# Prep Exam 3 –Part 2/2

**Q1.** What is the difference between Brainstorming and JAD Sessions? 3 Marks

**Answer:**

|  |  |
| --- | --- |
| **Brainstorming**  | **JAD Sessions** |
| Open ended discussion when no objective is defined | Critical project with defined objective |
| Informal discussion and generating idea about the project | Project delivery is time framed and critical to deliver |
| involves smaller group like BA and team member involved in the team | Involves diverse group of members like stakeholder and decision-making authority |
| Generates potential solutions based on the discussion | works upon agreed requirement and specification |

**Q2.** Why Document Analysis is one of the compulsory techniques we use in a Project? Justify – 3 Marks

**Answer:**

Document analysis is one of the strongest elicitation techniques as all the requirement, information, scope of the particular project is well documented that can totally rely on.

Their clear understanding of software requirement, specification and its objectives are well defined which follows a specified documentation standard and its guideline.

**Q3.** In Which Context we will use Reverse Engineering? - 3 Marks

**Answer:**

If we have a product/software already made, we study that product and its design in detail and reproduce the similar product for the project. We have 2 categories in the Reverse Engineering;

1. Black Box – studying the external product like webpage navigations etc.
2. White box - getting into more detail about the internal product of the webpage like business logic used etc.

We use this elicitation technique when a client do not have documents or any SMEs to explain about the objectives and their requirements.

**Q4.** What is the difference between Brainstorming and Focus Groups? - 3 Marks

**Answer:**

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| --- | --- |
| **Brainstorming**  | **Focus Group** |
| Open ended discussion when no objective is defined | Group of people discusses about a specific product |
| Informal discussion and generating idea about the project | generates idea about the specific product by a group of people |
| involves smaller group like BA and team member involved in the team | involve the user of the products for seeking inputs |
| Generates potential solutions based on the discussion | focus group have 2 characteristics - homogeneous with similar type of idea and heterogeneous with diversified ideas about the product |

**Q5.** Observation Technique – Explain both Active and Passive approaches - 3 Marks

**Answer:**

Observation Elicitation Technique is when the BA’s sit and observe the actual process with the SMEs and take note on it on the flow of the process. 2 types of approaches are:

1. Active – while BA’s sit and observe the SME on the actual process, they ask questions questioning about the process and notes it down on the reasoning at the same time for the areas of improvement.
2. Passive - while BA’s sit and observe the SME on the actual process, BA won’t ask any questions neither disturbs the SME until the full phase of the observation is completed. Finally, they raise question and get those clarified on the process and seek areas of improvement.

**Q6.** How do you conduct the Requirements Workshop- 3 Marks

**Answer:**

In workshop technique, we sit with user/stakeholder to understand the requirement in the structured way. They always work on the defined duration rather than outcome because it has repeated tasks explaining the requirements briefly.

This workshop to be used in scope, discover, define, prioritize and reach towards the resolution on how the end of the project should look like in the targeted systems. We have certain method of conducting the workshop

1. Prepare the requirement workshop
2. Then run the requirement workshop
3. Finally wrap it up with the documentation and signoff

**Q7.** In which context, Interview Technique can be conducted by a BA ? How many approaches are there in conducting Interviews? (Structured – Unstructured) Explain them. Explain the difference between Open Ended Questions and Closed ended Questions – 6Marks

**Answer:**

To understand the requirement from client, we can also use interview technique where in we interview user/stakeholder to understand their requirement for their software. This is one of its best ways to know their requirement and eventually we define the objective based upon their responses. Here we do this by setting up an informal or formal meeting with the interviewee and gather their requirement.

We have 2 types of approaches in this technique,

1. Structured Interview – we as a BA have a set of predefined questions and we just asked them those and get their answers recorded or updated.
2. Unstructured interview – we as a BA also have unstructured questions based on the user/stakeholder responses in the interview. This helps us more to understand their core requirement.

Open ended questions are more elaborative, we get detailed responses from the interviewee for the questions asked. Whereas close ended questions responses would just be like Yes/No or True/False or just one word answer.

**Q8.** Questionnaire Technique – Where we will use? Give one example - 6 Marks

**Answer:**

These techniques are used for small projects or research or assessment to know the requirement. Commonly like collection of data. We can send these questionnaires to remote people as well that we get the wide range of responses. Most of these are be close ended questions or choose the best answer type questions. The questions asked in these must be curated carefully as their answers could be influential. These could be online, physical, face to face etc,

Like, these questionnaires can be used to take the user preference for a specific operation in a website. Example, if user wants otp or password to enter every time they login to the portal. With the number of responses, we can come to a conclusion what user prefers the most for logging in.

**Q9.** How to Sort the Requirements – Where we will use? Give one example - 5 Marks

**Answer:**

Sorting the requirement is like we sort the entire requirement gathering which we have discussed based on the elicitation techniques. We sort based on the priorities, time consuming, to least important. Here, we can remove any requirement which is redundant.

We define stakeholder needs

We identify the business needs into functional and non-function requirement

Sorting and grouping of particular requirements and so on.

For example, to order a product on a ecommerce website, a user can give requirement like, search product, payment mode, select product, login etc. we sort these are per the priority like below;

Login

Search product

Select product

Payment mode etc.

**Q10.** Prioritise the Requirements – –Where we will use? Give one example - 5 Marks

**Answer:**

Prioritise the Requirements we queue the process as per the business criticality for the development process. We have the prioritization techniques like MOSCOW technique. This will allow us to the stakeholder to put the priority in order and we get to work on the same.

M- must have which are core requirement.

S- should have which are essential but no a core requirement

C – could have which is good to have as a feature. This will not impact the process even if it is not there

W – won’t have which are least critical and can be developed in later stages.

We can use these prioritization techniques in all the projects which gives us the clear way to work accordingly. prioritization techniques are also based upon costs, resources, available software etc.

Example – for a online store, payment mode is one of the most important and can be treated as top most priority to complete whereas searching for a product in the webpage can be lesser than payment mode. Generally, payment mode also requires gateway accesses from 3rd party stakeholder and hence expected to be more time consuming as well as important to complete.

**Q11.** Weekly status reporting – How we will drive? 5 Marks

**Answer:**

Weekly status reporting Is nothing but the weekly status call. We gather in a meeting every week to know the progress of the project and also bring in to the light on the table on our work done and work to be done and what is required and etc.

We derive meeting on few basics to know the status of the project

1. What is the current status of the project
2. What have we achieved until now
3. What is the plan for next week
4. Where are we as a whole project progressing as per the priorities
5. Any assistance required for anything related to the project to keep it going smooth

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

**Answer:**

Minutes of meeting is a document which we prepare after a formal meeting is completed. This is documented on the topic we discussed in the meeting and also point out if we have any actions on any tasks which needs to be completed so that everyone who attended meeting clearly knows the agenda.



**Q13.** Change Tracker – Document - – prepare one Sample -4 Marks

**Answer:**

Change requests or CR can be raised by the business stakeholder ay any point in time during the project planning or development or even after that. If stakeholder changes the mind or ideology on how a particular webpage page or any process can be changed as per his/her interests. We take the note as CR and document it. We study the CR and its related impact to the project in terms of time, cost and resource and submit to the stake holder for his formal signoff to start the CR.

In this way the stakeholder may come up with few or many CRs depending upon the scenario. We track each of these CRs and document it. Here is one of the samples that how a CR could be tracked however, the method of tracking CR may differ organisation wise.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl. No.** | **CR Name** | **CR Request Date** | **Document Type** | **Version Number** | **CR Approved By (external)** | **CR Approved By (internal)** | **Expected Completion Date** | **Signoff on CR Completion** |
| 1 |   |   |   |   |   |   |   |   |
| 2 |   |   |   |   |   |   |   |   |
| 3 |   |   |   |   |   |   |   |   |
| 4 |   |   |   |   |   |   |   |   |

**Q14.** Difference between Traditional Development Model and Agile Development Models – 8 Marks

**Answer:**

|  |  |
| --- | --- |
| **Traditional Development**  | **Agile Development**  |
| Waterfall model follow liner and sequential progress | Agile is iterative and follows incremental model |
| If one stage of the project completed, difficult to change as any enhancement | Change requests can be made anytime during the project. It can be managed easily |
| We as BA drive team each stage of the model | Agile team is totally self-driven |
| Less client interaction and collaboration | Client involves in almost all of the actions |
| Can deliver the product at the end of the complete project | Can deliver the product in incremental way weekly or monthly as and when a set of requirements is completed |
| Traditional method can be used when we have good timelines to complete the project | Agile can help to run the team in a quick short timeline and helps to deliver the same sets of requirements |
| most cost efficient | less cost efficient |

**Q15.** Explain Brainstorming Technique – Where to use? 5 Marks

**Answer:**

Brainstorming is one of the good ways of gathering the requirement. Here, we involve group of users/stakeholder who have knowledge about the project and collect the ideas discussing with them face to face in a meeting room and document them as is. In brainstorming there is no good idea or bad idea, we just document all the inputs we get from these participants. Once after the brainstorming is completed, we wrap-up the meeting by arranging the number of ideas given in the order and here we eliminate any duplicates and prepare the document and get the signoff once finalised.

We can use this brainstorm technique in product related companies, education systems, marketing companies etc.

**Q16**. What reports Accounts Departments will generate (minimum 5 reports) – 10 Marks

**Answer:**

1. **Company Revenue report and CAGR**

Accounts dept. will look at the current company financial stability, its margin % and CAGR outlook sustainability to provide loan to their employees for long or short term.

1. **Credit bureau Report**

Company will seek credit information for all the individuals whoever requests for loan in the company with the 3rd party bureau to ensure the employee is eligible and a transactor and not defaulter. Company will take the decision accordingly.

1. **Active Loan Request Report**

In this report, account department can view the number of loan requests made by the employees of the company. This will have all of their employee demographic details along with the number of years in the company, loan amount, tenure chosen and etc.

1. **Approved Loan Report**

In this report, account department can view the number of loan requests accepted and approved by the employer. This will have all of their employee demographic details along with the number of years in the company, loan amount, tenuity chosen and etc. along with the loan approved amount and tenure in case of any changes made for approval basis company policy.

1. **Loan Rejection Report**

In this report, along with all the employee demographic details, we can additionally add the reason for rejection.

1. **Active Loan Report**

In this report, along with all the employee demographic details, we can additionally add the number of active loans in the company and its $value and the tenue paid and tenue balance data

1. **Loan pre-closure request report**

In this report, along with all the employee demographic details, we can additionally add the number of pre-closure request raised by each employee and their loan status like $ Value and eligibility for preclosure.

There can also be multiple reports accounts department may be in need of like their credit history / bureau reports, daily loan repayment report etc. some of the report here could also be merged for ease of use.

**Q17.** What is the structure of the message/mail communicated from the HR department to the employee in case the Loan is rejected? – 5 Marks

**Answer:**

Subject: Regarding Your Loan Request

Dear XYZ,

We reviewed your loan request carefully and we regret to inform you that the loan request has been rejected due to internal credit & HR policy. While we ensure the assistance of our employees thru the company on their financial needs, your request was rejected due to the various multiple factors. While we are unable to provide you the exact reason as per our internal terms and conditions.

We request you to reach out to your HR at HRSupport@tts.com for any further clarification. We ensure that this loan status does not impact any of your current employment to the company.

Thank you for your understanding.

Regards

TTS Loan Assistance Group

**Q18.** What is the structure of the message/mail communicated from the HR department to the employee in case the Loan is approved? – 5 Marks

**Answer:**

Subject: Regarding Your Loan Request

Dear XXX,

We reviewed your loan request carefully and pleased to inform you that the loan request of ₹1,00,000 is approved by the loan assistance group. We have furnished the loan details below and attached the loan repayment schedule document. Kindly go thru carefully and let us know if you have any clarification.

|  |  |
| --- | --- |
| **Name:** | Mr. XXX |
| **Employee ID:** | 12345 |
| **Loan Approval ID** | 1-44PE3 |
| **Loan Amount:** |  ₹ 1,00,000  |
| **Loan Tenue:** | 36 Months |
| **Interest:** | 7.5% per annum |
| **Monthly EMI:** |  ₹ 3,515  |

Kindly note that the loan repayment will be auto debited from the monthly salary and you can also refer that in the deduction’s sections of the payslip. Kindly go thru the loan repayment terms and conditions about this loan and signoff formally to proceed further in disbursing your loan to the salary bank account.

**NOTE:** this email is valid for 7 business days, if no response received the loan approval will be auto cancelled as per the HR guidelines.

We request you to reach out to your HR at HRSupport@tts.com for any further clarification about the loan process.

Thank you for your understanding.

Regards

TTS Loan Assistance Group

**Q19.** Design a sample report on the Loans applications Received by the accounts department – 8 Marks

**Answer:**

Sample loan application report:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Employee ID** | **Employee Name** | **Loan Application No.** | **Loan Amount** | **Tenure Months** | **Application Status** |
| 12345 | XXX | 1-44PE3 | 100000 | 36 | Approved |
| 12346 | XYZ | 1-44PQ2 | 430000 | 60 | Rejected |
| 12347 | YYY | 1-44QN2 | 320000 | 36 | Pending |

**Q20.** Which reporting Tools we will use for generating reports. – 5 Marks

**Answer:**

We have multiple reporting tools where we can generate report and summarize it. The most common reporting tools are:

1. **MS Excel** – one of the best ways for any reporting tools. We can derive insights create report and power for analytics by performing pivot tables.
2. **Power BI** – this is another powerful tool from Microsoft to prepare data analytics. This tool, we can integrate multiple excels into one and get the summary visualization of the reports overall as per our needs and requirements.
3. **Tableau** – for any appealing dashboards, we can make use of this tool for quick understanding of any data.

We also have some other reporting tools SAP, ZOHO analytics etc.