Q1) what is the difference between brainstorming and JAD sessions ?

ANS :- The main difference between JAd session and brainstorming sessions lies in their purpose, structure and participant

* JAD sessions focuses on gathering detailed requirement for a system or project throught collaborations between stakeholders, business analysts and It professional
* Brainstorming session : aimed at generating a wide range of ideas or solutions, often without evaluating them immediately.
* JAD: highly structured and facilitated. It follows a clear agenda and often spans multiple sessions.
* Brainstorming : more informal and free flowing encouraging spontaneous ideas without criticsm.
* JAD Participants : includes key stakeholders , subject matter experts, business analysts, developers, and facilitators.
* Brainstorming : usually involves a small group of people, not necessarily subject matter experts to get diverse perspectives.
* JAD : detailed requirement document or system specifications.
* Brainstorming : a list of raw ideas that can be refined later.
* Jad : can last several hour or days.
* Brain storming: typically short , often around 30-60 minutes.

Q2 ) why document analysis is one of the compulsory technique we use in a project& justify?

ANS :- Document analysis is considered one of the compulsory techniques in a project especially during the initial phases, for several important reason

* Understanding Existing system : it helps business analysis and project teams understand the current processes, system, policies , and requirement . document like Sop , manuals business process documents, contracts, and system specifications reveal how things currently work.
* Identify gap and opportunities : by analyzing existing documents, analyst can identify gaps, inefficiencies , or outdated practices that need to be improved or replaced in the new project.
* Gathering Requirement : many functional and non-functional requirement are already documented reviewing them saves time and ensures nothing critical is missed.
* Its especially useful when key stakeholders are unavailable for interview or workshops.
* Saves time and cost : helps the team avoid reinventing the wheel by reusing existing documentation and learing from past project or systems.

In short document analysis lays a strong foundation for the project by giving context, background, and insight into existing system and expectations that why its compulsory or highly recommended technique in project initiation and requirement gathering phases.

Q3) In Which context we will use Reverse Engineering ?

ANS :- Reverse engineering is used in business analysis and software development when you need to understand and existing system especially when proper documentation is missing or outdated .

* Legacy system with little or no documentation : when an organization has an old system but lack documentation, reverse engineering help reconstruct the system , logic structure, and functionality.
* System upgrade : before migrating to a new platform or technology analysts use reverse engineering to analyze the current system to understand what needs to be preserved or improved.
* Integration with existing system: if a new system needs to integrate with an olde one reverse engineering helps figure out how the existing system works and what data or processes can be linked.
* Compliance and risk assessment : when assessing security , compliance or system reliability, reverse engineering helps identify hidden flaws, logic error, and outdated processes.
* Requirement gathering in absence of stakeholders: if key users or developers of the old system are unavailable, reverse engineering the system itself is often the only way to gather accurate requirement.

Q4)What is the difference between brainstorming and focus groups?

ANS: Brainstorming and focus groups are techniques used to gather ideas and insight but they serve different purposes and are used in different context.

* Brainstorming : used to generate a large number of ideas quickly. It encourages creative thinking and is often used in early project phases to explore possibilities.
* Focus group : used to gather opinions, attitudes, and feedback from selected participant from selected participant about a specific product, service, or idea.
* Brainstorming : usually involves internal stakeholders, like team members, SME or users, the group is often small and informal.
* Focus Group : involves a selected group of participant who represent the target audience. It more formal and may require facilitator.
* Brainstorming : free flowing, creative and spontaneous. The no judgment even wild ideas are welcome.
* Focus group : structured discussion guided by a moderator with predefined questions to extract detailed feedback.
* Brainstorming : a list of raw, unfiltered ideas, quantity over quality at first.
* Focus group : Qualitative insight, preferences, concerns, and suggestion about a specific topic.

Q5) Observation technique Explain both active and passive approach ?

ANS :-

* Active observations : the observer is actively involved in the process. You might ask questions, interact with users, or even participate in the task.
* When you want to understand the logic behind the actions.
* When the process is not documented or clearly defined.
* When users are comfortable with your presence of interaction.

Example : a business analyst joins a customer service representative during calls, asks questionsk between calls, and takes notes to understand how customer complaints are handeled.

2)passive observation : The observer watches silently without interfering or participating you just observe and take notes.

When to use :

* When you want to see the natural behavior without influence .
* When the task is sensitive or critical.
* When asking questions might interrupt the flow

Example : business analyst sits quietly in the back while a warehouse employee process shipments, taking notes on workflow , tools used and challenges faced.

Pros :

* Genuine observation of actual work
* Less disruption to the user.
* Ideal for sensitive or high pressure environments.

Q6) how do you conduct requirement workshop?

ANs :- conducting a requirement workshop is a structured way of gathering stakeholder requuirments for a project. Its an interactive and collaborative session involving stakeholder technical team. There are some steps which comes under the requirement workshop.

* Define the objective : clearly state the goal of the workshop gather new requirement for a new feature.
* Identify stakeholders : invite the right participants like users, smes, developers, testers, product owner.
* Plan and agenda : create a detailed agenda introduction goals, sessions, breaks, wrap-up , allocate time slots for each topic.
* Pre –workshop materials : share background documents, current processes, or prefilled templates.
* Kick-off-and introduction : welcome everyone, explain the purpose, expected outcomes, and agenda.
* Set ground rules : encourage open communication, set time limits
* Facilitate Discussions : use visual aids-whiteboards, flowcharts, diagram
* Ask open-ended question to explore requirement.
* Use techniques like : brainstorming , Moscow prioritization.
* Wrap up : recap the gathered requirement and decision made.
* Feedback : ask for quick on the session to improve future workshops
* Review and sign-off : share it with stakeholders for validation and approval.

Q7) In which context , interview technique can be conducted by a BA ? how may approaches are there in conducting interview ? explain the difference between open ended question and closed ended question?

ANS : A business analyst often conduct interviews as a part of requirement elicitation during a project. As BA conduct interview to

* Understand Business Needs : talking to stakeholders to understand problem , goals and expectation.
* Gather requirement : eliciting detailed functional and non-functional requirement .
* Clarify process : understating current business process and identifying gaps.
* Validate requirement : confirming requirement with stakeholders.
* Stakeholder analysis : understating roles, concerns, and expectation of different users.

Approaches to conducting interviews:

* Structured interview : predefined set of questions, same order for each participant, useful for gathering specific information, efficient and easy to compare response.
* Unstructured interview : no predefined format, more conversational and flexible, useful when exploring new areas or understating open problem.
* Semi-structured interview : some predefined questions, but allows flexibility to explore interesting points.

|  |  |  |
| --- | --- | --- |
| Aspect | Open-ended question | Closed –ended question |
| Defination | Question that allow detailed descriptive answer | Questions that can be answered in yes or no |
| Purpose | To explore opinions, ideas | To confirm facts or get specific details |
| Example | Can you describe how you use this daily | Do you use this system daily |

Q8) Questionnaire Technique where we will use ? give one example

ANS : The questionnaire technique is a method of gathering information by giving respondents a set of written question to answer. It is commonly used in business anlaysis , survey and research to collect both qualitative and quantitative data.

Example : suppose a company wants to improve its mobile app. Business analyst prepares a questionnaire for user.

Questionnaire example :

* How often do your use our mobile app?
* What features do you use the most
* How satisfied are you with the app performance.
* What improvement you would suggest.

SO with the help of questionnaire technique we can get information about the product and detail description about the need and demand of the client .

Q9) How to sort the requirement-where we will use?

ANS : sorting requirement is an important step in business analysis to prioritize, organize and make sense of gathered requirement . here how and where to do it, along with and example.

How to sort Requirement :

* Categorize Requirements :
* Business Requirement – high-level need of the Organization.
* Stakeholder Requriement – needs of specific staholder.
* Solution Requirement – Features and functions and non-functional.
* Transition requirement – temporary requirement for transitioning to a solution.
* Prioritize:

Use Techniques like Moscow,

* Sort by Risk or complexity:
* High risk or complex item can be addressed erly.

Document and Review :

* Use a requirement traceability matrix or a simple spreadsheet to track and sort.

Where do we use it ?

* During requirement analysis, project planning , solution design, and sprint planning
* Define MVP Minimum Viable product.
* To ensure stakeholder alignment.

Example : suppose you are gathering requirement for and e-ecommerce website.

|  |  |  |
| --- | --- | --- |
| Requirement | Category | Priority |
| User login | Functional | Must have |
| Personalized recommendations | Functional | Could have |
| Admin sales report | Non-functional | Should have |

Q10) Prioritise the requirement where we will use ? give one example ?

ANS : Prioritizing Requirement is a key step in business analysis and project management. It involves identifying which requirement are most important to deliver first based on factor like business value, stakeholder needs, urgency, risk and dependencies.

Common Techniques to prioritize requirement :

* Moscow Method:
* Must have
* Should have
* Could have
* Won’t have (this time)
* Kano model – calssyfies features based on customer satisfaction.
* 100-point method – stakeholders allocate points across requirement based on importance.
* Value Vs Complexity matrix : plots requirement on a graph to balance value and effort.

Example of (MoSCoW method):

Project : Developing an online food ordering app

Prioritized requirement :

* Must have : users should be able to register and place an order.
* Should have : payment integration Via credit / debit cards.
* Could have : option to track delivery in real-time.
* Won’t have : loyalty program in the initial release.

Q11) Weekly Status Reporting –How we will drive ?

ANS :- weekly status reporting we are using this tool and technique for the knowing the status or of the project the project it is on the right track or not for that purpose we are doing the weekly status report along with that also we are looking for the improvement . so some of the the key point which we are going to discuss here in the weekly status report.

1. Progress Summary

* Key accomplishments this week
* Tasks completed
* Milestones achieved.

1. Plan for next week

* Key task to be worked on
* Milestones to be targeted.

1. Issue & challenges

* Any blocker or riks
* Mitigation plans

1. Support needed

* Decisions pending
* Resources or input required.

1. Overall status

* ON track / delayed
* Additional notes or updates.

Q12) Meeting minutes document –prepare one sample ?

ANS : Meeting minutes

Title : project kick off meeting

Date : April 10 2025

Time : 10:00 Am to 11:30

Location : Conference room

Organizer : Rahul Sharma

Minutes prepared by : Rakhi

Attendees:

* Rahul Sharma- project manager
* Priya desai – Business analyst
* Anil Mehta- Developer lead
* Sneha patil – QA lead
* Rakesh iyer – UI/UX Designer

Agenda :

1. Welcome and introduction
2. Overview of the project
3. Roles and responsibilities
4. Project timelines and milestones
5. Next steps

Discussion Points :

* Welcome and introductions : rahul welcomed all attendees and gave a brief overview of the meeting objectives.
* Project overview: priya presented the scope and objective of the new crm implementation project.
* Roles and responsibilities : anil handle to backend development , rakesh will work on UI/Ux design
* Timeline and Milestone :

1. Project kick-off. April 10, 2025
2. Design completion . May 5, 2025
3. Development starts. May 10, 2025
4. UAT AND QA. 12-5-2025
5. GO live . July 1, 2025

Team to review project document and provide feedback by april . schedule weekly progress meeting , rakesh to share initial design drafts by April 17

Action item:

|  |  |  |
| --- | --- | --- |
| Task | Responsibilities | Deadline |
| Review project scope document | All team members | April 12, 2025 |
| Share Initial UI darfts | Rakesh Iyer | April 17, 2025 |
| Schedule weekly meeting | Priya Desai | April 11, 2025 |

Next Meeting :

Date : April 17,2025

Time : 10:00 AM

Location : Microsoft teams

Q13 Change tracker Document –prepare one sample ?

ANs : Change tracker Document sample , which can be used to record and manage changes n a project document, or system and also we can customize it based on the use case.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Change Id | Date | Requested by | Descrip of change | Reason | Impact assement | Status | Approved by |
| CHG-001 | 12-4-2025 | John smit | Updated new screen with login updated | To aling with company branding | UI updated, no backend changes re | Pending | Janedoe |
| CHG-002 | 14-4-2025 | Lisa brown | Add user rolesb as end access control | Improvement user security and user management | Backend retesting required | In progress | Smith |
| CHG-002 | 8-4-2025 | Raj mehta | Correct type welcome massage | Improve user experience | No impact | Completed | Jane doe |

Q14) Difference between Traditional Development Model and Agile Development Models?

ANS :

|  |  |  |
| --- | --- | --- |
| Aspect | Traditional Development model | Agile development model |
| Approach | Sequential Step by step | Iterative and incremental |
| Flexibility | Rigid difficult to make change | Flexible and easy to adapt changes |
| Planning | Detailed at the beginning | Continuous planning throughout the project |
| Customer involvement | Limited mostly at the start and end | High frequent feedback and collaboration |
| Testing | Happens after the development phase | Happens throughout the project testing |
| Delivery | Final product delivered at the end | Working product delivered in the iteration sprint |
| Risk management | High –problem fond late | Low early detection o issues through frequent testing |
| Documentation | Heavy documentation | Minimal documentation and focus on working software |
| Team structure | Roles are clearly defined | Cross-functional and self-organizing teams. |

Q15) Explain brainstorming technique ?

ANS: definition : Brainstorming is a group creativity technique used to generate a large number of ideas for the solution to a problem. IT encourages open and free thinking, where participants share ideas without criticism or judgment.

How it works :

1. Define the problem clearly : Everyone should understand the objective.
2. Set the rules : No criticism, encourage wild ideas, build on others, ideas and aim for quanity.
3. Start ideation : Participants share ideas, either verbally or in writing.
4. Record Ideas : Capture every idea so nothing is lost.
5. Review and refine : after the session, evaluate and refine ideas.

Types of Brainstorming :

* Classic – A group discusses ideas in a physical settting.
* Silent brainstorming – ideas are written down silently , often useful for introverts.
* Online brainstorming – Done virtually using tool like Google Document.

Where to use Brainstorming :]

1. Problem solving – when looking for solutions to a challenge.
2. Business Analysis – For identifying stakeholders need, risk, or requirement.
3. Product Development – To come up with innovative feature or new product.
4. Marketing campaigns – for generating ideas for slogans , ads, or strategies.
5. Process improvement – identifying bottlenecks or ways to improve workflow.
6. Team building – Encouraging collaboration and creativity among team members.

Q16) What reports account Department will generate ?

ANS :- The account department typically generates a variety of reports to track, analyze and manage a company’s financial health.

1. Financial Reports –

* Balance sheet – shows assets, liabilities, and equity at a specific point intime.
* Profit and loss statement – shows income, expense , and profit and loss over a period.
* Cash flow statement – Tracks the inflow and outflow of cash.
* Trial balance –summarize all ledge balances to ensure debits equal credit.

1. Tax Reports

* GST Returns – Monthly / Quarterly tax fillings.
* TDS- For tax deducted at source, showing amount deducted and paid.
* Income Tax Computation – For company tax planning and returns .

1. Management and Operational Reports

* Budget vs Actual Report – Compares actual spending vs planned Budget.
* Cost analysis report – analyze varios costs like production, operations etc.
* Break-even Analysis Report – Shows when the business will become profitable.
* Department Wise- Profitability or expense analysis by units.

1. Account Receivable Reports

* Customer outstanding report- list of unpaid customer invoices.
* Aging report – categorizes receivables based on due dates.
* Receipts report – Details of payments received.

1. Account Payable reports

* Vendor outstanding report- amount owed to suppliers.
* Aging payables reports- shows how long invoices have been unpaid.
* Payment report- history of payment made to vendors

1. Payroll Reports –

* Salary Reports – salaries processed, deductions, bonuses.
* PF reports – statutory contributaiton
* Paslip generation.

Q17) What is the structure of the message/mail communicated from the HR department to the employee in case the loan is rejected?

ANS : when the HR department needs to inform and employee about a loan rejection, the message should be professional, empathetic , and clear ensuring that the employee understands the reason and any next steps .

Subject : Update on your loan Application.

Dear Employee name ,

Thank you for submitting your loan application dated we appreciate your interest and the time you took to complete the process.

After careful consideration and review by the relevant department/financial partner we regret to inform you that your loan application has not been approved at this time.

Reason

We understand this may be disappointing, and we encourage you to reach out to department should you need clarification or further support.

Please feel free to reapply in the future if your circumstances change or once the eligibility criteria are met.

Thank you for understating .

Warm regards,

Your name

Designation

HR department

Company name

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

ANS : when the HR Department communicates with an employee about a loan approval, the message or email should follow a formal and clear structure .

Subject : Loan Approval Notification.

Dear (employee Name ) ,

We are pleased to inform you that your application for loan has been reviewed and approved as per th company policy.

Loan details:

* Loan Amount : ()
* Disbursement date : ()
* Repayment start date :()
* Repayment tenure :()
* Monthly deduction : ()
* Interest rate : ()

Please find the attached loan agreement for your reference . your are required to review and sign the document and return a scanned copy bye .

If you have any queries or require further clarification, feel free to reach out to HR contact person or finance department .

We appreciate your continued

Contribution to the organization.

Best regards,

HR Representative

Designation

Company name

Contact information.

Q19) Design a sample report on the loans applications received by the accounts department?

ANS: Loan applications report for the account department. You can customize this based on your organization

Loan application report

Accounts department

Reporting period : March 1, 2025

Prepared by : ()

Date : April 12, 2025

1. Executive summary

During the month of March 2025, the accounts department received a total of 125

Loan applications . these applications were reviewed based on eligibility criteria, completeness of documents, and creditworthiness. Out of the total applications received, 90 were approved, 20 were rejected and 15 are pending for further clarification or documentation.

1. Summary Statistic

|  |  |
| --- | --- |
| Item | Count |
| Total application received | 125 |
| Application approved | 90 |
| Application rejected | 20 |
| Application pending | 15 |
| Average loan amount requested | 5,75000 |

1. Loan breakdown by type

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Loan type | Applications | Approved | Rejected | Pending |
| Personal Loan | 60 | 45 | 10 | 5 |
| Business Loan | 40 | 30 | 5 | 5 |
| Home Loan | 15 | 10 | 3 | 3 |

1. Common Reason for Rejection

* Low credit score
* Incomplete documentation
* Unverifiable income
* Other policy related reasons.

Q20 ) Which reporting tools we will use for generating reports ?

ANs :- The reporting tools you use for generating reports depend on the type of data, the audience, and the specific business needs.

1. Microsoft Power BI

* Great for interactive dashboards and visual reports.
* Integrates with multiple data sources like SQL, excel,
* Good for business intelligence and analytics.

1. Tableau

* Powerful data visualization tool.
* Best for visual analytics and interactive dashboards.
* Used in data heavy environment.

1. Microsoft excel

* Widely used for manual and semi-automated reporting
* Ideal for small-scale reporting and ad-hoc analysis.

1. SAP crystal reports

* Good for creating highly formatted printable reports.
* Often used in ERP environments like SAP.