COEPD – Prep Exam 3 –Part 2/2

Question 1 – What is the difference between Brainstorming and JAD Sessions? 3 Marks

Ans.

Brainstorming	JAD session
Brainstorming is a group activity where everyone comes together to discuss strategies for growth and improvement	JAD (Joint Application Development) used as a technique for developing business system requirements.
Used in all types of software development methodologies	Mainly used in agile methodology
Quiet late delivery	Faster delivery
Generates many ideas	Focuses on specific requirements
Short sessions	Longer, structured sessions
Participants share ideas freely	Facilitator-driven discussions
Lasts for couple of hours	JAD sessions last for typically about 3 days

Question 2 – Why is Document Analysis one of the compulsory techniques we use in a Project? Justify : 3 Marks

Ans. Document Analysis helps in dividing the information in various parts as we see the information from various angles. We may refer to multiple sources and combine the document review with other techniques such as interviews.

· Document Analysis helps us in focusing the questions we have asked during an interview to client, it helps in understanding what to lookout for.

· It is helpful when we are particularly looking for a specific information, which we can dig further into documents.

· It is most cost-effective method where data is readily available. Documents provide Specific and Stable data, if we use other methods, it may not be received as it is. It also serves as evidence of the shared information

Question 3 - In Which Context we will use Reverse Engineering? 3 Marks

Ans. Reverse engineering is the process of deconstructing a thing to learn how it works, what it's made of, and how it is assembled. Common reasons for reverse engineering include:

· Developing interfaces for system interoperability.

· Improving product documentation.

· Modernizing of software products.

· Security adaption.

· Fixing product flaws.

· Redesign

· Competitor intelligence.

Question 4 - What is the difference between Brainstorming and Focus Groups? 3 Marks

Ans. Here are the main differences between the two techniques:

Brainstorming	Focus Groups
Purpose is to generate ideas	Purpose is to improve existing ideas.
No. of participants 6-8	No. of participants 6-12
Knowledge of topic of discussion is not necessary.	In depth knowledge of topic of discussion is necessary
No observers	Observer is present
Condition- problem exist	Condition- idea, solution or process exists.

Question 5 –Observation Technique–Explain both Active and Passive approaches: 3 Marks

Ans.

Observation techniques are used to gather information by watching and understanding workplace activities. It is used to identify needs and opportunities, understand business processes, create performance standards, assess solution performance, and facilitate training and development. There are two approaches for observation as stated below:

· **Active –** It is also referred as a noticeable approach, while observing an activity the observer can ask any questions as they occur. Despite this interruption to the workflow, the observer can quickly understand the reasoning and any undocumented processes within the activity.

· **Passive -** It is also referred to as an unnoticeable approach, in this approach, the observer does not interrupt the work while the user is performing the work activity. Any questions would be asked once the observation is over. This allows a natural flow of events to be observed without interference by the observer, as well as the measurement of the time and quality of work.

Question 6 – How do you conduct the Requirements Workshop 3 Marks

Ans.

A workshop can generally be described as a focused event that gathers a representative group of stakeholders to achieve a specific goal within a specific period. The technique is generally used for activities such as planning, discussion, analysis, and elicitation, as well as various others.

Requirement workshops are amongst the most widely used techniques in project management and business analysis. It's also likely to be the most common approach for requirements elicitation. This is because there is no standard structure for the technique.

There are, however, three key steps that should be taken when conducting workshops. These include preparing, conducting, and following up.

Prep1-

- Clarify Initial scope and identify key stakeholder involvement
- Define the workshops agenda, Schedule the session and coordinate logistics
- Determine appropriate session tools, templates and outputs
- Conduct pre workshop interviews job shadowing document reviews surveys on benchmarking studies
- Send materials in advance to attendees.

Prep 2-

- Review the goals agenda and ground rules for the meeting
- Maintain a professional and objective tone
- Elicit analyse and document the requirement using agreed tools and templates
- Occasionally validate the activities with the workshops stated objective to stay on track
- Ensure all stake holders are heard and obtain consensus on conflicting review.

Prep 3-

- Follow up on any open action item
- Distribute completed document up it to appropriate stakeholders
- Schedule final walkthrough in an intent of gaining approval.

Question 7 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. 6 Marks

Ans. Interview is one of the most important techniques in business analysis. They can be used to verify the facts, clarify ambiguity, trigger enthusiasm, engage end users, and identify requirements, opinions and ideas. It is used to get more information from people in a formal or informal setting by asking questions and documenting the responses.

There are three kinds of approaches to conducting interviews:

1. One-on-one approach

2. Panel interview

3. Series interview

The interview is a common technique for eliciting the requirements. It involves direct communication with the individuals or a group of people who are part of an initiative. There are two basic types of interviews. They are as follows:

Structured Interview: - In which the interviewer has a predetermined set of questions and it is a documented on set of rules and methods.

Unstructured Interview - In which the interviewer does not have a predetermined set of questions and it may vary based on the stakeholder responses and interactions.

The difference between Open Ended Questions and Closed-ended Questions are as follows:

0pen-ended questions	Closed-ended questions
Questions that should be answered with long responses.	Questions that should be answered with short responses
Answers are often descriptive, and explanatory	Answers are often short and factual
Questions begin with words like how, why, explain, describe etc.	Questions begin with words like is, do, would, what etc
Easy questions	Multiple choice questions.
Take a long time to answer	Can usually be answered quickly

Question 8 - Questionnaire Technique – Where we will use? Give one example. 6 Marks

Ans. A questionnaire is a research tool that contains a list of questions requiring responses from a predefined group of people. It is used to collect relevant information that can help you arrive at definite results during research.

Questionnaires are used to collect both qualitative and quantitative data from respondents. It combines different question types like close-ended and open-ended questions that allow you to extract large volumes of data from respondents.

There are four types of questionnaires –

1. Online Questionnaire

2. Telephone Questionnaire

3. Paper Questionnaire

4. Face-to-face interview

Question 9 –How to Sort the Requirements – Where we will use? Give one example

Ans. When all the requirements are gathered there are chances of redundancy in those requirements so basically all the scattered requirements are put together and the repetition of requirements are removed which is known as sorting of requirements.

The process for sorting is:

- Identification of requirements.
- Dividing the identified requirements into functional and non-functional requirements
- If identified requirements are similar, then they are put together and removed.

We will sort the requirements in two ways such as functional requirements and Non-Functional requirements.

Functional requirements define a function that a system or system element must be qualified to perform and must be documented in different forms. The functional requirements describe the behaviour of the system as it correlates to the system's functionality.

Examples of functional requirements:

- Authentication
- Business rules
- Audit tracking
- Certification requirements
- Transaction corrections etc.

Non-functional requirements are not related to the software's functional aspect. They can be the necessities that specify the criteria that can be used to decide the operation instead of specific behaviours of the system. Examples of non-functional requirements:

- Usability
- Reliability
- Security
- Storage
- Cost
- Flexibility
- Performance
- Legal or regulatory requirements, etc

Question 10 - Prioritize the Requirements – Where we will use? Give one example. 5 marks

Ans. Prioritization is a Technique for queuing the requirements for the development process. Factors that influence the prioritization techniques are importance, risk, cost, benefits, time, and strategy. Three main actors involved in this are customer, developers, and business owners.

Requirements can be prioritized by using the following steps

- Step 1: Understand the Purpose & Strategy for Prioritization.
- Step 2: List the Customer Needs.
- Step 3: List the Requirements.
- Step 4: Facilitate the Rating of the Need / Requirements Interrelationships.
- Step 5: Determine Technical / Development Factors.
- Step 6: Determine the Priority Rating.

MoSCoW Technique: MoSCoW is a prioritizing technique which is used in business analysis and software development to reach mutual understanding with stakeholders on the importance of each requirement.

MoSCoW stands for must, should, could and would.

M- Must have the requirements to meet the business needs.

S- Should have this requirement, if possible, but project success does not rely on it.

C- Could have this requirement if it does not affect anything else in the project.

W- Would like to have this requirement later, but it won't be delivered this time.

Question 11 – Status reporting–How we will drive? 5 marks

Ans. A weekly status report is a complete overview of your week at work, covering projects you've completed, ones that are still in progress and upcoming plans.

A weekly report is a review of your workweek and provides a summary of what you completed, what projects are in progress and plans that outline your workflow for the next week. Typically, weekly reports are brief and concise and only one page long. Most professionals send weekly reports on Friday afternoons to establish consistent communication with team members and supervisors. Additionally, a weekly report can benefit both you and your employer by providing insight into important aspects of the work you complete.

	Completed Items			
Project	Task	Team member	Estimation	Notes
xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
xxxxx	xxxxx	xxxxx	xxxxx	xxxxx

	In Progress			
Project	Task	Team member	Estimation	Notes
xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
xxxxx	xxxxx	xxxxx	xxxxx	xxxxx

	Assigned but not started			
Project	Task	Team member	Estimation	Notes
xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
xxxxx	xxxxx	xxxxx	xxxxx	xxxxx

Question 12 – Meeting Minutes Document–prepare one Sample : 5 marks

Ans. Minutes is to create an official record of the actions taken at a Meeting. Minutes serve to both memorialize the actions taken for those attended the Meeting as well as for those who were unable to attend the Meeting.

Meeting minutes are notes that are recorded during a meeting. They highlight the key issues that are discussed, motions proposed or voted on, and activities to be undertaken.

Meeting Agenda:-

Meeting/Project Name:	print Review Meeting		
Date of Meeting: (MM/DD/YYYY)	25.06.2024	Time	12:30pm
Meeting Facilitator	Business Analyst	Location	Hyderabad

Meeting Objective 1. Discuss status of sprints 2. Discuss progress report of project. 3. Discuss about impediments if any. 4. Suggest Solutions

Attendee's :-

Name:	Department	Email	Phone
ABC	Development Team	ABC@YAHOO.COM	9XXXXXX
Meeting Facilitator	Technical team	ABC@YAHOO.COM	888XXXX

Business Analyst	Akshay Raj	Akshayraj33@gmailc om	999XXXXX

Meeting Agenda

Topic	Owner
Decision about the actions n sprints	Development Team
Team Decision on WIP items	Development Team

Question 13.– Change Tracker–Document—prepare one Sample? 4 marks

Ans. The role of BA in change request is very important as the change requests differ in number and complexity across business projects and may come in before, during or after implementation of a solution.

Below are the steps to follow:

- -->Understand the reason for the change
- -->Understand the impact of the change
- -->Understand the effort required to implement the change
- -->Ensure that the change request follows the predetermined approval process

Global Disbursement (Payments)

Milestone/ Requirement	Reque st No	Request or	Descripti on of the change	The reason for the chang e	The impact of the chang e	The propos e d action to be taken	The busine ss priority of the chang e	The status of the change (approv al block
Changing DB Path for Servicing Module	1	XYZ	New query will be created with new columns to avoid data collusion	To Fetch more releva nt data	More Clarity in Data fetchin g	xxx	High	In Progres s

Question 14 – Difference between Traditional Development Model and Agile. 8 marks

Development Models:

Traditional Software Development	Agile Software Development
It is used to develop simple software	It is used to develop complicated software.
In this methodology, testing is done once the development phase is completed.	In this methodology, testing and development processes are performed concurrently.
It follows a linear organization structure.	It follows an iterative organizational structure
It provides less security	It provides high security.
Client involvement is less as compared to Agile development	Client involvement is high as compared to traditional software development
It provides less functionality in the software.	It provides all the functionality needed by the users
It supports a fixed development model.	It supports a changeable development model.
It is used by freshers	It is used by professionals.
Development cost is less using this methodology.	Development cost is high using this methodology
It majorly consists of five phases	It consists of only three phases.
It is less used by software development firms.	It is normally used by software development firms
Expectation is favored in the traditional model.	Adaptability is favored in the agile methodology.
Models based on Traditional Software Development	**Models based on Agile Software Development**
Spiral Model	Scrum
Waterfall Model	Extreme Programming (XP)
V Model	Crystal
Incremental Mode	Dynamic Systems Development Method (DSDM)
	Feature Driven Development (FDD)
	Adaptive Software Development (ASD)

Question 15 - Explain Brainstorming Technique – Where to use? 5 marks

Ans. Brainstorming can be done with group or with an individual. Ideas collected during this session and reviewed and analyzed. It is effective in generating lots of ideas on specific issue to determine which is the best.

This technique could be used in following scenarios.

- When we have a Time constrain and want to gather requirements, we must use this technique.
- When we want to generate an idea without having any one's biased, as more importance is given to ideas.
- When we want Quantity over quality in generating Ideas, this method would be considered best.
- Once Brainstorming Session is over, there is always refining session which gives us, more refined ideas.

- When we have multiple options to choose from, we must consider this method as this gives more emphasis on ideas generation, we can get insight from various people on right one.

Case study (Q16 – Q20 33 Marks)

TTS Company is a multinational Company giving services on Software development in the BFSI Vertical. They have multiple products available. They have Research and Development Wing, which continuously try to improve the Quality of the products and innovation is their USP, this is helping TTS Company to be in Top 10 List. TTS Company came up one initiative to help their Employees with Loans based on their eligibility. To support this cause, they proposed the development of Employees Loan Management System. The Employees Loan Management System will help an organization to manage a loan for its employees online in an efficient way. Employees can request loans, which will be reviewed by the HR and Accounts departments and then loans will be approved or rejected. In case, the loan is rejected, the employee will be informed of the reason for loan rejection. However, in the case of loan approval, Loan approval terms and conditions, the loan repayment schedule will be provided to the employee. If the employee will agree with the loan offer, terms and condition, and repayment schedule, the loan will be granted to the employee and automatic deduction from employee salary will be made.

Question 16 – What reports Accounts Departments will generate (minimum 5 reports) 10 marks

Ans. Accounts and HR will be reviewing the request and generate various reports and that will be sent to Employees. Following are the reports which will be generated by an employee.

Loan Approval Report: This will be Reviewed and sent by HR department in coordination with Accounts Department.

Loan Rejection Report: Here, employee would be informed about the status of the Request which is rejection in this case.

Loan Approval terms and Conditions: Once the loan is approved it will be informed to employee, along with that it will also be communicated the terms and conditions it will have to oblige.

Loan Repayment Schedule Report: Here, Numbers are shared with employee about the tenure for which loan is approved, ROI, EMI and tenure for which he will be repaying the loan.

Loan Offer Report: In this Report HR Department will inform employee the amount sanctioned by HR department, tenure and EMI employee will have to bear for

Question 17 - What is the structure of the message/mail communicated from the HR department to the employee in case the Loan is rejected? 5 marks

Ans.

From: aksahyrajXXX@gmail.com

To : Kamesh.n@tts.com

Cc:Financedept@TTS.com, HRdepts@TTS.com

Bcc:

Regular loan application number:- AX143RRT

Dear Kamesh,

Good day!!

This mail is reference to your loan application No. AX143RRT. Dated: 25.06.2024. We are sorry to inform you that your application has been rejected due to below mentioned reason

As per the company policy, The employee must finish 1year for eligibility of loan.

As per our records we noticed that you DOJ is 20.03.2024 and you have not completed 1 year based on the company policy.

Thank you for approaching us. You can re-apply once the set condition is met

Regards,

D Akshay Raj

Senior Excecutive, HR Department

TTS company.

Question 18 - What is the structure of the message/mail communicated from the HR department to the employee in case the Loan is approved? 5 marks

Ans.

From: aksahyrajXXX@gmail.com

To : Kamesh.n@tts.com

Cc: Accountsdep.TTS.com,Accountsdep.TTS.com

Bcc:

Regular loan application number :- AX143RRT

Dear Kamesh,

Good day!!

We are pleased to inform that your application No. AX143RRT for 5 lakhs personal loan has been approved from our end

Kindly keep in touch with Abbas from finance department for further process

Regards,

D Akshay Raj

Senior Executive, HR Department

TTS company.

Question 19 - Design a sample report on the Loans applications Received by the accounts department? 8 marks

Ans.

Loan Disbursement for July Month

Loan Types	Application Date	Application Date	Application Date	Loan Approval Status	Amount	Tenure	ROI	EMI
Vehicle Loan	**03.06.2024**	**JH**	**A**	**Approved**	**1,00,00**	**18**	**10**	**1185**
Child Education Loan	**14.06.2024**	**RS**	**D**	**Not eligible**	**….**	**-**	**-**	**--**
Home loan	**10.06.2024**	**AG**	**D**	**Not eligible**	**……**	**-**	**-**	**--**
Personal Loan	**01.06.2024**	**JH**	**B**	**Approved**	**5,00,000**	**60**	**18**	**10,000**
Marriage Loan	**06.06.2024**	**EP**	**C**	**Not eligible**	**…..**	**-**	**-**	**--**

Question 20 - Which reporting Tools we will use for generating reports? 5 marks

Ans. Power BI and Tableau are the tools used for generating Report

Power BI: Power BI is a Data Visualization and Business Intelligence tool that converts data from different data sources to interactive dashboards and BI reports. Power BI suite provides multiple software, connector, and services - Power BI desktop, Power BI service based on SaaS, and mobile Power BI apps available for different platforms

Tableau: Tableau is a powerful tool used for data analysis, visualization. It allows creating amazing and interactive visualization and that too without coding. It provides the features like cleaning, organizing, and visualizing data. Data analysis is very fast with Tableau tool and the visualizations created are in the form of dashboards and worksheets.

The best features of Tableau software are as follows:

- Data Blending
- Real time analysis
- Collaboration of data

The great thing about Tableau software is that it doesn't require any technical or any kind of programming skills to operate.