**CAPSTONE PROJECT PREP – 3 PART- 2**

1. **What is the difference between Brainstorming and JAD Sessions**

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| **Aspect** | **Brainstorming** | **JAD Sessions** |
| Definition | A creative group activity to generate a large number of ideas or solutions. | A structured, facilitated workshop to gather requirements and design systems. |
| Purpose | To generate ideas, encourage creativity, and explore possibilities. | To define requirements, resolve issues, and design solutions collaboratively. |
| Participants | Usually a diverse group, including subject matter expert, team members | Includes stakeholders, end-users, developers, and facilitators. |
| Facilitation | Often informal, with minimal structure. | Highly structured and led by a trained facilitator. |
| Focus | Broad and open-ended, focusing on generating ideas without judgment. | Specific and goal-oriented, focusing on solving problems or defining systems. |
| Outcome | A list of ideas or potential solutions. | Detailed requirements, designs, or decisions. |
| Duration | Short sessions (e.g., 30 minutes to 2 hours). | Longer sessions (e.g., days or weeks) with multiple meetings. |
| Decision Making | No decisions are made during the session; ideas are collected for later review. | Decisions are often made during the session to finalize requirements or designs. |
| Use Case | Ideal for creative problem-solving or innovation. | Ideal for system development, requirement gathering, and project planning. |
| Structure | Unstructured or semi-structured; encourages open idea-sharing. | Highly structured with a defined agenda and roles. |

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

Document analysis is a fundamental technique used in project management and business analysis to gather, interpret, and utilize existing documentation for informed decision-making.

It is considered as a compulsory technique because of the following reasons:

* Understanding Project Requirements
* Documents such as business requirement documents (BRD), functional specifications, and contracts provide essential information about project scope, objectives, and constraints.
* Helps ensure all stakeholders have a clear understanding of the project expectations.
* Reducing Ambiguity and Risks
* Reviewing historical project documents helps identify past challenges, lessons learned, and best practices.
* Minimizes the risk of misinterpretation by providing factual and written evidence.
* Compliance and Regulatory Adherence
* Many projects must comply with industry regulations, legal requirements, and company policies.
* Document analysis ensures that project activities align with these requirements, reducing legal and compliance risks.
* Improved Decision-Making
* Offers data-driven insights for project planning, risk assessment, and resource allocation.
* Enhances the accuracy of estimates for cost, time, and effort.
* Facilitating Stakeholder Communication
* Helps in aligning expectations by providing a documented record of project agreements.
* Ensures clarity in roles, responsibilities, and deliverables.
1. **In Which Context we will use Reverse Engineering?**

Reverse engineering is the process of extracting knowledge or design information from anything man-made and re-producing it or re-producing anything based on the extracted information.

There are 2 types of reverse engineering:

Black box: The system or product is studied without examining its internal structure.

White box: The inner working of the product or system is studied.

Here are some key scenarios where reverse engineering is valuable:

* Understanding Legacy Systems
* When documentation is missing or outdated, reverse engineering helps analyze system functionality, workflows, and dependencies.
* Example: An old CRM system with no documentation needs to be replaced or integrated with a new solution.
* Requirement Elicitation for System Migration
* If a company plans to migrate from an old system to a modern solution, a BA needs to reverse-engineer the existing processes, data structures, and business logic.
* Example: Understanding an on-prem ERP system to define requirements for a cloud-based ERP.
* System Integration & API Analysis
* When integrating two systems with undocumented APIs, reverse engineering helps understand data flow and interaction patterns.
* Example: Analyzing API responses of a third-party payment gateway.
1. **What is the difference between Brainstorming and Focus Groups?**

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| **Aspect** | **Brainstorming** | **Focus Groups** |
| Definition | A technique used to generate a large number of ideas quickly, often in a free-flowing and open-ended discussion. | A structured discussion with selected participants to gain insights, opinions, and feedback on a specific topic. |
| Purpose | To generate creative ideas, solutions, and innovations. | To collect qualitative feedback and opinions on a product, service, or concept. |
| Participants | Usually consists of a small group of individuals (team members, employees, or experts) encouraged to think freely. | A carefully selected group of participants representing a specific demographic or market segment. |
| Structure | Less structured, allowing open-ended and spontaneous idea generation. | Moderated discussions following a structured set of questions or topics |
| Moderator Role | Facilitator guides the discussion but allows free flow of ideas. | He/she actively communicates ensuring all key topics are covered |
| Outcome | A large quantity of ideas or solutions, often without immediate evaluation. | Insights, opinions, and feedback on a specific topic or product. |
| Focus | Broad and open-ended, exploring many possibilities. | Narrow and specific, focusing on a particular issue, product, or concept. |
| Time Frame | Typically shorter (30 minutes to 1 hour). | Longer (1-2 hours or more |
| Use cases | Problem-solving, innovation, product development, and creative projects. | Market research, product testing, and understanding consumer behavior. |

1. **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 and Passive.

* Active Observation:

Active observation involves the observer engaging with the subject or environment while collecting data. The observer may ask questions, interact with participants, or influence the situation to gain deeper insights.

Often used in interviews, usability testing, and system monitoring with intervention.

Example: A business analyst conducting interviews with employees while observing workflows.

* Passive Observation:

Passive observation is a non-intrusive approach where the observer simply watches and records data without interfering or interacting with the subject.

Used for trend analysis, behavioral studies, and monitoring systems without intervention

Example: A security analyst reviewing CCTV footage to analyze behavior patterns.

1. **How do you conduct the Requirements Workshop?**

Requirements workshop is astructured approach to capture requirements. It may be used to scope, discover, define, prioritize and reach closure on requirements for the target system.

It defines the objectives, identify stakeholders, create an agenda, collaboratively facilitate the workshop with key stakeholders, summarize findings, validate requirements.

Here’s a step-by-step guide to conducting an effective Requirements Workshop:

* **Preparation:**
* Clearly outline the goals of the workshop. What do you want to achieve? (e.g., gather high-level requirements, prioritize features)
* Identify Stakeholders: Determine who needs to be involved (e.g., business users, technical teams, sponsors, end-users).
* Schedule the workshop: Choose a date, time, and location (or virtual platform) that works for all participants.
* Set Expectations: Communicate the purpose, agenda, and expected outcomes to participants in advance.
* **Kickoff the workshop:**
* Welcome participants, introduce the facilitator(s), and review the agenda and objectives.
* Set guidelines for collaboration (e.g., respect all opinions, stay focused, no side conversations).
* Share background information about the project, including any constraints, assumptions, or known issues.
* **Facilitate the Workshop:**
* Use techniques like brainstorming, mind mapping, or user story creation to gather requirements. Encourage open discussion and ensure all voices are heard.
* Document requirements in real-time using tools like flip charts, whiteboards, or digital collaboration tools. Use clear, concise language.
* Ask probing questions to clarify ambiguous requirements. Ensure everyone has a shared understanding.
* Facilitate discussions to resolve conflicting requirements or viewpoints. Focus on finding common ground and aligning with project goals.
* **Validate and Confirm:**
* Summarize the requirements captured during the workshop and ensure they align with the objectives.
* Get verbal or written confirmation from stakeholders that the documented requirements are accurate and complete.
* **Wrap-up:**
* Recap the key decisions, priorities, and next steps.
* Acknowledge the contributions of all attendees.
* Schedule follow-up meetings or workshops if needed.
1. **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**

Interviews can be conducted in various contexts such as during 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 Interview:

* Structured Interviews:
* Predefined set of questions.
* Questions are asked in a specific order.
* Responses are consistent and standardized.
* Used when clarity and accuracy are essential.
* Example: A BA asks specific questions to collect system requirements from users.
* Unstructured Interviews:
* No predefined questions or a flexible set of topics.
* More conversational and open-ended.
* Allows exploration of new insights.
* Used when discovering new requirements or brainstorming solutions.
* Example: A BA conducts an informal discussion to explore process inefficiencies.

Differences of Open Ended and Close Ended Questions:

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| **Criteria** | **Open Ended Questions** | **Close Ended Questions** |
| Definition | Questions that allow for a detailed response. | Questions that have predefined answers (Yes/No, specific choice). |
| Purpose | To gather insights, opinions, and detailed explanations. | To collect specific, quantifiable information. |
| Example | "Can you describe the challenges you face in your current process?" | "Do you face challenges in your current process? (Yes/No)" |
| Usage | Used in requirement gathering, problem discovery, and brainstorming. | Used for validation, surveys, and decision-making. |

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

This technique is a method of data collection commonly used in research, surveys and assessments. It involves presenting a set of written questions to respondents and collecting their responses.

Questionnaires can be administered in various ways including paper and pencil, online surveys or face to face interviews where the questions are read to the participants

The questionnaire technique is used in various fields:

* Market research
* Customer feedback
* Employee satisfaction surveys
* Academic research

Example: A company wants to understand customer satisfaction with its new product.

The company designs a questionnaire with questions such as:

* On a scale of 1 to 5, how satisfied are you with the product?
* What features do you like the most?
* What improvements would you suggest?

The questionnaire is distributed to customers via email or an online survey tool. The responses are then analyzed to identify trends, satisfaction levels, and areas for improvement. This technique allows the company to gather actionable insights efficiently and cost-effectively.

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

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

Sorting is often done during the requirements elicitation and documentation phases of a project.

Based on Functional vs Non-functional requirements, priority sorting, user role sorting, time dependency sorting we can sort the requirements

Sorting requirements is used in:

* Project Planning: To create a roadmap and timeline.
* Resource Allocation: To assign resources to high-priority tasks.
* Risk Management: To address critical risks early.
* Development Cycles: To guide Agile sprints or waterfall phases.
* Stakeholder Communication: To set expectations and ensure transparency.

Example: Imagine a company is developing an E-commerce Website and has collected the following requirements:

* Secure user authentication
* Payment gateway integration
* Product search and filtering
* User reviews and ratings
* AI-powered recommendations

To sort the requirements, we can use the MoSCoW method:

* Must-Have (Critical for product launch):
* Secure user authentication
* Payment gateway integration
* Product search and filtering
* Should-Have (Important but not critical):
* User reviews and ratings
* Could-Have (Enhancements that add value):
* AI-powered recommendations
1. **Prioritise the Requirements – –Where we will use? Give one example**

Prioritizing requirements is a critical step in the requirement management process, helping team focus on what is most important for the success of a project.

Prioritization is typically done based on factors such as business value, impact and dependencies.

We use requirement prioritization in Agile development, IT infrastructure projects, business process improvements, and product management to ensure the most valuable or urgent features are delivered first.

Important Prioritization techniques are MOSCOW and 100$ test

Example: A team is developing a mobile banking app and needs to prioritize features. They use the MoSCoW method and the $100 test to decide which features to focus on first.

Step 1: List the requirements

* User Login/Security
* **View Account Balance**
* **Transfer Funds**
* **Transfer Funds**
* **Bill Payments**
* **Transaction History**
* **Customer Support Chat**
* **Budgeting Tools**
* **Currency Converter**

**Step 2:** Apply the MoSCoW Method

* Must have
* User Login/Security
* View Account Balance
* Transfer Funds
* Should have
* Bill Payments
* Transaction History
* Could have
* Customer Support Chat
* Budgeting Tools
* Would have
* Currency Converter

Stepe 3 : Apply 100$ Test

* User Login/Security: $30
* View Account Balance: $25
* Transfer Funds: $20
* Bill Payments: $15
* Transaction History: $10
* Customer Support Chat: $0
* Budgeting Tools: $0
* Currency Converter: $0

By using the MoSCoW method and the $100 test, the team ensures that the most critical features (e.g., security and core banking functions) are developed first, while less critical features are deferred or deprioritized.

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

Weekly status report is a summary of all work done during a week and how these activities contributed to the completion of a task or a project or how each one brings the team closer to achievement of their targets.

Questions that can be asked in a weekly status report include:

* Progress & Accomplishments
* What were the key accomplishments this week?
* Are we on track with the project milestones and deliverables?
* What tasks were completed as planned?
* Were there any unexpected wins or positive developments?
* Current Work & Next Steps
* What tasks are currently in progress?
* Are we meeting the planned timeline for the current sprint/work items?
* What are the upcoming deliverables for next week?
* Are there any dependencies that need resolution?
* Risks & Challenges
* What blockers or challenges are we facing?
* Do we anticipate any risks that may impact project timelines or quality?
* Are there any technical, resource, or process-related challenges?
* Do we need management support or escalation?
* Metrics & Reporting
* How are we performing against KPIs
* Are there any quality concerns
* What is the overall project health status (Green, Yellow, Red)?
* Action Items & Decisions Needed
* What action items came out of this week’s discussion?
* Are there any decisions pending from leadership or stakeholders?
* What are the immediate priorities for the next reporting cycle?
1. **Meeting Minutes Document – prepare one Sample**

Minutes of meeting (MOM) is a formal written document that summarizes the discussions, decisions and actions taken during a meeting. It serves as an 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 particularly important for tracking project progress, documenting decisions, and assigning responsibilities.

Sample Document:

**Meeting Title:** Project Kickoff Meeting
**Date:** February 18, 2025
**Time:** 10:00 AM - 11:30 AM
**Location:** Conference Room B / Virtual (Zoom)
**Prepared By:** Yogesh

**Attendees:**

1. John Doe (Project Manager)
2. Jane Smith (Lead Developer)
3. Alice Brown (Marketing Lead)
4. Michael Green (Designer)
5. Sarah Lee (QA Specialist)
6. Robert White (Client Representative)

**Agenda:**

1. Welcome and Introductions
2. Project Overview and Objectives
3. Roles and Responsibilities
4. Timeline and Milestones
5. Risk Assessment and Mitigation
6. Next Steps

**Meeting Minutes:**

**Welcome and Introductions:**

* John Doe opened the meeting and welcomed all attendees.
* Each team member introduced themselves and their role in the project.

**Project Overview and Objectives**

* John provided an overview of the project, highlighting the goal to launch a new e-commerce platform by Q1 2024.
* Key objectives include:

Delivering a user-friendly interface

Ensuring seamless integration with existing systems.

Meeting all client requirements within the agreed timeline.

**Roles and Responsibilities**

* Jane Smith will lead the development team and oversee technical implementation.
* Alice Brown will handle marketing strategies and customer outreach.
* Michael Green is responsible for UI/UX design and wireframes.
* Sarah Lee will manage quality assurance and testing.

**Risk Assessment and Mitigation**

* Potential risks identified: Delays in design approval

 Technical challenges during integration

* Mitigation Strategies: Regular client check-ins to ensure timely feedback

 Allocating buffer time in the schedule for any issues

**Meeting Adjourned at:** 11:30 AM

**Prepared By:** Yogesh
**Approved By:**

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

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Date** | **Version Number** | **Document Changes** | **Name** | **Title** | **Signature** | **Approved By** |
| 2025-02-17 | 1.0 | Initial document creation | John Doe | Devops Engineer | Signed | Jane Smith |
| 2025-02-18 | 1.1 | Updated formatting details | Alice Brown | IT Manager | Signed | Jane Smith |
| 2025-02-19 | 1.2 | Added security guidelines | Bob White | Security Analyst | Signed | Mark Taylor |

This table helps track all changes made to the document over time, ensuring version control and accountability.

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

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| **Aspect** | **Traditional Model (Waterfall)** | **Agile Model (Scrum)** |
| Approach | Sequential, phase-based development (e.g., Requirements → Design → Implementation → Testing → Deployment) | Iterative, incremental development with continuous feedback and adaptation |
| Flexibility | Rigid, changes are difficult once a phase is completed | Highly flexible, changes can be incorporated at any stage |
| Project Phases | Linear, each phase must be completed before the next begins | Iterative, development happens in small cycles (sprints) |
| Delivery | Product is delivered at the end of the project | Working software is delivered in increments (every sprint, typically 2-4 weeks) |
| Customer Involvement | Limited involvement after the initial requirement gathering | Continuous involvement through regular feedback and reviews |
| Risk Management | High risk if requirements are misunderstood, as changes are costly | Lower risk due to early feedback and frequent releases |
| Documentation | Comprehensive documentation is required before development begins | Lightweight documentation, focusing more on working software |
| Team Collaboration | Teams work in silos, with distinct roles and responsibilities | Cross-functional teams collaborate closely, promoting teamwork |
| Examples | Large-scale infrastructure projects, government contracts, banking software | Software product development, startups, cloud-based applications |

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

Brainstorming is a creative problem-solving technique used to generate ideas, solutions, or innovations through group discussions or individual thinking. It encourages free thinking, avoids criticism, and focuses on quantity over quality in the initial stages.

Brainstorming is useful in various scenarios, including:

* Business & Strategy:
* Product development and innovation
* Market expansion strategies
* Business process improvements
* Problem-Solving & Decision-Making:
* Identifying root causes of problems
* Generating alternative solutions
* Risk assessment and mitigation
* Team Collaboration & Meetings:
* Enhancing teamwork and creativity
* Brainstorming session for idea exchange
* Improving communication among teams
* Project Management:
* Planning project scope and objectives
* Identifying potential risks and roadblocks
* Allocating resources effectively
1. **What reports Accounts Departments will generate (minimum 5 reports)**

The Accounts Department in the Employees Loan Management System will generate various reports to ensure transparency, compliance, and efficient management of employee loans. Below are the 5 essential reports.

* Loan Approval and Rejection Report
* This report will provide a summary of all loan requests, including approved and rejected loans. It will include details such as employee ID, loan amount requested, approval/rejection status, reasons for rejection and the date of decision. This report helps in tracking the loan processing efficiency and identifying patterns in approvals or rejections.
* Loan Disbursement Report
* This report will list all loans that have been disbursed to employees. It will include details such as employee ID, loan amount disbursed, disbursement date, loan tenure, interest rate, and repayment start date. This report ensures that all disbursements are accurately recorded and tracked.
* Loan Repayment Schedule Report
* This report will provide a detailed repayment schedule for each employee who has been granted a loan. It will include details such as employee ID, loan amount, monthly installment amount, due dates, and the total number of installments. This report helps in monitoring repayment timelines and ensuring timely deductions from salaries.
* Outstanding Loan Report
* This report will list all active loans with outstanding balances. It will include details such as employee ID, loan amount, amount repaid, remaining balance, and the expected completion date. This report helps in identifying overdue loans and managing cash flow for the organization.
* Loan Recovery and Default Report
* This report will highlight loans that are in default or have missed repayments. It will include details such as employee ID, loan amount, number of missed payments, total overdue amount, and actions taken (e.g., reminders, penalties). This report helps in taking corrective actions and minimizing financial risks for the organization.
1. **What is the structure of the message/mail communicated from the HR department to the employee in case the Loan is rejected?**

When a loan application is rejected, the HR department should communicate the decision to the employee in a clear, professional, and empathetic manner. Below is a suggested structure for the email/message:

**Subject:** Notification Regarding Your Loan Application Status

**Dear [Employee's Name],**

We hope this message finds you well.

We regret to inform you that your recent loan application has not been approved. This decision was made after careful consideration and review by the HR and Accounts departments.

**Reason for Rejection:**

* Insufficient eligibility criteria
* Incomplete documentation provided
* Existing loan obligations

We understand that this may be disappointing, and we encourage you to review the eligibility criteria and requirements for future loan applications. If you have any questions or need further clarification regarding the decision, please feel free to reach out to the HR department

Thank you for your continued dedication to TTS Company.

**Best regards,**
[HR Representative's Name]
[Job Title]
**HR Department**
**TTS Company**

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

Here’s a structured format for the message/email that the HR department can send to the employee in case the loan is approved:

**Subject:** Loan Approval Confirmation – Next Steps & Repayment Details

Dear [Employee's Name],

We are pleased to inform you that your loan request has been **approved** as per the company's Employee Loan Management System. Below are the details of your approved loan:

Loan Details:

* Loan Amount:
* Interest Rate:
* Loan Tenure:
* Monthly Deduction:
* Effective Date of Deduction:

Next Steps:

1. **Review Loan Terms & Conditions:** Attached to this email is a document outlining the loan agreement, including repayment terms and conditions.
2. **Acceptance of Loan Offer:** Kindly review the agreement and confirm your acceptance by [specified deadline]. You may acknowledge this by replying to this email with **"I Accept the Loan Terms"** or by signing and submitting the attached document.
3. **Salary Deduction Authorization:** Upon acceptance, the loan repayment amount will be **automatically deducted** from your monthly salary as per the agreed schedule.

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

**Best regards,**
[HR Representative's Name]
[Job Title]
**HR Department**
**TTS Company**

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

Below is a sample report design for the Loans Applications Received by theAccounts Department for TTS Company's Employee Loan Management System. This report will help the Accounts Department track and manage loan applications efficiently.

**TTS Company - Employee Loan Management System**

**Loan Applications Report**

Report Period: 1-Jan-2024 to 1-Jan-2025
Generated On: 2-Feb-2025
Generated By: [Accounts Department]

**Summary Section**

* Total Loan Applications Received:
* Total Approved Loans
* Total Rejected Loans
* Total Pending Loans:
* Total Loan Amount Requested:
* Total Loan Amount Approved:

**Detailed Loan Applications**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Employee ID** | **Employee name** | **Loan Type** | **Loan Amount Requested** | **Date of Application** | **Status** | **Approved/Rejected Date** | **Reason for Rejection** | **Repayment Schedule** | **Remarks** |
| 1001 | John Doe | Personal Loan | $10,000 | 2023-10-01 | Approved | 2023-10-05 |  | 12 Months |  |
| 1002 | Jane Smith | Education Loan | $5,000 | 2023-10-02 | Rejected | 2023-10-04 | Insufficient Credit Score |  |  |
| 1003 | Alice Johnson | Home Loan | $50,000 | 2023-10-03 | Pending |  |  |  | Under review |

**Key Metrics**

* Average Loan Amount Requested:
* Average Loan Amount Approved:
* Most Common Loan Type:
* Highest Loan Amount Approved:
* Lowest Loan Amount Approved:

Prepared By:

[Name]

Accounts Department, TTS Company

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

For generating reports in the Employees Loan Management System, you can use the following reporting tools based on your organization's technology stack, data sources, and reporting needs:

Business Intelligence & Reporting Tools

Power BI

* Power BI is a powerful business analytics tool that provides interactive visualizations and business intelligence capabilities.
* It integrates seamlessly with various data sources, including SQL databases, Excel, and cloud-based data.
* It allows HR and Accounts departments to create dashboards and reports for loan approvals, rejections, repayment schedules, and employee loan statuses.

Tableau

* Tableau is a leading data visualization tool that helps in creating interactive and shareable dashboards.
* It can handle large datasets and provides advanced analytics capabilities.
* It can be used to generate detailed reports on loan requests, approvals, rejections, and repayment schedules.
* It is best for Organizations looking for advanced data visualization and analytics.

SQL Server Reporting Services

* SSRS is a server-based reporting platform that provides comprehensive reporting capabilities.
* It is ideal for generating operational reports, such as loan status reports, employee loan histories, and repayment schedules.
* It is best for Organizations using Microsoft SQL Server as their database.

Open Source Reporting Tools

* Jasper Reports is an open-source reporting tool that can generate rich, detailed reports.
* It is highly customizable and can be integrated with Java-based applications.
* It supports supports multiple data sources.
* It is best used for Organizations looking for a cost-effective, open-source solution.