**Capstone Project 3 Part 2**

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**Batch: 10th Aug 2024**

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

**Answer:**

|  |  |  |
| --- | --- | --- |
| **Aspect** | **Brainstorming** | **JAD Session** |
| **Purpose** | Generate a wide range of ideas or solutions. | Gather detailed requirements through structured discussions. |
| **Participants** | Involves a large, diverse group of participants. | Involves key stakeholders, SMEs, and the development team. |
| **Structure** | Unstructured, encourages free flow of ideas. | Highly structured, with a predefined agenda and facilitator. |
| **Focus** | Focuses on creativity and idea generation. | Focuses on agreement among a group of people and making decisions. |
| **Outcome** | A collection of creative ideas or potential solutions. | Agreed-upon requirements and decisions for the project. |

**Q 2. Why Document Analysis is one of the compulsory technique we use in a Project? Justify – 3 Marks**

**Answer:**

Document Analysis is a compulsory technique in a project because it helps Business Analysts and project teams understand existing processes, requirements, and system functionality. Here's why it is essential:

1. **Existing Knowledge Base**: It allows the team to leverage existing documentation (e.g., policies, procedures, user manuals) to gather detailed information without starting from scratch.
2. **Requirement Validation**: It helps verify and validate current business processes, system behaviours, and requirements that are already documented, ensuring accuracy.
3. **Identifying Gaps**: Document analysis uncovers gaps or inconsistencies in the existing system or process, which can be addressed during the new project.
4. **Time Efficiency:** Reviewing existing documents speeds up the requirement-gathering process by providing foundational knowledge that saves time in interviews or workshops.
5. **Historical Insights**: It offers insights into past decisions, system constraints, and project outcomes, which can help in planning better solutions for the future.

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

**Answer:** Reverse engineering is primarily used in situations where you need to understand the internal structure, design, or functionality of a system or product without access to its original documentation or source code. Here are some common contexts where reverse engineering is applied:

1. **Legacy Systems:**

* **Understanding outdated systems:** When dealing with legacy systems that lack proper documentation or have undergone significant modifications, reverse engineering can help uncover their underlying logic, structure, and functionality.
* **Modernizing systems:** By understanding the core components and principles of a legacy system, organizations can make informed decisions about modernization or replacement.

1. **Competitive Analysis:**

* **Understanding competitor products:** Reverse engineering can help organizations analyse competitors' products to identify their strengths, weaknesses, and innovative features.
* **Identifying potential infringements:** It can also be used to assess whether a competitor's product infringes on intellectual property rights.

1. **Process Improvement:**

* **Identifying inefficiencies:** By analysing existing processes, organizations can identify bottlenecks, redundancies, and areas for improvement.
* **Optimizing workflows:** Reverse engineering can help redesign processes to make them more efficient, effective, and cost-effective.

1. **Risk Assessment:**

* **Identifying potential vulnerabilities:** Reverse engineering can help identify security vulnerabilities or other risks associated with a system or product.
* **Developing mitigation strategies:** Once vulnerabilities are identified, organizations can develop strategies to mitigate them and protect their systems.

1. **Integration with New Systems:**

* **Understanding compatibility requirements:** Reverse engineering can help understand the compatibility requirements of a legacy system when integrating it with new systems or technologies.
* **Ensuring seamless integration:** By understanding the underlying structure and functionality of a legacy system, organizations can ensure that it integrates smoothly with new systems.

1. **Intellectual Property Protection:**

* **Protecting patents and copyrights:** By analysing a product, organizations can determine if it infringes on their existing intellectual property rights.
* **Identifying counterfeit products:** Reverse engineering can help detect counterfeit products and protect against unauthorized use of intellectual property.

1. **Training and Knowledge Transfer:**

* **Documenting undocumented systems:** Reverse engineering can help create documentation for systems that lack proper documentation, facilitating training and knowledge transfer.
* **Preserving institutional knowledge:** By understanding the underlying principles of a system, organizations can preserve valuable institutional knowledge.

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

**Answer:**

|  |  |  |
| --- | --- | --- |
| **Aspect** | **Brainstorming** | **Focus Groups** |
| **Purpose** | Generate a large number of ideas | Gather in-depth insights and opinions |
| **Group Size** | Typically, larger (10-20 people) | Smaller (6-12 people) |
| **Structure** | More unstructured, often facilitated | More structured, often moderated |
| **Focus** | Quantity of ideas | Quality of discussion and insights |
| **Techniques** | Mind mapping, freewriting, nominal group technique | Discussion, role-playing, scenarios |
| **Role of Participants** | Equal contribution, no judgment | Diverse perspectives and active engagement |
| **Output** | List of ideas | Detailed insights, feedback, and recommendations |
| **When to Use** | Early stages of idea generation | Later stages of product development or evaluation |

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

**Answer:**

Observation Technique involves observing users in their actual working environment to understand their tasks, challenges, and requirements. It can be conducted using two approaches:

1. **Active Observation:**

* The observer participates in the activities or processes being observed.
* They may ask questions, interact with the users, and get involved in the tasks to gain a deeper understanding.
* Example: A business analyst shadowing a customer service agent, asking questions about their workflow as they work.

1. **Passive Observation:**

* The observer remains an outsider and does not interfere with the activities or processes being observed.
* The focus is on watching how tasks are performed without influencing the behaviour of the participants.
* Example: A business analyst quietly watching how a cashier processes orders at a supermarket without interacting with the cashier.

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

**Answer:**

Conducting a **Requirements Workshop** involves gathering stakeholders to collaborate and elicit detailed requirements for a project.

Here are the key steps for effectively conducting a workshop:

1. **Preparation**:
   * **Define Objectives**: Clearly outline the purpose of the workshop, whether it's to gather new requirements, validate existing ones, or prioritize features.
   * **Invite the Right Participants**: Include key stakeholders like end users, business leaders, subject matter experts, and technical team members. In an Indian context, this could involve senior managers, government officials (if applicable), and IT heads.
   * **Prepare Materials**: Distribute an agenda, relevant documents, and an initial list of discussion points before the workshop. This could be in the form of a project charter or high-level requirements document.
2. **Facilitation**:
   * **Set Ground Rules**: Start by establishing clear rules to ensure productive discussions. Encourage openness, but also time management.
   * **Use Structured Techniques**: Use methods like brainstorming, focus groups, or role-playing to engage participants. For example, if discussing a mobile banking app, ask the group to role-play a customer journey to identify key features.
   * **Ensure Collaboration**: Act as a mediator between participants to avoid dominance by one person or group. Give everyone a chance to contribute, especially in cross-functional teams.
3. **Post-Workshop Documentation**:
   * **Capture and Summarize Outcomes**: Document all key requirements discussed and decisions made. Circulate a summary report or minutes for validation.
   * **Follow-Up**: Ensure that any unclear points are clarified in subsequent meetings or workshops.

**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 –**

**6Marks**

**Answer:**

**Context for Conducting Interviews by a BA:**

The Interview Technique can be conducted by a Business Analyst (BA) in the following contexts:

* To gather requirements from stakeholders and end-users.
* To understand specific problems or challenges within the business process.
* To clarify complex or ambiguous requirements.
* To validate or confirm assumptions during the discovery phase.
* To gain insights into user preferences, pain points, and expectations.

**Approaches to Conducting Interviews**:

1. Structured Interviews:
   * The interviewer prepares a set of predetermined questions in advance.
   * The same questions are asked to all participants in a standardized manner.
   * This approach is useful for obtaining specific information and making comparisons between responses.
   * Example: "What type of payment methods do you prefer?"
2. Unstructured Interviews:
   * The interviewer allows more flexibility, with no predefined set of questions.
   * The conversation flows based on the responses of the interviewee, enabling them to explore ideas and express thoughts freely.
   * Ideal for exploratory discussions when the BA needs to gather in-depth insights or new information.
   * Example: "Can you describe your experience using the current payment system?"

**Difference Between Open-Ended and Closed-Ended Questions:**

1. Open-Ended Questions:
   * Allow respondents to provide more detailed, descriptive answers.
   * Encourages discussion and provides qualitative insights.
   * Example: "What challenges do you face while making online payments?"
2. Closed-Ended Questions:
   * Require short, specific answers, often a yes/no or choice from predefined options.
   * Useful for gathering quantitative data or direct responses.
   * Example: "Do you prefer using a credit card for payments?"

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

**Answer:**

The Questionnaire Technique is used when a Business Analyst (BA) needs to collect data or feedback from a large group of stakeholders or end-users efficiently. It is particularly useful when:

* There are many participants, making face-to-face interviews impractical.
* The BA needs to gather specific, quantifiable information.
* The stakeholders are geographically dispersed, or there is limited time for direct interaction.
* There is a need for anonymity in feedback to encourage honest responses.

**Where it will be used:**

* Use Case: During the requirements-gathering phase for a new product or system, when the BA needs to understand user preferences, challenges, or expectations from a broad audience. It is also helpful for validating requirements or conducting surveys on system usability.

**Example:**

A BA working on a food delivery app might distribute a questionnaire to potential customers with questions such as:

1. What is your preferred method of payment? (Credit Card, Wallet, Cash, Net Banking)
2. How often do you order food online? (Daily, Weekly, Monthly)
3. How satisfied are you with the delivery speed of current food delivery apps? (1-5 scale

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

**Answer:**

**Sorting Requirements in Business Analysis**

Sorting requirements is a crucial step in business analysis to organize and prioritize them effectively. This helps in ensuring that the development efforts are aligned with the most critical needs of the project.

**Where to Use Requirement Sorting**

Requirement sorting is applicable in various stages of the business analysis lifecycle, including:

* Initial requirements gathering: Organizing and categorizing collected requirements to identify dependencies, conflicts, and overlaps.
* Prioritization: Determining the relative importance of requirements to guide development efforts.
* Requirements traceability: Tracking the progress of requirements throughout the project lifecycle.
* Change management: Assessing the impact of proposed changes on existing requirements.

**Requirement Sorting Techniques**

Several techniques can be used to sort requirements, depending on the specific project context and goals:

* Kano model: Identifies requirements based on their relationship to customer satisfaction.
* Weighted scoring: Assigns numerical values to requirements based on criteria such as importance, complexity, and risk.
* Dependency analysis: Identifies dependencies between requirements to determine the order in which they should be implemented.

**Example:** MoSCoW Prioritization

**Scenario:** A project to develop a new e-commerce website.

**Requirements:**

* Must Have: User registration, product search, shopping cart, checkout process, payment integration
* Should Have: Recommendations engine, wish list, order history, returns policy
* Could Have: Social media integration, personalized marketing, mobile app
* Won't Have: Augmented reality product visualization (due to budget constraints)

By applying MoSCoW prioritization, the development team can focus on implementing the essential features (Must Have) first, while considering the value and feasibility of the other requirements.

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

**Answer:**

Prioritizing Requirements involves ranking the requirements in order of their significance, business value, or urgency. It helps the team focus on delivering the most impactful and critical features first, ensuring that limited resources are effectively utilized.

**Where it will be used:** Prioritization is used during the requirements gathering and planning phases. It’s essential when the project scope is broad, and the team must decide what to implement first. This is especially common in Agile projects where features are delivered incrementally.

**Example:** In a food delivery application project, the requirements can be prioritized as follows:

1. **High Priority:**
   * User registration
   * Placing an order
   * Payment integration
2. **Medium Priority:**
   * Real-time order tracking
   * Customer reviews
3. **Low Priority:**
   * Personalized food recommendations
   * Referral programs

**Different Types of Prioritization Techniques:**

1. **MoSCoW Method**:
   * **M**ust Have: Critical requirements that must be included.
   * **S**hould Have: Important but not critical.
   * **C**ould Have: Nice-to-have features.
   * **W**on’t Have: Requirements that are out of scope for now.
2. **Kano Model**:
   * Classifies requirements into:
     + **Basic Needs**: Must be there (e.g., login functionality).
     + **Performance Needs**: The better it is, the happier the user (e.g., faster search results).
     + **Delighters**: Unexpected features that can delight users (e.g., personalized recommendations).
3. **100-Point Method**:
   * Stakeholders are given 100 points to distribute across the requirements based on their importance. The requirements with the most points are prioritized higher.
4. **Relative Weighting**:
   * Compares requirements based on their importance, urgency, and cost, assigning weights to each to determine their priority.
5. **Value vs. Risk Approach**:
   * Prioritize based on the **value** each requirement adds and the **risk** associated with implementing it. High-value, low-risk items are prioritized first.

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

**Answer:**

Weekly Status Reportinginvolves systematically communicating the progress, issues, and next steps related to the analysis activities in a project. Here’s how you can drive weekly status reporting:

1. **Collect Key Information**:

* **Requirement Gathering**: Track the progress of gathering and analyzing requirements from stakeholders.
* **Documentation**: Update the status of documents such as Business Requirements Documents (BRD), Functional Specifications, and User Stories.
* **Stakeholder Engagement**: Report on meetings, workshops, or interviews conducted with stakeholders during the week.
* **Risk & Issue Identification**: Highlight any risks or challenges discovered in requirements elicitation, gaps in understanding, or delays in approval.

1. **Organize the Report**:

* **Current Status**: Indicate whether the business analysis work is on track, ahead, or behind schedule.
* **Completed Tasks**: List completed tasks such as finalized requirements, completed stakeholder interviews, or signed-off documentation.
* **Upcoming Tasks**: Outline the tasks planned for the next week (e.g., additional stakeholder meetings, documentation reviews).
* **Risks & Issues**: Highlight any risks or issues affecting the business analysis process, along with possible mitigation strategies.
* **Dependencies**: Point out any dependencies on other teams (development, testing, etc.) for requirements clarification or approval.

1. **Use a Consistent Template**:

* Use a standardized format or template to ensure the report is clear and easy to follow. Include sections for key updates, actions, and deadlines.

1. **Distribute the Report**:

* Share the report with relevant stakeholders, such as the project manager, team leads, and senior management, to keep them informed.
* If required, present the report during weekly status meetings and gather feedback for further refinement of tasks.

1. **Actionable Follow-ups**:

* Ensure that any feedback or actions required based on the report are recorded and tracked for the following week.
* Keep track of evolving requirements and any changes made during the business analysis phase.

**Sample of Weekly Status Report:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Completed task | | | | |
| Project | Task | Team Members | Estimation | Notes |
| Project 1 | Task 1 | Mr. XYZ | 2 Days | Completed ahead of schedule. |
| Project 1 | Task 2 | Mr. ABC | 3 Days | Minor delays but completed |
| In Progress | | | | |
| Project | Task | Team Members | Estimation | Notes |
| Project 2 | Task 1 | Mr. XYZ | 3 Days | On track |
| Project 2 | Task 2 | Mr. ABC | 4 Days | Awaiting input from stakeholders |
| Assigned but not Started | | | | |
| Project | Task | Team Members | Estimation | Notes |
| Project 3 | Task 1 | Mr. XYZ | 2 Days | Awaiting resources |
| Project 3 | Task 2 | Mr. ABC | 3 Days | Dependencies on Project 2 need to be resolved |

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

Answer:

A Meeting Minutes Document is a formal record of the discussions, decisions, and actions that take place during a meeting. It serves as an official summary of what was covered, who attended, and what follow-up tasks are required.

**Sample:**

|  |  |
| --- | --- |
| Meeting Title: Weekly Project Status Update | |
| Date and Time | October 22, 2024, 10AM-11AM |
| Location | Conference room |
| Attendees | 1. Mr. ABC (Project Manager)  2. Mr. XYZ (Business Analyst)  3. Mrs. XXX (Developer)  4. Mr. XXX (Tester) |
| Agenda | 1. Review project progress  2. Discuss challenges and blockers  3. Plan for next steps |
| Discussion Summary | 1. Project is on track with 75% of requirements gathered.  2. Encountered issues with stakeholder availability for feedback.  3. Identified risk regarding resource allocation for the upcoming sprint. |
| Decision made | 1. Continue engaging stakeholders for feedback via email.  2. Adjust resource allocation based on priority tasks. |
| Action Items | 1. Mr. ABC to send a follow-up email to stakeholders by October 23.  2. Mrs. XXX to provide an updated resource allocation plan by October 25. |
| Owner | Mr. ABC |
| Due Date | October 25, 2024 |
| Agenda Summary | Next meeting will focus on review of updated requirements and feedback from stakeholders. |
| Next Meeting | |
| Meeting Title: Follow-Up on Stakeholder Feedback | |
| Date and Time | October 29, 2024, 10AM-11AM |
| Location | Conference room |
| Expected Attendees | 1. Mr. ABC (Project Manager)  2. Mr. XYZ (Business Analyst)  3. Mrs. XXX (Developer)  4. Mr. XXX (Tester) |

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

**Answer:**

A change tracker document is a tool used to track and manage changes made to project requirements, specifications, or other project artifacts throughout the project lifecycle.

**Sample:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Date** | **Version Number** | **Document changes** | **Name** | **Title** | **Signature** | **Approved By** |
| October 22, 2024 | 1 | Initial draft created | XYZ | Business Analyst | [Signature] | Mr. ABC (Project Manager) |
| October 25, 2024 | 1.1 | Added section on data requirements | XYZ | Business Analyst | [Signature] | Mr. ABC (Project Manager) |
| November 1, 2024 | 1.2 | Revised section on system interfaces | XYZ | Developer | [Signature] | Mr. ABC (Project Manager) |
| November 5, 2024 | 1.3 | Incorporated feedback from stakeholders | XYZ | Quality Assurance Engineer | [Signature] | Mr. XYZ (Business Analyst) |
| November 10, 2024 | 1.4 | Updated timeline and milestones | XYZ | Project Manager | [Signature] | Mr. XYZ (Business Analyst) |
| November 15, 2024 | 1.5 | Finalized document | XYZ | Business Analyst | [Signature] | Mr. ABC (Project Manager) |

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

**Answer:**

|  |  |  |
| --- | --- | --- |
| **Aspect** | **Traditional Development Model** | **Agile Development Models** |
| **Approach** | Linear and sequential | Iterative and incremental |
| **Planning** | Waterfall or sequential | Flexible and adaptive |
| **Requirements** | Upfront and detailed | Evolving and continuously refined |
| **Deliverables** | Fixed and documented at the beginning | Smaller, working increments |
| **Testing** | Large, final product | Continuous testing throughout the development cycle |
| **Risk Management** | Separate phase at the end | Ongoing risk assessment and mitigation |
| **Team Collaboration** | Primarily focused on upfront identification | Highly collaborative and cross-functional |
| **Customer Involvement** | Less collaborative | Active customer participation throughout the project |
| **Flexibility** | Limited customer involvement | More adaptable to changing requirements |
| **Speed** | Less flexible to changes | Faster time-to-market |
| **Success Metrics** | Slower development cycle | Emphasizes delivering value and customer satisfaction |

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

**Answer:**

Brainstorming is a group creativity technique used to generate a large number of ideas or solutions to a specific problem or challenge. It encourages participants to think freely and suggest ideas without fear of judgment or criticism, promoting out-of-the-box thinking and fostering creativity.

**Key Features:**

1. **Free Thinking:** No idea is dismissed or criticized during the session, allowing participants to think freely.
2. **Quantity over Quality:** The goal is to produce as many ideas as possible, regardless of feasibility, with the belief that quality will emerge from quantity.
3. **Collaborative:** It is usually conducted in groups to leverage collective creativity and diverse perspectives.
4. **Structured Sessions:** Sessions can be time-boxed, and ideas can later be evaluated, refined, or combined.

**Where to Use Brainstorming:**

1. **Problem Solving:** Brainstorming is effective in identifying potential solutions to complex problems or challenges where conventional methods have failed.
2. **Product/Service Innovation:** Teams use brainstorming to come up with creative ideas for new products, features, or improvements.
3. **Strategic Planning:** When setting long-term goals or strategies, brainstorming can help generate diverse approaches.
4. **Process Improvement:** It’s used to identify inefficiencies and propose ways to enhance workflows or systems.
5. **Project Initiation:** At the start of a project, brainstorming helps define objectives, scope, and key deliverables.

**Case study (Question 16 – Question 20)**

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 with 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.

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

**Answer:**

**1. Loan Approval Report by Accounts Dept.**

Company Name: TTS Company  
Department: Accounts  
Report Date: October 22, 2024

Reporting Period: October 24, 2024

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Employee Name** | **Employee ID** | **Department** | **Loan Amount (INR)** | **Approval Date** | **Loan Term (Months)** | **Monthly Installment (INR)** | **Total Amount Payable (INR)** |
| Mr. XYZ | 1 | IT | 2,00,000 | 15-01-2024 | 24 | 8,500 | 2,04,000 |
| Mrs. ABC | 2 | HR | 1,50,000 | 20-01-2024 | 18 | 9,000 | 1,62,000 |
| Mr.DEF | 3 | Finance | 3,00,000 | 25-01-2024 | 36 | 9,000 | 3,24,000 |
| Mrs. XYZ | 4 | Marketing | 1,00,000 | 01-02-2024 | 12 | 8,500 | 1,02,000 |
| Mr. ABC | 5 | R&D | 2,50,000 | 10-02-2024 | 30 | 10,000 | 3,00,000 |

Total Summary-

* Total Loans Approved: 5
* Total Loan Amounts Approved: INR 1,000,000
* Total Monthly Installments: INR 43,000
* Total Amount Payable: INR 1,092,000

Notes-

* All loans have been approved based on eligibility criteria outlined in the Employees Loan Management System.
* Repayment schedules have been communicated to employees along with the terms and conditions.
* Automatic salary deductions will be initiated as per the repayment schedule.

Prepared by: Mr. XYZ  
Title: Accounts Head.   
Signature: ------  
Date: October 22, 2024

**2. Loan Rejection Report by Accounts Dept.**

Company Name: TTS Company  
Department: Accounts  
Report Date: October 22, 2024

Reporting Period: October 24, 2024

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Employee Name** | **Employee ID** | **Department** | **Loan Amount (INR)** | **Rejection Date** | **Reason for Rejection** |
| Mr. XYZ | 1 | IT | 2,00,000 | 10-01-2024 | Insufficient credit score |
| Mrs. ABC | 2 | HR | 1,50,000 | 15-01-2024 | Incomplete application documentation |
| Mr.DEF | 3 | Finance | 3,00,000 | 22-01-2024 | Exceeded maximum loan limit |
| Mrs. XYZ | 4 | Marketing | 1,00,000 | 28-01-2024 | Employment duration too short |
| Mr. ABC | 5 | R&D | 2,50,000 | 05-02-2024 | Failure to meet eligibility criteria |

Total Summary-

* Total Loan Applications Reviewed: 5
* Total Loans Rejected: 5
* Total Amount Requested: INR 1,000,000

Notes-

* All rejection letters have been sent to the respective employees, detailing the reasons for rejection.
* Employees are encouraged to reach out to the Accounts or HR department for further clarification on rejection reasons and potential eligibility for future applications.

Prepared by: Mr. XYZ  
Title: Accounts Head.   
Signature: ------  
Date: October 22, 2024

**3. Loan Repayment schedule report.**

Company Name: TTS Company  
Department: Accounts  
Report Date: October 22, 2024

Reporting Period: October 24, 2024

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Employee Name** | **Employee ID** | **Loan Amount (INR)** | **Loan Term (Months)** | **Monthly Installment (INR)** | **Total Amount Payable (INR)** | **Start Date** | **End Date** |
| Mr. XYZ | 1 | 2,00,000 | 24 | 8,500 | 2,04,000 | 15-01-2024 | 15-01-2025 |
| Mrs. ABC | 2 | 1,50,000 | 18 | 9,000 | 1,62,000 | 20-01-2024 | 20-07-2025 |
| Mr.DEF | 3 | 3,00,000 | 36 | 9,000 | 3,24,000 | 25-01-2024 | 25-01-2027 |
| Mrs. XYZ | 4 | 1,00,000 | 12 | 8,500 | 1,02,000 | 01-02-2024 | 01-02-2025 |
| Mr. ABC | 5 | 2,50,000 | 30 | 10,000 | 3,00,000 | 10-02-2024 | 10-08-2027 |

Total Summary-

* Total Loans Active: 5
* Total Loan Amounts: INR 1,000,000
* Total Monthly Installments: INR 43,000
* Total Amount Payable: INR 1,092,000

Notes-

* Automatic deductions from employee salaries will be initiated as per the repayment schedule outlined above.
* Employees are advised to ensure sufficient funds are available in their accounts for timely payments.

Prepared by: Mr. XYZ  
Title: Accounts Head.   
Signature: ------  
Date: October 22, 2024

**4. Outstanding Loan Balance Report.**

Company Name: TTS Company  
Department: Accounts  
Report Date: October 22, 2024

Reporting Period: October 24, 2024

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Employee Name** | **Employee ID** | **Loan Amount (INR)** | **Total Paid (INR)** | **Outstanding Balance (INR)** | **Monthly Installment (INR)** | **Payment Status** | **Employee Name** |
| Mr. XYZ | 1 | 2,00,000 | 34,000 | 1,70,000 | 8,500 | On Track | ABC |
| Mrs. ABC | 2 | 1,50,000 | 54,000 | 1,08,000 | 9,000 | On Track | XYZ |
| Mr.DEF | 3 | 3,00,000 | 27,000 | 2,97,000 | 9,000 | Behind Schedule | XYZ |
| Mrs. XYZ | 4 | 1,00,000 | 17,000 | 85,000 | 8,500 | On Track | ABC |
| Mr. ABC | 5 | 2,50,000 | 20,000 | 2,80,000 | 10,000 | Behind Schedule | DEF |

Total Summary-

* Total Loans Active: 5
* Total Loan Amounts: INR 1,000,000
* Total Monthly Installments: INR 43,000
* Total Amount Payable: INR 1,092,000

Notes-

* Automatic deductions from employee salaries will be initiated as per the repayment schedule outlined above.
* Employees are advised to ensure sufficient funds are available in their accounts for timely payments.

Prepared by: Mr. XYZ  
Title: Accounts Head.   
Signature: ------  
Date: October 22, 2024

**5. Loan Utilization Report**

Company Name: TTS Company  
Department: Accounts  
Report Date: October 22, 2024

Reporting Period: October 24, 2024

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Employee Name** | **Employee ID** | **Loan Amount (INR)** | **Purpose of Loan** | **Utilization Details** | **Status** |
| Mr. XYZ | 1 | 2,00,000 | Home Renovation | Kitchen and bathroom upgrades | Fully Utilized |
| Mrs. ABC | 2 | 1,50,000 | Education | Tuition fees for master's program | Fully Utilized |
| Mr.DEF | 3 | 3,00,000 | Medical Expenses | Surgery and treatment costs | Partially Utilized |
| Mrs. XYZ | 4 | 1,00,000 | Vacation | Travel expenses | Fully Utilized |
| Mr. ABC | 5 | 2,50,000 | Vehicle Purchase | Down payment for a new car | Fully Utilized |

Total Summary-

* Total Loans Approved: 5
* Total Loan Amounts: INR 1,000,000
* Total Fully Utilized Loans: 4
* Total Partially Utilized Loans: 1
* Total Amount Utilized: INR 1,000,000

Notes-

* Employees are encouraged to provide feedback on their loan experience and utilization to improve the loan management system.
* This report serves as a tool for management to assess the impact of the loan program on employee welfare and to identify opportunities for enhancement.

Prepared by: Mr. XYZ  
Title: Accounts Head.   
Signature: ------  
Date: October 22, 2024

**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:** Loan Application Status **Date**- October 22, 2024

Dear Mr. XYZ

I hope this message finds you well.

Thank you for your recent application for a loan. After careful consideration, we regret to inform you that your loan application has been denied. We understand that this news may be disappointing. Please know that this decision was made after thorough evaluation in accordance with our loan policy.

This decision was based on an Insufficient credit score of your bank accounts and cards that are linked to the company’s salary accounts. If you have any questions about this decision or would like to discuss other options available to you, please feel free to reach out.

We appreciate your understanding in this matter and are here to help in any way we can.

Sincerely,  
Mrs. ABC  
HR Dept.   
TTS Company, Pvt Ltd.

**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:** Loan Approval Notification

**Dear Mr. XYZ**

We are pleased to inform you that your loan application has been approved.

**Details of Your Loan:**

* **Loan Amount:** 2,00,000/-
* **Interest Rate:** 15%
* **Repayment Period:** 1 year [12 months]
* **Start Date of Repayment:** 12th of December, 2024.

Please review the terms and conditions attached to this email. If you have any questions or need further clarification, feel free to reach out to us.

**Next Steps:**

1. **Documentation:** Please provide any additional documentation required for processing.
2. **Meeting:** We recommend scheduling a meeting with [Contact Person/Department] to discuss the loan agreement in detail.

Thank you for your attention, and congratulations on your approved loan!

Best regards,

Mrs. ABC

HR Dept.   
TTS Company, Pvt Ltd.

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

**department – 8 Marks**

**Answer:**

TTS Company, Pvt Ltd.   
Employee Loan Application Form.

To,

The Accounts Dept,

Subject – Loan Application Form.

Date- October 22, 2024

Respected Sir,

I hope this message finds you well. I am writing this application for a loan approval and I have provided and attached below all the required details. I am working in your company for the past 3 years; all my related information is mentioned below. Please go through my application and consider my request. Please call/message me for further discussions.

Employee Name: Ms. XYZ

Employee ID: TTS012098

Department: Software Development.

Job Title: Senior Java Developer.

Contact Number: +91 88xxxxxxxx

Email Address: [XYZ@yahoo.com](mailto:XYZ@yahoo.com)

Loan Details-

Loan Amount Requested: 10,50,000/-

Purpose of Loan: Renovation of my existing parental house for ease of living for old parents.

Preferred Repayment Period: 12 months or 24 months.

Financial Information

Current Salary: 2,50,000/-

Total Monthly Expenses: 1,50,000/-

Supporting Documents Attached-

[List of documents attached, e.g., salary slip, identification proof, bank statements, etc.]

Declaration  
I, Ms. XYZ, hereby declare that the information provided above is accurate to the best of my knowledge. I understand that any false information may result in the rejection of my application.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Date: October 22, 2024

**For Accounts Department Use Only-**

* Application Received By: Mr. XYZ
* Date Received: October 22, 2024
* Application Status: Pending.
* Comments: Reviewing and authenticating documents

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

**Answer:**

There are numerous reporting tools available to generate various types of reports in business analysis. The choice of tool often depends on the specific requirements, data sources, and technical expertise within the organization. Here are some commonly used reporting tools:

**1. Business Intelligence (BI) Tools:**

* **Tableau:** Advanced data analytics, customizable reports/dashboards.
* **Power BI:** Interactive dashboards, real-time data visualization.
* **QlikView:** Self-service BI tool for creating interactive reports.
* **SAP Analytics Cloud:** Comprehensive BI platform for pixel-perfect

**2. Spreadsheet Software:**

* **Microsoft Excel:** A versatile tool for creating basic reports and performing data analysis.
* **Google Sheets:** A cloud-based alternative to Excel with similar features and capabilities.

**3. Database Management Systems (DBMS):**

* **SQL Server Reporting Services (SSRS):** A reporting platform integrated with Microsoft SQL Server for dynamic reports.
* **Oracle Business Intelligence Enterprise Edition (OBIEE):** A comprehensive BI platform from Oracle for enterprise reporting.

**4. Specialized Reporting Tools:**

* **Financial reporting tools:** For balance sheets, income statements, and cash flow reports.
* **Customer relationship management (CRM) reporting tools:** Sales performance, customer satisfaction, and marketing insights.
* **Human resources (HR) reporting tools:** Employee attendance, performance tracking, and payroll reports.

**5.** **Project Management & Status Reporting Tools**

* **JIRA:** Sprint reports, burndown charts, issue tracking.
* **Microsoft Project:** Gantt charts, resource planning reports
* **Trello:** Simple task reporting with progress updates