific responses, like collecting quantitative data or confirming factual information.
2. **Unstructured Interviews**:
   * **Definition**: Unstructured interviews are more informal and conversational. The BA uses open-ended questions and allows the conversation to flow naturally, based on the responses.
   * **Characteristics**:
     + No fixed set of questions; questions evolve based on the conversation.
     + Provides flexibility to explore topics in-depth.
     + Useful for gathering qualitative insights, ideas, and opinions.
   * **Use Case**: When seeking to understand the broader context, emotions, motivations, or gathering insights from stakeholders who may not be familiar with the technical aspects.
3. **Semi-Structured Interviews**:
   * **Definition**: Semi-structured interviews combine elements of both structured and unstructured formats. The BA has a set of core questions but allows room for follow-up questions and exploration of new topics that arise.
   * **Characteristics**:
     + A blend of fixed questions and flexibility to explore additional topics.
     + Provides more detailed information while maintaining consistency.
   * **Use Case**: When you need both specific information and the ability to dive deeper into certain topics, like understanding both functional requirements and the context around them.

### ****Difference Between Open-Ended and Closed-Ended Questions:****

1. **Open-Ended Questions**:
   * **Definition**: Open-ended questions are those that allow the respondent to answer in their own words, without being limited to predefined options. These questions encourage detailed and descriptive responses.
   * **Example**: "Can you describe the challenges you face with the current system?"
   * **Characteristics**:
     + Provides rich, detailed, and qualitative information.
     + Encourages the interviewee to elaborate and provide insights.
     + Ideal for exploring feelings, opinions, and understanding contexts.
   * **Use Case**: Useful in understanding stakeholder pain points, motivations, and perspectives.
2. **Closed-Ended Questions**:
   * **Definition**: Closed-ended questions restrict the respondent to a specific set of responses, such as "yes/no" or multiple-choice answers.
   * **Example**: "Do you use the current system every day?" (Yes/No)
   * **Characteristics**:
     + Easier to analyze as they provide quantitative data.
     + Limits the depth of the response.
     + Often used to confirm facts or gain clarity on specific points.
   * **Use Case**: Useful when you need clear, concise answers to specific questions or to gather data that can be easily quantified.

### ****Key Differences:****

| **Aspect** | **Open-Ended Questions** | **Closed-Ended Questions** |
| --- | --- | --- |
| **Response Type** | Detailed, descriptive responses. | Short, specific responses (e.g., Yes/No, multiple-choice). |
| **Use Case** | To explore ideas, gather opinions, and understand motivations. | To confirm facts, gather specific data, or make comparisons. |
| **Analysis** | Qualitative, more in-depth analysis. | Quantitative, easier to analyze and compare. |
| **Example** | "What improvements would you suggest for the system?" | "Is the system user-friendly? (Yes/No)" |
| **Depth of Information** | Provides a deeper understanding of the topic. | Provides specific answers, often without much context. |

**Q8. Questionnaire Technique – Where we will use? Give one example .**

Ans. **Questionnaire Technique:**

The **Questionnaire Technique** is a widely used data-gathering method where respondents answer a series of predefined questions. It’s particularly effective when a large amount of data needs to be collected from a broad audience, and it helps in obtaining both quantitative and qualitative insights.

### ****Where will we use the Questionnaire Technique?****

Questionnaires are commonly used in the following scenarios:

1. **Large-scale Data Collection**: When you need to gather information from a large group of people, such as customers, employees, or stakeholders, in a structured and standardized manner.
2. **Surveys for Feedback**: To gather feedback on a product, service, or process (e.g., customer satisfaction surveys).
3. **Assessing Knowledge and Understanding**: To assess the understanding of stakeholders about specific business processes, systems, or requirements.
4. **Market Research**: To gather insights on consumer preferences, behaviors, and trends.
5. **Needs Assessment**: To identify the needs and expectations of stakeholders or users, especially in the early stages of a project.

### ****Example of Using a Questionnaire:****

**Scenario**: A company is considering upgrading its internal HR system and needs feedback from employees about the current system’s usability and areas for improvement.

**Example Questionnaire**:

* **Question 1**: On a scale of 1-5, how satisfied are you with the current HR system’s ease of use? (1 = Very Unsatisfied, 5 = Very Satisfied)
* **Question 2**: What features do you feel are missing from the current HR system? (Open-ended)
* **Question 3**: Do you face any technical issues with the system? (Yes/No)
* **Question 4**: How often do you use the HR system? (Daily/Weekly/Monthly)
* **Question 5**: What improvements would you suggest to enhance the system’s efficiency? (Open-ended)

In this example, the **Questionnaire Technique** is used to gather feedback from employees on the current HR system, helping the business analyst understand user needs, pain points, and opportunities for improvement before implementing a new system.

**Q9. How to Sort the Requirements – Where we will use? Give one example .**

### Ans. ****How to Sort Requirements:****

1. **Categorize**:
   * Group requirements into **functional** (what the system does) and **non-functional** (how the system performs) categories.
2. **Prioritize**:
   * **MoSCoW Method**:
     + **Must-have**: Essential
     + **Should-have**: Important, but not critical
     + **Could-have**: Nice to have
     + **Won't-have**: Not required for now
   * Use **Value vs. Complexity Matrix** or **Kano Model** to assess business value and user satisfaction.
3. **Feasibility and Risk Assessment**:
   * Sort by **feasibility** (ease of implementation) and **risk** (potential challenges).
4. **Traceability**:
   * Ensure each requirement aligns with business goals and objectives.

### ****Where to Use Sorting Requirements:****

* **Requirements Gathering**: Organize and prioritize gathered needs.
* **Planning and Design**: Focus on the most important requirements first.
* **Development and Testing**: Ensure critical features are addressed early.

### ****Example:****

**Scenario**: Developing a mobile app for internal communication.

* **Must-have**: Direct messaging, group chats.
* **Should-have**: Push notifications, file sharing.
* **Could-have**: Customizable UI.
* **Won’t-have**: In-app games.

By sorting requirements this way, the BA can prioritize high-value, low-complexity features and ensure the system meets both business and user needs effectively.

**Q10. Prioritise the Requirements – –Where we will use? Give one example .**

### Ans.

### ****How to Prioritize Requirements:****

1. **MoSCoW Method**:
   * **Must-have**: Essential
   * **Should-have**: Important
   * **Could-have**: Nice to have
   * **Won’t-have**: Not needed now
2. **Value vs. Complexity Matrix**:
   * Focus on high-value, low-complexity requirements first.
3. **Kano Model**:
   * **Basic Needs**: Expected features.
   * **Performance Needs**: Features that improve satisfaction.
   * **Excitement Needs**: Delightful, unexpected features.
4. **Cost-Benefit Analysis**:
   * Prioritize based on cost vs. benefit.

### ****Where to Use:****

* **Project Planning**: Focus on high-priority needs.
* **Resource Allocation**: Direct resources to critical tasks.
* **Scope Management**: Manage project scope and avoid feature creep.

### ****Example:****

**CRM System**:

* **Must-have**: Contact management, sales tracking.
* **Should-have**: Email integration.
* **Could-have**: Social media integration.
* **Won’t-have**: Mobile app support (initial release).

**Q11. Weekly status reporting – How we will drive?**

### Ans. ****Weekly Status Reporting – How to Drive It:****

1. **Consistent Format**: Use a standard template (e.g., progress, upcoming tasks, issues/risks).
2. **Key Elements**:
   * **Progress**: Completed tasks.
   * **Upcoming**: Next week’s tasks.
   * **Issues/Risks**: Blockers or challenges.
   * **Mitigation Plans**: Actions to resolve issues.
   * **Timeline Updates**: Milestones and deadlines.
3. **Update Regularly**: Ensure the report is current (e.g., every Monday).
4. **Stakeholder Communication**: Tailor the report to the audience (detailed for the team, high-level for executives).
5. **Follow-Up Actions**: Highlight decisions or actions needed from stakeholders.

### ****Driving the Report****:

* **Automate**: Use project tools like JIRA or Trello.
* **Set Expectations**: Clarify what’s required weekly.
* **Review Meetings**: Hold brief meetings to discuss the report.

### ****Example****:

* **Progress**: "Completed HR module requirements."
* **Upcoming**: "Start UAT next week."
* **Issues**: "Delays in stakeholder feedback."
* **Next Steps**: "Schedule follow-up meeting."

This helps keep the project on track and stakeholders informed.

**Q12. Meeting Minutes Document – prepare one Sample -5 Marks**

### Ans. ****Sample Meeting Minutes Document****

**Project Name**: XYZ System Development  
**Meeting Title**: Weekly Project Update  
**Date**: February 13, 2025  
**Time**: 10:00 AM – 11:00 AM  
**Location**: Conference Room A / Virtual (Zoom)  
**Attendees**:

* John Doe (Project Manager)
* Jane Smith (Business Analyst)
* Mike Lee (Developer)
* Sarah Green (QA Lead)
* Tom Brown (Stakeholder)

**Apologies**:

* None

### ****Agenda:****

1. Review project progress and deliverables.
2. Discuss issues and risks.
3. Plan for upcoming milestones.
4. Action items for next week.

### ****Minutes:****

1. **Review of Project Progress**
   * **John Doe** provided an update on the overall project timeline.
     + The project is **on track** with the current phase.
     + **Requirement gathering** for HR module is completed.
     + Development is proceeding on schedule.
2. **Issues/Risks Discussion**
   * **Sarah Green** raised concerns regarding delays in **testing** due to missing test cases from the requirements document.
     + **Action**: Jane Smith will review the document and ensure all test cases are covered.
   * **Mike Lee** mentioned potential integration issues with the existing system.
     + **Action**: Mike to work with the IT team to assess potential risks and propose solutions by next meeting.
3. **Upcoming Milestones**
   * **Jane Smith** outlined the upcoming milestones:
     + **User Acceptance Testing (UAT)** will begin next week.
     + **Deployment** scheduled for March 1, 2025.
   * **Action**: All team members to confirm their readiness for UAT by February 18, 2025.
4. **Action Items for Next Week**
   * **Jane Smith**: Ensure all test cases are aligned with the requirements document.
   * **Mike Lee**: Finalize integration risk assessment and prepare mitigation plan.
   * **Sarah Green**: Confirm test environment setup for UAT.

### ****Next Meeting****:

* **Date**: February 20, 2025
* **Time**: 10:00 AM

**Meeting Adjourned**: 11:00 AM

**Prepared by**: Jane Smith, Business Analyst  
**Approved by**: John Doe, Project Manager

This format provides a clear record of meeting discussions, decisions made, and action items for follow-up.

**Q13. Change Tracker – Document - – prepare one Sample.**

Ans.

### ****Sample Change Tracker Document****

**Project Name**: XYZ System Development  
**Change Tracker Document**  
**Date**: February 13, 2025  
**Prepared by**: Jane Smith (Business Analyst)  
**Version**: 1.0

### ****Change Tracker Overview****:

This document tracks any changes made to the project scope, requirements, design, or timeline. It helps ensure all changes are properly documented, reviewed, and approved.

| **Change ID** | **Date** | **Description of Change** | **Impact** | **Requested By** | **Priority** | **Status** | **Approval Date** | **Approved By** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CHG-001** | February 10, 2025 | Change in the scope of HR module to include a performance review feature. | Increases development time by 2 weeks. | Sarah Green (QA Lead) | High | Approved | February 11, 2025 | John Doe (PM) |
| **CHG-002** | February 12, 2025 | Addition of an extra user role for administrators in the system. | Minimal impact on design, requires minor UI changes. | Tom Brown (Stakeholder) | Medium | Pending Approval | TBD | TBD |
| **CHG-003** | February 13, 2025 | Extend UAT testing duration by 1 week due to additional test cases. | Affects UAT schedule, pushes deployment to March 8, 2025. | Jane Smith (BA) | High | Approved | February 13, 2025 | John Doe (PM) |
| **CHG-004** | February 14, 2025 | Change in the deployment strategy to include staggered rollouts. | Affects deployment process and timelines. | Mike Lee (Developer) | Low | Pending Approval | TBD | TBD |

### ****Change Tracker Summary:****

* **Total Changes**: 4
* **Approved**: 2
* **Pending Approval**: 2
* **High Priority Changes**: 2
* **Medium Priority Changes**: 1
* **Low Priority Changes**: 1

### ****Action Plan for Pending Changes****:

* **CHG-002**: Waiting on feedback from the IT team regarding the impact on system architecture.
* **CHG-004**: Further discussion required with stakeholders before final approval.

### ****Next Review Date****: February 20, 2025

This **Change Tracker** ensures transparency, accountability, and proper handling of any changes made throughout the project lifecycle.

**Q14. Difference between Traditional Development Model and Agile Development Models.**

Ans.

### ****Difference Between Traditional Development Model and Agile Development Model****

| **Aspect** | **Traditional Development Model** | **Agile Development Model** |
| --- | --- | --- |
| **Approach** | Sequential, linear (Waterfall, V-Model) | Iterative, flexible, and incremental |
| **Process** | Fixed process flow with distinct phases (e.g., Requirements, Design, Development, Testing, Deployment) | Continuous collaboration, frequent iterations, and constant feedback |
| **Flexibility** | Low flexibility, changes are difficult and costly after the process starts | High flexibility, changes are welcomed at any stage |
| **Requirements** | Requirements are gathered upfront and fixed | Requirements evolve and are revisited throughout the project |
| **Project Phases** | Phases are completed one at a time, in sequence | Iterative cycles (sprints) with feedback loops after each iteration |
| **Customer Involvement** | Customer involved mainly at the beginning and end | Continuous customer involvement throughout the project |
| **Documentation** | Heavy documentation at each phase | Minimal documentation, focus on working software |
| **Risk Management** | Risks are identified early but may not be managed continuously | Risks are continuously assessed and adapted to during iterations |
| **Team Collaboration** | Less frequent collaboration, siloed teams | High collaboration, cross-functional teams work closely together |
| **Delivery** | Single delivery at the end of the project | Frequent releases after each sprint or iteration |
| **Timeline** | Fixed timeline with specific milestones | Flexible timeline, with continuous delivery over multiple iterations |

**Q15. Explain Brainstorming Technique – Where to use?**

Ans. Brainstorming is a creative problem-solving technique used to generate a wide range of ideas, solutions, or concepts. It encourages participants to think freely without judgment, with the goal of exploring as many ideas as possible.

### ****Key Features****:

* **Free-flowing Ideas**: All ideas are accepted, no matter how unconventional.
* **Group Involvement**: Typically involves a group of individuals from diverse backgrounds.
* **Quantity Over Quality**: The focus is on generating as many ideas as possible, not evaluating them during the session.
* **No Criticism**: Criticism of ideas is discouraged during the session to ensure free thinking.

### ****Steps Involved****:

1. **Define the Problem**: Clearly state the problem or objective to be solved.
2. **Generate Ideas**: Encourage participants to contribute as many ideas as possible.
3. **Build on Ideas**: Participants can build upon each other’s ideas.
4. **Organize and Evaluate**: After the session, group similar ideas and evaluate their feasibility.

### ****Where to Use Brainstorming****:

1. **Idea Generation**: When you need a variety of ideas for a new project, product, or feature.
2. **Problem-Solving**: When you need to identify creative solutions to complex problems.
3. **Requirement Gathering**: In the early stages of a project, especially when gathering business or user requirements.
4. **Risk Identification**: To identify potential risks or obstacles in a project.
5. **Process Improvement**: For enhancing existing workflows or creating new processes.

### ****Example****:

In a software project, the team may use brainstorming to identify features for a new mobile app. Ideas could range from basic functionalities to innovative user experiences. After the session, the team would evaluate which ideas align with the project's goals and feasibility.

**Q16. What reports Accounts Departments will generate (minimum 5 reports).**

Ans. **Reports Generated by the Accounts Department in the Employees Loan Management System**

1. **Loan Disbursement Report**
   * **Purpose**: This report provides a detailed list of all the loans disbursed to employees, including the loan amount, employee details, approval status, and disbursement date.
   * **Key Data**: Employee Name, Employee ID, Loan Amount, Disbursement Date, Loan Type, Approval Status.
2. **Loan Repayment Report**
   * **Purpose**: Tracks the repayment progress for each employee, including the amount paid and remaining balance.
   * **Key Data**: Employee Name, Employee ID, Loan Amount, Repayment Amount, Repayment Date, Remaining Balance, Due Date.
3. **Loan Default Report**
   * **Purpose**: Identifies employees who have failed to make the scheduled loan repayments, helping the Accounts department manage overdue loans.
   * **Key Data**: Employee Name, Employee ID, Loan Amount, Due Date, Overdue Amount, Days Past Due.
4. **Loan Approval Report**
   * **Purpose**: Summarizes all loan approvals, providing details on which loans have been granted, the approval status, and the loan terms.
   * **Key Data**: Employee Name, Employee ID, Loan Amount, Approval Status, Terms & Conditions, Loan Duration.
5. **Salary Deduction Report**
   * **Purpose**: Tracks the automatic salary deductions made for loan repayments, showing how much is deducted and the remaining loan balance.
   * **Key Data**: Employee Name, Employee ID, Salary Deduction Amount, Loan Repayment Date, Remaining Loan Balance.

**Q17. What is the structure of the message/mail communicated from the HR department to the employee in case the Loan is rejected?**

Ans.

### ****Structure of the Message/Email from HR Department to Employee in Case of Loan Rejection****

**Subject**: Loan Application Status – [Loan Type] Rejection

**Dear [Employee Name],**

I hope this message finds you well.

We regret to inform you that, after careful consideration, your application for the [Loan Type] has not been approved at this time. The decision was based on the following reasons:

* **Reason for Rejection**: [e.g., Eligibility Criteria Not Met, Insufficient Credit History, Outstanding Loans, etc.]

Please understand that this decision is made in accordance with the company's loan policy. We encourage you to review the eligibility criteria and consider reapplying in the future once the necessary conditions are met.

If you have any questions or would like to discuss this further, please do not hesitate to contact the HR department. We are here to assist you.

Thank you for your understanding.

**Best regards,**  
[Your Name]  
[Your Position]  
Human Resources Department  
TTS Company

### ****Key Points in the Message/Email****:

1. **Subject Line**: Clear indication that the loan application has been rejected.
2. **Salutation**: Personalized with the employee's name.
3. **Rejection Explanation**: Clearly stating the reason(s) for the rejection.
4. **Encouragement to Reapply**: Offering the employee a chance to reapply once conditions change.
5. **Contact Information**: Offering further support and clarifications.

This structure ensures clarity, professionalism, and empathy in communicating the rejection decision.

**Q18. What is the structure of the message/mail communicated from the HR department to the employee in case the Loan is approved?**

### ****Structure of the Message/Email from HR Department to Employee in Case of Loan Approval****

**Subject**: Loan Application Approval – [Loan Type]

**Dear [Employee Name],**

I am pleased to inform you that your application for the [Loan Type] has been **approved**. We are excited to assist you with this financial support.

**Loan Details:**

* **Loan Amount**: [Approved Amount]
* **Interest Rate**: [Rate]
* **Loan Duration**: [Duration]
* **Monthly Repayment**: [Repayment Amount]
* **First Deduction Date**: [Date]

**Terms & Conditions:** Please review the terms and conditions of your loan below:

1. **Repayment Schedule**: [Details of repayment schedule].
2. **Loan Agreement**: [Any specific clauses or conditions].
3. **Salary Deduction**: Automatic salary deductions will begin from [first deduction date].

To proceed with the loan, please **confirm your acceptance** of the terms and conditions by replying to this email or clicking [link/button] to accept online.

If you have any questions or require further clarification, feel free to reach out to the HR department.

Thank you for being a valued member of the TTS team. We look forward to supporting you with this loan.

**Best regards,**  
[Your Name]  
[Your Position]  
Human Resources Department  
TTS Company

### ****Key Points in the Message/Email****:

1. **Subject Line**: Clearly indicating loan approval.
2. **Salutation**: Personalized greeting to the employee.
3. **Loan Details**: Information on the loan amount, repayment schedule, and terms.
4. **Terms and Conditions**: Outline of the key loan terms and repayment plan.
5. **Confirmation Request**: Asking the employee to confirm acceptance of the loan offer.
6. **Contact Information**: Providing HR contact details for any questions or concerns.

This structure ensures the employee is well-informed, knows the next steps, and feels supported throughout the process.

**Q19. Design a sample report on the Loans applications Received by the accounts department**

Ans.  **Sample Report: Loan Applications Received by the Accounts Department**

**Report Title**: Loan Applications Received – February 2025  
**Prepared by**: [Your Name], Accounts Department  
**Date**: February 13, 2025

### ****Summary****:

This report highlights the loan applications received, processed, and the status of approval/rejection.

### ****Loan Applications Summary****:

| **App ID** | **Employee Name** | **Loan Type** | **Loan Amount Requested** | **Status** | **Reason for Rejection** | **Approval Date** | **Approved Amount** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| LOAN-001 | John Doe | Home Loan | $50,000 | Approved | N/A | Feb 10, 2025 | $50,000 |
| LOAN-002 | Jane Smith | Personal Loan | $5,000 | Rejected | Insufficient credit history | N/A | N/A |
| LOAN-003 | Mike Johnson | Car Loan | $20,000 | Approved | N/A | Feb 12, 2025 | $20,000 |
| LOAN-004 | Sarah Green | Education Loan | $10,000 | Approved | N/A | Feb 11, 2025 | $10,000 |
| LOAN-005 | Tom Brown | Home Loan | $75,000 | Rejected | Exceeds company loan limit | N/A | N/A |

### ****Summary****:

* **Total Applications Received**: 5
* **Approved**: 3, **Rejected**: 2
* **Total Loan Amount Requested**: $160,000
* **Total Approved Amount**: $80,000

### ****Key Insights****:

* **Approval Rate**: 60%
* **Common Rejection Reasons**: Credit issues and exceeding loan limits.

**Q20. Which reporting Tools we will use for generating reports.**

### Ans. ****Reporting Tools for Generating Reports****

1. **Microsoft Excel**
   * **Usage**: Basic reports, data analysis, and visualization.
   * **Best For**: Small datasets and quick analysis.
2. **Tableau**
   * **Usage**: Interactive dashboards and visualizations.
   * **Best For**: Data visualization and business intelligence.
3. **Power BI**
   * **Usage**: Real-time data reporting and interactive dashboards.
   * **Best For**: Business analytics with integration to Microsoft tools.
4. **SAP BusinessObjects**
   * **Usage**: Enterprise-level reporting for large datasets.
   * **Best For**: Complex enterprise reporting.
5. **Crystal Reports**
   * **Usage**: Custom, formatted, detailed reports.
   * **Best For**: Professional and financial reporting.
6. **Google Data Studio**
   * **Usage**: Free, web-based reporting and dashboards.
   * **Best For**: Web and marketing analysis.
7. **Zoho Analytics**
   * **Usage**: Cloud-based business intelligence and reports.
   * **Best For**: Small to medium businesses.
8. **SQL Reporting Tools (e.g., SSRS)**
   * **Usage**: Reports from SQL databases.
   * **Best For**: Structured and detailed database reporting.

### ****Conclusion****:

* **For visualizations**: Tableau, Power BI.
* **For detailed reports**: Crystal Reports, SAP BusinessObjects.
* **For simple reports**: Excel, Zoho Analytics.