# Capstone Project 3 – Part 2

**Question 1: What is the difference between Brainstorming and JAD Sessions?**

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| Brain Storming | JAD Sessions |
| * It focuses on generating a large number of ideas in short amount of time.
 | * In this detailed business requirement gathering is done.
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| * It is unstructured. It involves diverse group of people. (Stakeholder, Development team, Users, Business Owner, etc.)
 | * It is structured, where objective and roles are defined. It involves key stakeholders from both business and IT teams.
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| * It generates a long list of ideas, features and approaches, which are later sorted and prioritized.
 | * JAD session results in detailed BRD, user stories, data models, process flow and prototypes or wireframes. It focuses on what needs to be built.
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| * It is done in early stages of building a solution.
 | * It is done in Requirement Gathering stage of a SDLC process. It ensures alignment between business needs and technical solutions.
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**Question 2: Why Document Analysis is one of the compulsory techniques we use in a Project?**

Document Analysis is an elicitation technique that involves reviewing and analyzing existing documentation relevant to Solution to be made. This document is generally of existing system and wide range of materials both formal and informal.

Document Analysis is very crucial in the project:

* It provides foundational knowledge of existing system, process and current state of the business.
* It helps in identifying existing requirement, business rules and descriptions about current system.
* It helps is identifying gaps and inconsistencies.

**Question 3: In Which Context we will use Reverse Engineering?**

Reverse engineering as an elicitation technique in business analysis that involves analyzing an existing solution to understand its components, functionality, underlying logic, and how it meets business needs. Instead of directly asking stakeholders about their requirements for a new solution, the business analyst examines an existing one to infer the requirements it was designed to fulfill.

When the requirement is not clear, BA can use this technique to understand how the current system works and what business it supports.

**Question 4: What is the difference between Brainstorming and Focus Groups?**

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| Brain Storming | Focus Groups |
| * It focuses on generating a large number of ideas in short amount of time.
 | * It is done to gather qualitative data (opinions, perception, reaction of participants) in depth about a particular solution.
 |
| * It is unstructured. It involves diverse group of people. (Stakeholder, Development team, Users, Business Owner, etc.)
 | * It is semi-structured where pre-determined and open-ended questions are given for discussion. A small group of participants are selected (6-10).
 |
| * It generates a long list of ideas, features and approaches, which are later sorted and prioritized.
 | * The data received from this helps understand the customer needs, problem faced by them and get deeper understanding of the customer.
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| * It is done in early stages of building a solution.
 | * It is used while testing new product concepts, gathering user reviews on existing product or services.
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**Question 5: Observation Technique – Explain both Active and Passive approaches?**

The observation technique involves watching and documenting how stakeholders perform their tasks, interact with systems, and execute processes in their natural work environment. The business analyst acts as an observer to gain a firsthand understanding of the current situation, identify inefficiencies, uncover hidden requirements, and validate information gathered through other elicitation methods.

It is of different types:

* **Active:** The BA actively engages in the process or asks questions during the observation.
* **Passive:** The BA observes without interfering or interacting with the user, aiming to capture the natural flow of work.
* **Structured:** The BA uses predefined checklists, forms, or criteria to record specific behaviors or events.
* **Unstructured:** The BA observes more broadly, taking notes on various aspects of the work without a strict predefined framework.

**Question 6: How do you conduct the Requirements Workshop?**

A workshop is a structured, facilitated meeting that brings together large group of audience with diverse perspectives to collaboratively define, refine, and prioritize requirements, solve problems, or give ideas for a project or business need. It's a highly interactive and collaborative technique designed to leverage the collective knowledge and expertise of the participants in a focused and efficient manner.

**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.**

Interview technique is an elicitation technique that involves a structured or semi-structured conversation between the business analyst and one or more stakeholders to gather information about their needs, wants, expectations, processes, pain points, and potential solutions related to a project or business problem.

There are different types of interviews:

* Structured: In a Structured Interview, the interviewer follows a set of pre-defined questions, often in a specific order, to ensure consistency and make comparisons easier across different interviews. This approach is useful when the goal is to obtain specific, measurable data or information.
* Unstructured: An Unstructured Interview is more open-ended and flexible. The interviewer has a general goal or topic in mind but allows the conversation to evolve naturally. There are no fixed questions, and the interviewee is encouraged to provide detailed insights based on their experiences and perspective.

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| Open Ended Questions | Closed Ended Questions |
| These are designed to encourage the interviewee to provide detailed, thoughtful, and expansive responses. | These require a specific, brief response—often a "yes," "no," or a short factual answer. These questions are straightforward and typically do not encourage elaboration or explanation. |

**Question 8: Questionnaire Technique – Where we will use? Give one example?**

The Questionnaire Technique (also known as surveys) is a structured elicitation technique in business analysis that involves collecting information from a large number of stakeholders using a predefined set of written questions.

Questionnaires are typically distributed in paper or electronic format and allow respondents to provide their answers at their own pace and convenience.

For e.g., Doing Online transactions: Questions can be:

* What is the frequency of transaction?
* What is the most useful feature to use in app?

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

Sorting requirements is activity to manage a potentially large and diverse set of elicited needs and expectations. Effective sorting helps in understanding requirements, prioritize requirements and organizing them for further analysis, design, and implementation.

It is the process in which requirement are put together and redundant requirements are removed.

The process to sort requirements is:

* Define stakeholder needs.
* Identify business needs and divide them into functional and non-functional requirements.
* Create group of similar requirements.
* Create supporting artifacts

For e.g., Payment Application:

* Login ID and Password
* Select Payment Method

**Question 10: Prioritize the Requirements – –Where we will use? Give one example?**

Prioritizing requirement is a process of queuing requirements according to their importance and business value for development process. The most valuable and important requirements are addressed first.

Factors that influence prioritizing requirements are Importance, Risk, Cost, Business value, time and strategy.

There are various techniques for prioritizing requirements:

* 100 Dollar test.
* Top 10 requirements.
* Numerical Assignment.
* MoSCow Technique.

For e.g., Payment Application:

* User Authentication and Security
* Application is easy to use.

**Question 11: Weekly status reporting – How we will drive?**

A weekly status report is a regular summary of the progress, activities, challenges, and upcoming plans for a project, team, or initiative, typically covering a one-week period. It serves as a communication tool to keep stakeholders informed about the current state of affairs, highlight achievements, and proactively address any potential roadblocks.

To drive Weekly status report. A BA should follow the following:

* Gather and Consolidate Project Updates.
* Coordinate with Cross-functional Teams.
* Prepare Clear and Actionable Reports.

**Question 12: Meeting Minutes Document – prepare one Sample?**

A Minutes of Meeting (MoM) document, is a written record of what happened during a meeting.

* It serves as an official summary of the key discussions, decisions made, action items assigned, and any important points raised.
* It is the official "notes" of a meeting, capturing the essential information for future reference and follow-up.

Sample of MoM is:

* Project Name:
* Meeting Detail:
* Date:
* Time:
* Prepared By:
* Attendees:
* Agenda:

**Question 13: Change Tracker – Document - – prepare one Sample?**

A Change Tracker Document is a formal document where all changes to a project or system is recorded, including their description, reason, impact, status, and approval history, providing a clear audit trail and facilitating effective change management.

Sample of Change tracker is:

* Project Name:
* Version:
* Prepared By:
* Date:
* Change Log

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Change Id | Change Description | Date Raised | Raised By | Impact area | Reason for Change | Action Taken | Status |
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**Question 14: Difference between Traditional Development Model and Agile Methodology?**

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| Traditional Development Model | Agile |
| * It is a linear methodology and all phases are completed in a sequence. Project moves to next phase only after the current phase is completed. (Requirement gathering, Design, Implementation, Testing and Deployment).
 | * This is incremental and iterative methodology. The project is completed into sprints and delivered in iteration.
 |
| * Stakeholder and user involvement are in the beginning during requirement gathering stage and at the end of SDLC process.
 | * It emphasizes in continuous customer collaboration and feedback throughout the project. The stakeholder and users are actively involved in reviews and planning for each iteration.
 |
| * Change is difficult in traditional methodology and costly to implement.
 | * Managing and applying change is easy throughout the project.
 |
| * Testing is done at the end, after development phase is completed. Fixing issues at the later stages becomes difficult.
 | * Testing is done through out the project at each iteration and fixing issues is easy.
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| * Value is typically delivered at the end of the project, after all phases are complete.
 | * Delivers value incrementally and frequently throughout the project in the form of working software increments. This allows for earlier realization of benefits and faster feedback.
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**Question 15: Explain Brainstorming Technique – Where to use?**

Brainstorming is a technique used to generate a wide variety of ideas or solutions to a specific issue or challenge. In brainstorming sessions, the focus is on quantity over quality initially, meaning the goal is to come up with as many ideas as possible, without filtering or critiquing them. Once all ideas are captured, they can be reviewed, refined, and assessed for feasibility.

Brainstorming is used in:

* Idea generation for new products or feature.
* Innovation and research.

**Question 16: What reports Accounts Departments will generate (minimum 5 reports)?**

Accounts Department will generate following reports:

* Loan Disbursement Report
* Loan Repayment Schedule Report
* Salary Deduction Report
* Loan Outstanding Report
* Loan Rejection Report

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

In case the loan is rejected, the HR department will communicate with the employee with a message/ mail in following structure.

* Employee Name:
* Loan Request Id:
* Application Date:
* Reason for rejection:
* Request to reach out to HR team for further clarification or in case of any doubts.

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

In case the loan is rejected, the HR department will communicate with the employee with a message/ mail in following structure.

* Employee Name:
* Loan Request Id:
* Application Date:
* Loan Details:
	+ Loan Amount
	+ Interest Rate and Amount
	+ Loan Tenure
	+ EMI
	+ Repayment start date
* Request to review and agree on Loan agreement, Terms and Conditions and Repayment schedule.
* Attach all the required document.

**Question 19: Design a sample report on the Loans applications Received by the accounts department.**

A Sample report on the loan applications received by account department is:

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Application ID | Application Date | Employee Name | Employee ID | Loan Amount  | Status | Approval/ Rejection Date | Remarks |
| Abc-123 | dd-mm-yy | Abc def | 12345 | 500000 | Approved | dd-mm-yy | Disbursed |
| Xyz-456 | dd-mm-yy | Abc def | 67890 | 500000 | Rejected | dd-mm-yy | Low credit Score |
| …. | …. | …. | …. | …. | …. | …. | …. |

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

For making reports we can use these tools:

* SQL Server: To fetch data from the database
* Microsoft Excel: To design table and prepare report in tabular format.
* Power BI/ Tableau: To create interactive and dynamic dashboard and visualization.