**Nurturing Process - Capstone Project 3 – Part - 2 (Answer Sheet)**

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

Answer)

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| **Brainstorming** | **JAD** |
| |  | | --- | | A creative group discussion to generate a variety of ideas and solutions. |  |  | | --- | |  | | A **structured and formal meeting** involving stakeholders to gather detailed requirements. |
| To **generate ideas, solutions, and alternatives** for a problem. | To **define system requirements clearly and quickly** with user involvement. |
| Small group (Team members, SMEs, stakeholders). | Cross-functional team |
| **Unstructured/Informal,** encourages free flow of ideas. | **Structured/Formal,** follows an agenda, roles are assigned. |
| Facilitated by a moderator, but less control over direction. | Led by a **trained facilitator** who controls the session flow. |
| List of **ideas, suggestions, possible solutions**. | **Documented, validated, and agreed-upon requirements**. |
| Shorter, quick sessions | Longer sessions, often multiple days (as needed). |
| **Idea generation** without immediate judgment. | **Requirement elicitation and validation** for system design. |

Question 2) Why Document Analysis is one of the compulsory technique we use in a Project?

Answer)

* Document Analysis is a crucial technique used in Project Management because it provides valuable insights information and context that are essential for Project success.
* Understanding requirements – contain valuable information about Project, Objective Scope and expectations.
* Quality Assurance – Documents include quality standards, guidelines and procedures that define expectations for Project deliverables.

Question 3) In Which Context we will use Reverse Engineering?

Answer) In the process of extracting knowledge or design information from anything manmade and reproducing it or reproducing anything based on the extracted information.

Reverse Engineering two categories:

Black Box: The system or Product is studied without examining its internal structure.

White Box: The inner working of the system or the product is studied.

Reverse Engineering will be used in the below contexts.

1. When no proper documentation already exists.
2. System upgradation on enhancement
3. Integration with new system.
4. Compliance and Audit requirements.
5. Business Process Re-engineering
6. Knowledge transfer to new teams.

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

Answer)

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| **Brainstorming** | **Focus Groups** |
| |  | | --- | | A creative group discussion to generate a variety of ideas and solutions. |  |  | | --- | |  | | To **gather user opinions, feedback, and expectations.** |
| To **generate ideas, solutions, and alternatives** for a problem. | **End-users or customers** directly affected by the system. |
| Small group (Team members, SMEs, stakeholders). | **Semi-structured**, focused on specific topics. |
| **Unstructured/Informal,** encourages free flow of ideas. | **Moderator (BA or Research Lead)** to guide discussion. |
| Facilitated by a moderator, but less control over direction. | Insights, feedback, user needs and preferences |
| List of **ideas, suggestions, possible solutions**. | **Understanding user experience, needs, and opinions.** |
| Shorter, quick sessions | **Semi-formal.** |
| **Idea generation** without immediate judgment. | **Validation and user feedback stage.** |

Question 5) Observation Technique – Explain both Active and Passive approaches.

Answer) Observation Technique is commonly used in research and requirements gathering to gather the data by directly observing individuals, processes or systems.

There are two main approaches to observation:

Active approach: involves direct engagement and interaction with participants.

Passive approach: Involves indirect engagement and interaction with participants.

Question 6) How do you conduct the Requirements Workshop?

Answer) Requirements workshop is a structured approach to capture requirements.

It may be used to scope, discover, define, prioritize and reach closure on requirements for the target system.

Define Objectives, identify Stakeholders, create and agenda, collaboratively facilitate the workshop with key stakeholders summarize findings, validate requirements.

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 ?

Answer) Interviews can be conducted in various contexts such as during requirements gathering, stakeholder analysis or process analysis.

The purpose is to extract valuable insights, expectations and needs from individuals involved in or affected by a Project.

Approaches to conduct Interviews:

Structured Interviews – Follows a predetermined set of questions.

Unstructured Interviews – Questions are not predetermined, allowing for flexibility.

Question 8) Questionnaire Technique – Where we will use? Give one example.

Answer) The Questionnaire Technique is a method of data collection commonly used in research, surveys and assessments.

It involves presenting a set of written questions to respondents and collecting their responses.

Questionnaires can be administered in various ways including paper and pencil, online surveys or face to face interviews where the questions are read to the participants.

We will use the questionnaires in Customer feedback and Satisfaction surveys.

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

Answer) Sorting requirements is a crucial step in the requirements management process helping to organize, prioritize and categorize them for effective analysis and implementation.

Sorting is often done during the requirements elicitation and documentation places of a Project.

Based on Functional v/s Non functional requirements Priority sorting, User role sorting, Time dependency sorting we can sort the requirements.

Question 10) Prioritise the Requirements – –Where we will use? Give one example.

Answer) Prioritize Requirements is a critical step in the requirements management process, helping teams focus on what is most important for the success of a Project.

Prioritization is typically done based on factors such as business value, impact and dependencies.

One of the most important prioritization technique is MoSCoW – Must-have, Should-have, Could-have, Would-have.

Question 11) Weekly status reporting – How we will drive?

Answer) Weekly Status report is a summary of all work done during a week and how these activities contributed to the completion of a task or a Project or how each brings the team closer to the achievement of their Targets.

Questions that can be asked in a weekly status report include:

* What have you been working on recently?
* What have you accomplished this week?
* What are your top priorities?
* What are your challenges going into next week?

Question 12) Meeting Minutes Document – prepare one Sample.

Answer) Minutes of Meeting is a formal written document that summarizes the discussions, decisions, and actions taken during a meeting.

It serves as an official record of what transpired during the meeting and helps to ensure that everyone is on the same page regarding key points and action items.

MoM is particularly important for tracking project progress documenting decisions and assigning responsibilities.

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| **Meeting Title:** | **Employee Loan Management System – Kick-off Meeting** |
| **Date and Time** | 25-Feb-2025, 11:00 AM to 12:00 PM |
| **Location** | Conference Room A / MS Teams |
| **Attendees** | Mr. Henry (Client), Mr. Peter (HR), Mr. Mike (Accounts), Mr. Vandanam (Project Manager), Ms. Juhi (Senior Developer), Mr. Jason (Tester), [Your Name] (Business Analyst) |
| **Agenda** | Introduction and Meeting Purpose  Project Overview  Roles & Responsibilities  High-Level Requirements Discussion  Reports Identification  Timeline and Next Steps  Q&A |
| **Discussion Summary** | * Introduced the Employee Loan Management System and its objective to automate loan requests and approval process. * Discussed roles of HR, Accounts, BA, PM, Developers, and Testers in the project. * High-level flow from loan application to EMI deduction was reviewed. * Client clarified that in Phase 1, no external integrations (like CIBIL) are required. * Identified 5 important reports for the Accounts department. * Discussed tentative project timeline and phases. |
| **Decisions Made** | Only internal employees are eligible for loans under this system. EMI will be deducted directly from salaries.  No integration with external credit agencies in the first phase.  Reports to be generated by the system for internal tracking. |
| **Action Items** | |  | | --- | | Share initial Business Case Document | | Provide list of eligible employees |  |  | | --- | |  | |  | | |  | |  |  | | --- | |  |  |  | | --- | |  | |
| **Owner** |  |
| **Due Date** |  |
| **Agenda Summary** | * Discussed project scope, roles, and initial requirements. * Set action items for next steps. * Aligned on initial deliverables and timelines. |
|  | **Next Meeting** |
| **Meeting Title:** | Employee Loan Management System |
| **Date and Time:** | 3-Mar-2025, 11:00 AM |
| **Location:** | Conference Room A / MS Teams |
| **Expected Attendees:** | BA, HR, Accounts, PM, Client |

Question 13) Change Tracker – Document - – prepare one Sample.

Answer) Change Tracker Document is used by the Project Team to log and track change requests made throughout the life of the Project.

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| --- | --- | --- | --- | --- | --- | --- |
| **Date** | **Version no.** | **Document Changes** | **Name** | **Title** | **Signature** | **Approved by** |
| 20-Feb-2025 | 0.1 | |  | | --- | | Initial Draft Prepared |  |  | | --- | |  | | Sirisha | Business Analyst |  | Mr. Vandanam (PM) |
| 22-Feb-2025 | 0.2 | Added requirement for SMS Notification (CHG-002) | Sirisha | Business Analyst |  | Mr. Henry (Client) |
| 24-Feb-2025 | 0.3 | Included Monthly Report for HR on Loan Status (CHG-003) | Sirisha | Business Analyst |  | Mr. Mike (Accounts) |
| 25-Feb-2025 | 1.0 | |  | | --- | | Final Version Approved after Client Review |  |  | | --- | |  | | Sirisha | Business Analyst |  | Mr. Vandanam(PM) |

Question 14) Difference between Traditional Development Model and Agile Development Models.

Answer)

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| **Aspect** | **Traditional Development (Waterfall)** | **Agile Development (Scrum)** |
| Developmental Approach | Linear & Sequential | Iterative & Incremental |
| Flexibility and Adaptability | Less adaptable to changes after Project initiation, changes can be costly. | Embraces changes throughout the development process flexibility is a key principle. |
| Project Planning | Detailed Planning at the Projects start, changes may be discouraged | Incremental Planning welcomes and accommodates changes, planning revisited regularly |
| Delivery of Software | Entire system developed and delivered at the end of the Project. | Software delivered in small functional increments (iterations) |
| Client Involvement | Limited involvement during development more at the beginning and end. | Frequent Client Collaboration throughout the development Process. |
| Phases | |  | | --- | | Follows a fixed sequence: Requirements → Design → Development → Testing → Deployment |  |  | | --- | |  | | |  | | --- | | Continuous cycles of planning, development, and feedback (Sprints) |  |  | | --- | |  | |
| Documentation | |  | | --- | | Extensive and mandatory documentation |  |  | | --- | |  | | |  | | --- | | Light documentation, more focus on working software |  |  | | --- | |  | |
| |  | | --- | | Risk Handling |  |  | | --- | |  | | |  | | --- | | High risk due to late testing and feedback |  |  | | --- | |  | | |  | | --- | | Lower risk due to continuous feedback and improvements |  |  | | --- | |  | |
| Examples | |  | | --- | | Waterfall, V-Model, Spiral Model |  |  | | --- | |  | | Scrum, Kanban, SAFe, XP |

Question 15) Explain Brainstorming Technique – Where to use?

### Answer) Brainstorming Technique

### Brainstorming is a group discussion technique used to generate a wide range of ideas, solutions, or requirements in a short time. It encourages open communication and creativity without immediate judgment or criticism.

Where to Use Brainstorming?

1. **Requirement Gathering:**

* Used in the early phases of a project to collect ideas and understand business needs.
* Example: Identifying possible features for a new Loan Management System.

1. **Problem-Solving:**

* Helps teams find solutions to business or technical challenges.
* Example: Finding ways to optimize loan approval workflows.

1. **Process Improvement:**

* Used to enhance existing workflows or reduce inefficiencies.
* Example: Identifying bottlenecks in an employee loan disbursement process.

1. **Product Development & Innovation:**

* Generates new ideas for product features, UI/UX enhancements, etc.
* Example: Discussing automation features for loan processing.

1. **Risk Identification & Mitigation:**

* Helps teams anticipate potential risks and solutions.
* Example: Identifying risks related to salary deduction for loan repayment.

Question 16) What reports Accounts Departments will generate?

Answer) Loan Applications Received Report - To view all loan requests received from employees.

Loan Approved Report - List of loans approved along with employee details, amounts, and schedules.

Loan Rejected Report - List of loans rejected with reasons for rejection.

Loan Repayment Status Report - To track EMI deductions, outstanding loan amounts, and payment status.

Loan Defaulter Report - To identify employees who missed EMI payments.

Monthly Loan Disbursement Summary Report - Monthly report of loans disbursed and total amounts.

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

Answer)

Dear Employee,

Thank you for submitting your Application. We appreciate your interest in applying for this Loan.

We regret to inform you that your loan application Loan ID: 12345 submitted on 20-02-2025 has been rejected as it doesn’t full fill over eligibility criteria.

We encourage you to review the eligibility criteria and reapply if your circumstances change.

For further clarification, please contact the HR department.

Best Regards,

HR Manager

HR Department

TTS Company

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

Answer)

Dear Employee,

Congratulations! Your loan application Loan ID: 12345678 submitted on 20-02-2025 has been approved. Please find the details below.

Loan Amount: 3,00,000

Loan Terms & Conditions: Link

Repayment Schedule: Link

Please review the attached documents. If you agree with the terms and repayment schedule, kindly confirm your acceptance to proceed further.

For any queries, feel free to contact the HR department.

Best Regards,

HR Manager

HR Department

TTS Company

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

Answer)

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Loan ID** | **Employee ID** | **Employee Name** | **Department** | **Requested Amount** | **Loan Type** | **Application Date** | **Status** |
| L001 | E123 | John | IT | 2,00,000 | Personal | 10-02-2025 | Pending |
| L002 | E456 | Suresh | Finance | 3,00,000 | Home Loan | 12-02-2025 | Approved |
| L003 | E789 | Peter | Marketing | 1,50,000 | Car Loan | 09-03-2025 | Pending |
| L004 | E321 | Henry | HR | 2,00,000 | Personal Loan | 08-03-2025 | Approved |

Question 20) Which reporting Tools we will use for generating reports?

Answer) **Reporting tools are software that help create and present reports from data sources.Some of the best reporting tools on the market today are:**

* **Zoho Analytics: a self-service BI and reporting tool with pre-built reports and dashboards and 100+ connectors.**
* **Tableau: a powerful data visualization and analysis tool that helps interpret complex data.**
* **Microsoft Power BI: a cloud-based BI and reporting tool that integrates with various data sources and Microsoft products.**
* **SAP Crystal Reports: a reporting tool that allows creating reports from data from multiple sources, such as databases, spreadsheets, and web services.**
* **Looker Studio: a free reporting tool that connects to any SQL database and allows creating custom reports and dashboards.**
* **SSRS (SQL Server Reporting Services): is a server-based report-generating software system from Microsoft. It is part of the suite of Microsoft SQL Server services, which also includes SQL Server Analysis Services (SSAS) and SQL Server Integration Services (SSIS). SSRS provides a comprehensive, extensible reporting platform that includes ready-to-use tools and services to create, deploy, and manage reports for your organization.**

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