# Prep 3 Part 2

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

**A.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Aspect** | **Brainstorming** | | **JAD (Joint Application Development) Sessions** | | --- |  |  | | --- | |  | |
| |  | | --- | |  |   Definition | A technique used to generate creative ideas by encouraging free thinking and discussion. | A structured workshop where stakeholders, developers, and analysts collaborate to define system requirements. |
| Objective | |  | | --- | | To generate a broad range of ideas for solving a problem or improving a process. |  |  | | --- | |  | | |  | | --- | | To gather and refine business/system requirements through structured discussions. |  |  | | --- | |  | |
| Participants | |  | | --- | | Usually open to anyone with ideas, including team members, stakeholders, or experts. |  |  | | --- | |  | | |  | | --- | | Involves key stakeholders, users, business analysts, and developers. |  |  | | --- | |  | |
| Structure | |  | | --- | | Informal and open-ended; ideas are encouraged without immediate evaluation. |  |  | | --- | |  | | |  | | --- | | Highly structured with predefined roles, agendas, and facilitators. |  |  | | --- | |  | |
| Focus | |  | | --- | | Creativity, innovation, and problem-solving. |  |  | | --- | |  | | |  | | --- | | Requirement gathering, decision-making, and system design. |  |  | | --- | |  | |
| Duration | |  | | --- | | Short, typically lasting from a few minutes to a few hours. |  |  | | --- | |  | | |  | | --- | | Longer, spanning multiple sessions over days or weeks. |  |  | | --- | |  | |
| Outcome | |  | | --- | | A list of potential ideas or solutions for further analysis. |  |  | | --- | |  | | |  | | --- | | Well-defined business/system requirements ready for documentation and implementation. |  |  | | --- | |  | |
| Facilitation | |  | | --- | | May or may not have a facilitator; encourages open-ended discussions. |  |  | | --- | |  | | |  | | --- | | Led by a trained facilitator who ensures structured discussions and consensus-building. |  |  | | --- | |  | |
| |  | | --- | | ExampleUsage |  |  | | --- | |  | | |  | | --- | | Generating marketing campaign ideas, product improvements, or solutions to a problem. |  |  | | --- | |  | | Defining software features, system processes, and business workflows. |

**Q2. Why Document Analysis is one of the compulsory technique we use in a Project?**

**A.** 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

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

**A.** 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.

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

**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. |

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

**A:** Observation technique is also called job shadowing technique. It states that observing or shadowing users or even doing part of their job can provide information of existing processes, inputs and outputs. There are two types of observations active observations and passive observations.

**1. Active observation:**

* It is also called as visible type of observation.
* In this approach BA observed the current process and take notes he made dialogue with the worker.
* When BA has questions as why something is being done as it is he ask the question right away even if It Breaks the routine of the person being observed.

**2. Passive observation:**

* It is also called as invisible type of observation.
* In this approach the BA observes the subject matter expert working through business routine but does not ask questions.
* BA takes notes about what he sees but stays out of the way as if he is invisible. He waits until the entire process has been completed before asking any questions.

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

**A.** Requirements workshop also known as Joint Application Development (JAD). JAD is an extended, facilitated workshop. It involves collaboration between stakeholders and system analysts to identify needs requirements in a concentrated and focused manner. It produces a large amount of high-quality information in a short period of time. This technique provides a forum to explore multiple points of view regarding a topic. JAD team is heart of JAD process. The Team should consist of mixture of skills from variety of individuals. Participants may include business process owners, operation managers, client representatives, BA, business managers, end users, IT specialists, human resource representatives etc.

**JAD process steps:**

1. Define session: Define the purpose scope and objective of the JAD sessions. Invite and obtain commitment to attend sessions from appropriate stakeholders and schedule the session accordingly.  
2. Research product: Become more familiar with the product or service gather preliminary information.  
3. Prepare: Prepare visual aids, developing a realistic agenda, training the recorder, and preparing the meeting room.  
4. Conduct session: Follow agenda together and document the project needs. It is important to ensure all participants are given equal treatment during the process  
5. Draft the documents: Prepare the formal documents from the information captured in JAD session. The final document is returned to stakeholders for review and validation.

**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.**

**A.** 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**:

|  |  |
| --- | --- |
| **Open-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 |

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

**A.** 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**

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

**A.** 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 behavior 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 behaviors of the system. Examples of non-functional requirements:

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

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

**A.** 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.

**Pareto Principle**: (80-20)Focus on 20% of task that completes 80% of work. This helps to identify High-impact Activities.

**100 Dollar Prioritization:** It works by assigning a hypothetical budget of $100 to rank or priorities among a list of options.

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

**A.** Following steps are used to do weekly status reporting-

* Define Reporting Requirements
* Set Reporting Frequency and Deadline
* Standardize Reporting Format
* Communicate Expectations
* Provide Guidance and Support
* Remind and follow up
* Review and consolidate reports
* Share and discuss the reports
* Act on the findings

**Q12. Meeting Minutes Document – prepare one Sample**

**A.**

|  |  |
| --- | --- |
| **MOM Template** | |
| **Date** |  |
| **Time** |  |
| **Location** |  |
| **Attendees** | Mr.A |
| Mrs.B |
| Mr.C |
| **Agenda** | Item 1 |
| Item 2 |
| Item 3 |
| Item 4 |
| **Discussion summary** | Item 1 |
| Discussion |
| Summary of the Item |
| **Action Items** |  |
| **Next Meeting** | |
| **Date** |  |
| **Time** |  |
| **Location** |  |
| **Agenda** |  |

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

**A:**

|  |
| --- |
| **Change Tracker Document** |
| **Version:** |
| **Date:** |
| **Change Details** |
| **Change Request Number:** |
| **Requested By:** |
| **Requested Date:** |
| **Change Description:** |
| **Change Assessment** |
| **Impact Analysis:** |
| **Risk Analysis:** |
| **Feasibility Analysis:** |
| **Effort Estimate:** |
| **Approval Status:** |
| **Approval Date:** |
| **Implementation Details** |
| **Developer:** |
| **Start Date:** |
| **End Date:** |
| **Test Coverage:** |
| **Test Results:** |
| **Deployment Plan:** |
| **Rollback Plan** |
| **Rollback Procedure:** |
| **Rollback Test Plan:** |
| **Rollback Date:** |
| **Rollback Results:** |
| **Documentation Update** |
| **Document Affected** |
| **Update Description** |
| **Update Date** |
| **Updated By** |
| **Approvals** |
| **Approver 1:** |
| **Approver 2:** |
| **Approver 3:** |
| **Approval Date:** |
| **References** |
| **Related Documents:** |
| **Supporting Materials:** |

**Q.14: Difference between Traditional Development Model and Agile**

**A.**

|  |  |
| --- | --- |
| **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  Waterfall Model  V Model  Incremental Mode | Scrum  Extreme Programming (XP)  Crystal  Dynamic Systems Development Method (DSDM)  Feature Driven Development (FDD)  Adaptive Software Development (ASD) |

**Q15. Explain Brainstorming Technique**

**A:**

**Brainstorming:**

* Can be done individually or in groups.
* It is the most effective way to generate lots of ideas on specific issues and rate which idea is the best solution.
* It is the most effective with a group of 8-12 people.
* It should be performed in a relaxed environment.
* Brainstorming is generally used in identifying all the possible solutions to problems then prioritization is done.

Stages of brainstorming are

1. Prepare for brainstorming: Develop the clear and concise definition of area interest and determine the time limit for the group. Decide who will be included in the session and their roles. Establish the criteria for evaluating and rating the ideas.
2. Conduct brainstorming session: Share the ideas without any criticism and visibly record all the ideas. Encourage the participants to be creative. Don't limit the number of ideas, as the goal is to elicit as many ideas as possible within the time period.
3. Wrap-up the brainstorming: Once the time limit is reached discuss and evaluate the ideas and eliminate the duplicate ideas. Rate the ideas and distribute the final list of ideas to appropriate parties. People cannot easily brain storm the ideas and this is the biggest disadvantage of brainstorming.

**Q16. What reports Accounts Departments will generate**

**A:** The Accounts department will create the following reports-

* Financial statements
* Balance sheet
* Income tax return statement
* Cash flow statement
* Income statements
* Profitability
* Debt to income ratio
* Cash flow projections
* Previous repayment record
* Credit history report

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

**A:**

Subject: Notification for rejection of loan

Dear Sir,

As per subject mentioned above, we regret to inform you that we have rejected your loan application. This discussion is made after reviewing your loan documents. Your CIBIL was the main reason for rejecting your loan, as it doesn't fit in company's policy.

If you have any queries or questions regarding this feel free to reach us, we are happy to help.

Thank you for your understanding.

Best Regards,  
HR department,  
XXX company.

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

**A:**

Subject: Notification for approval of your loan

Dear Sir,

As per subject mentioned above, we are pleased to inform you that we have accepted your loan application. This discussion is made after reviewing your loan documents, your financial situation, loan history, etc.

The details for approved loan are-  
Loan amount: ₹ 30,00,000/-  
Loan tenure: 20 Years  
Interest rate: 8.25%  
Moratorium Period: 1 year

Please review the loan documents attached here carefully and if you have any queries or questions regarding this feel free to reach us, we are happy to help.

Thank you for your understanding.

Best Regards,  
HR department,  
XXX company.

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

**A:**

**Loan Application Report Date: DD-MM-YYYY**

|  |  |  |  |
| --- | --- | --- | --- |
| **Loan Application Id** | **Applicants Name** | **Loan Amount** | **Status** |
| 123456 | ABC | Rs.30,00,000/- | Approved |
| 7891011 | XZY | Rs.35,00,000/- | Rejected |
| 1213141 | EFG | Rs.10,00,000/- | Approved |

**Q 20: Which reporting Tools we will use for generating reports**

**A**. Power BI, Tableau, Excel 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.

**Excel**: It is Widely used and accessible application. It has features like spreadsheets with formulas, power queries for data transformation. It has easy data manipulation and management.