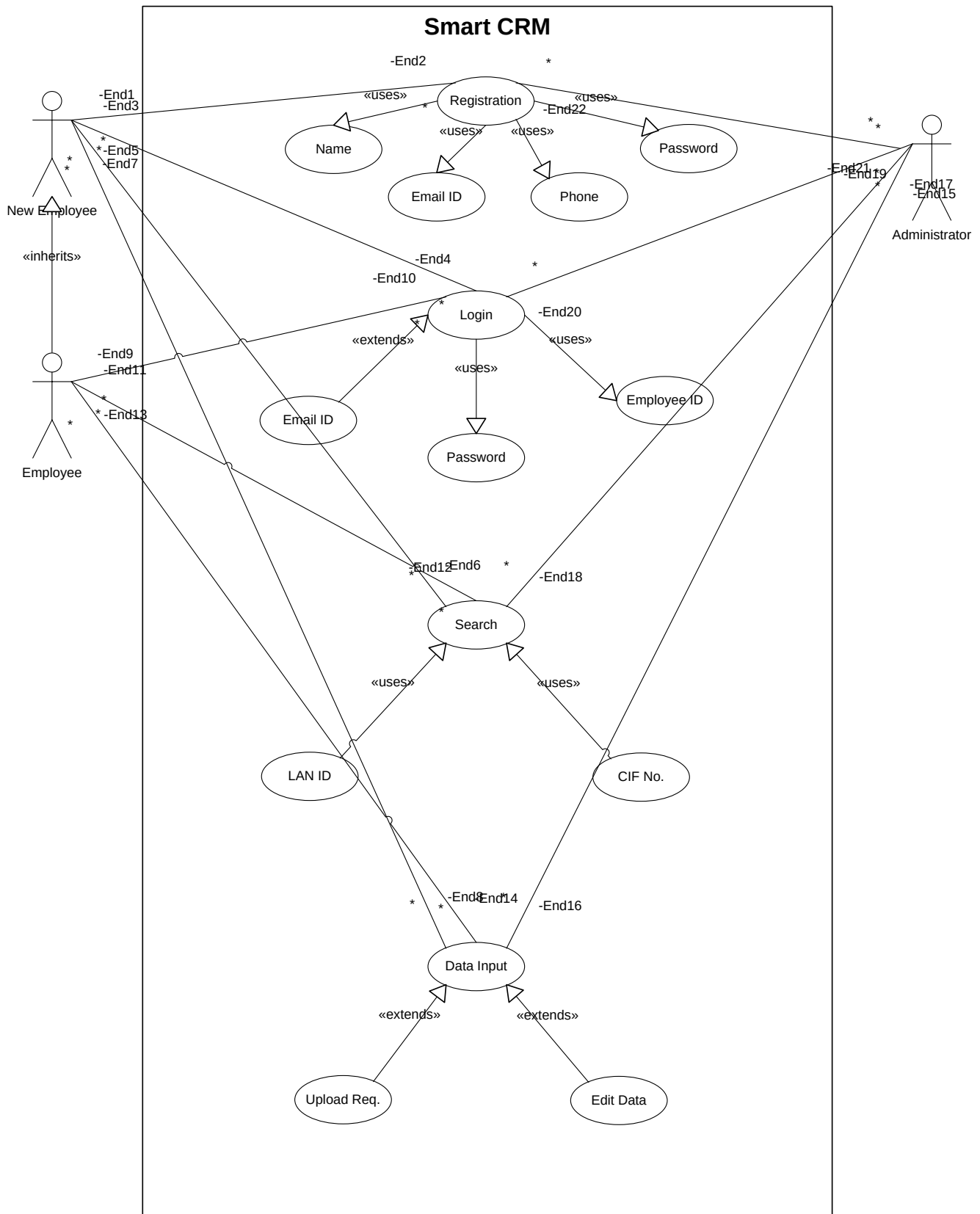


Live Project Waterfall Model Part -2

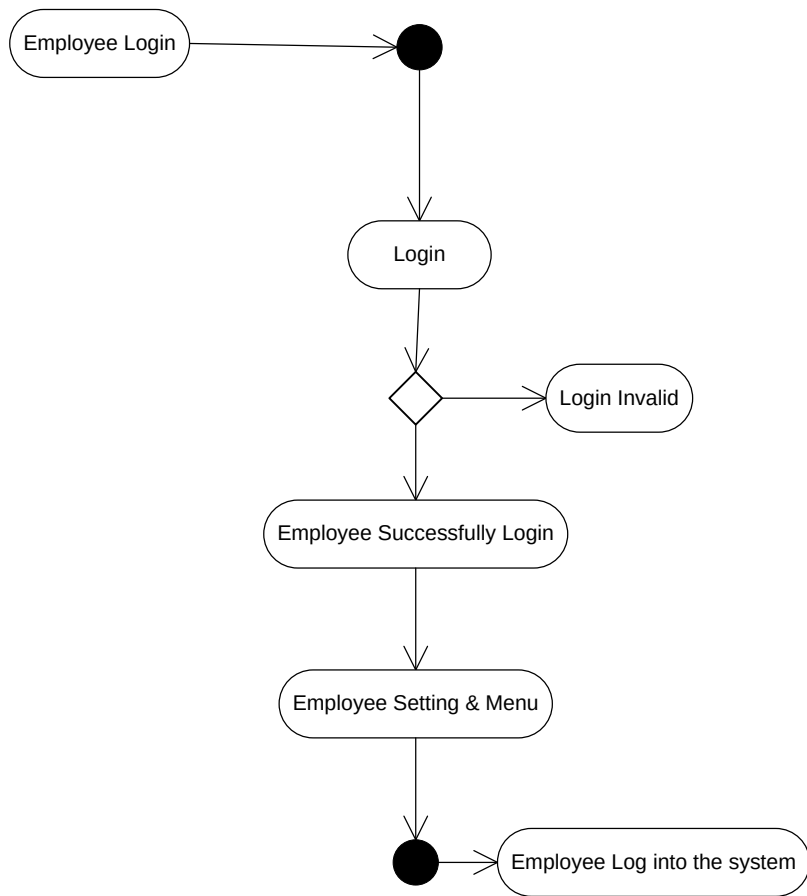
Document 6- Please prepare a use case diagram, activity diagram and a use case specification document.

Use Case Diagram

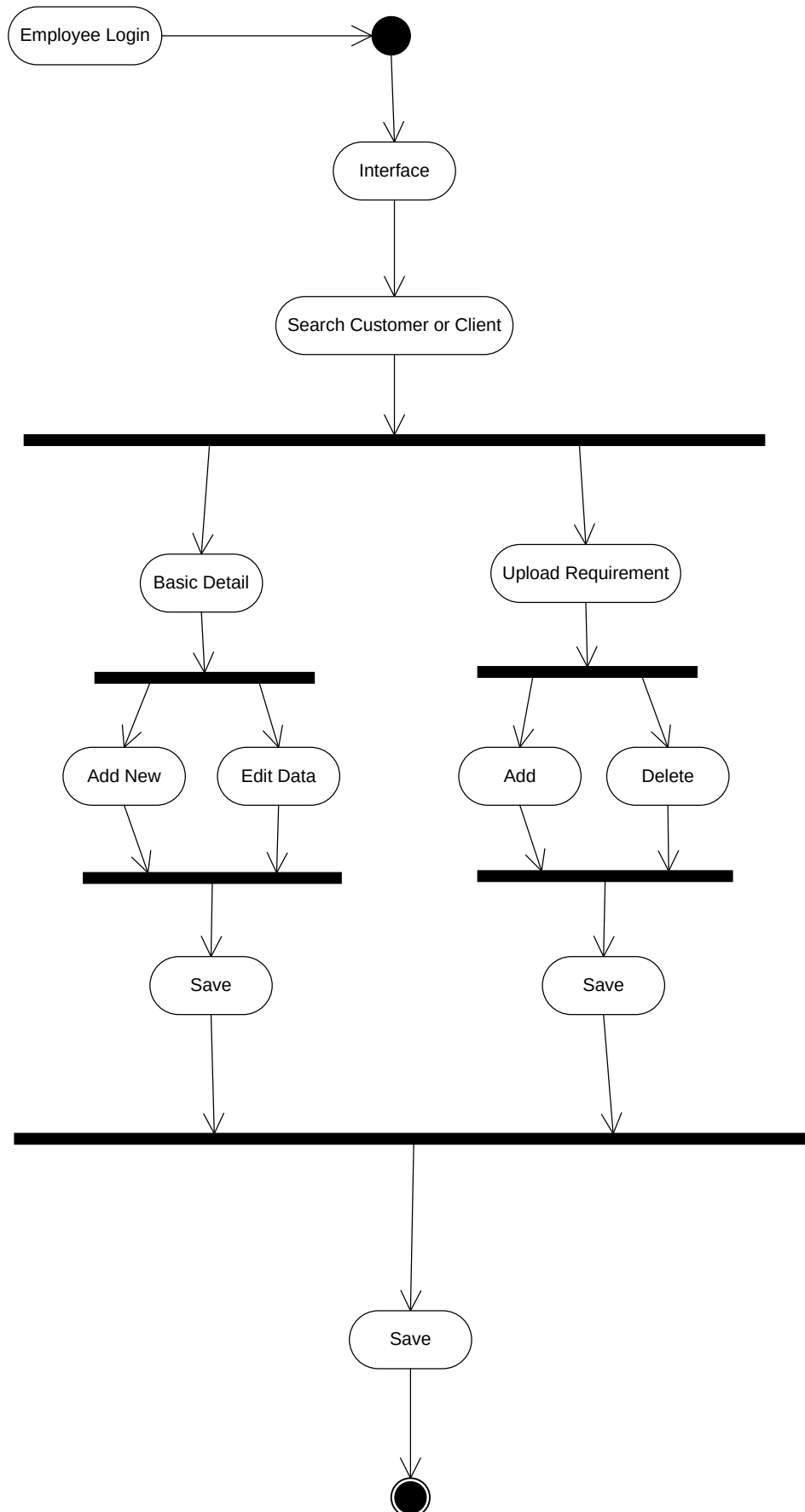


Activity Diagram

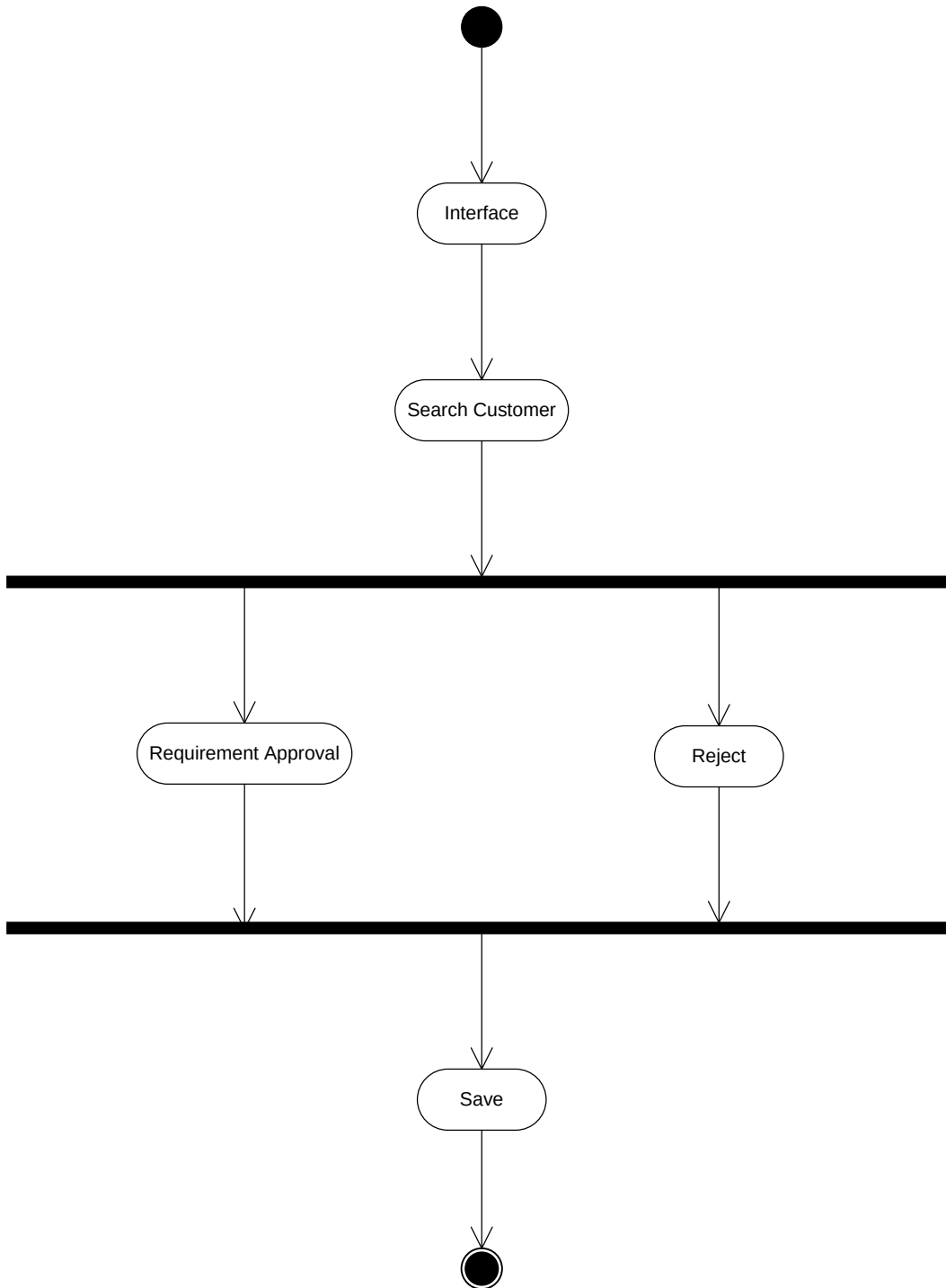
Employee Registration



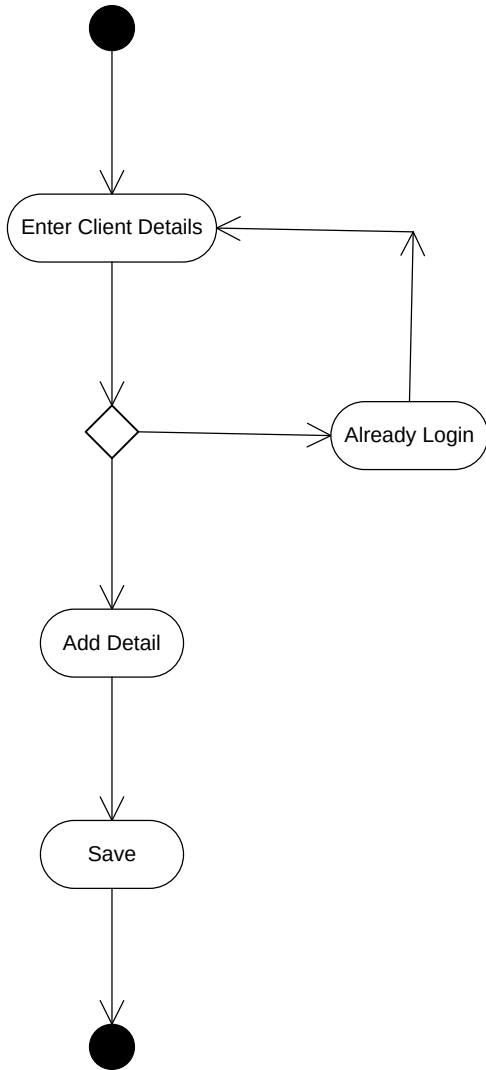
Add Data or Upload Requirement



Loan Decision



Add New Customer



Use Case Specification Document

Use Case Name: Login

Use Case Description: Allow user to login into the Smart CRM APP

Actors:

Primary: Employees, System Administration

Secondary: Database

Basic Flow:

- User navigates to the login page.
- User enters username and password.
- System validates credentials.
- System displays the dashboard upon successful login.

Alternate Flow:

- System displays an error message.
- User retries login or resets password.

Exceptional Flow:

- User is unable to log in.
- System displays maintenance message.

Pre-Conditions:

- User must be registered in the system.
- System must be online.

Post-Conditions:

- User is logged in and directed to the dashboard.

Assumptions:

- Users have valid credentials.

Constraints:

- High load times during peak hours.

Dependencies:

- User database authentication service.

Inputs and Outputs:

- Inputs: Username, password
- Outputs: Dashboard, error messages

Business Rules:

- Passwords must meet security requirements.
- Account lockout after multiple failed attempts.

Miscellaneous Information:

Ensure password reset functionality is available.

2. Use Case Name: Upload Requirements

Use Case Description: Allow Employees to upload the requirements

Actor:

Primary: Employee

Secondary: Database

Basic Flow:

- Employees log into the system
- Employees search the client by entering Lan ID
- Employee upload requirements
- System save the requirement

Alternate Flow: Invalid requirement name format

- The system displays an error message.
- Employee rename and upload the requirement

Exceptional Flow:

- System display an error message.

Pre-Condition:

- Employee must be logged into the system.

Post Condition:

- Requirements are successfully saved in the system.

Assumptions.

- Employee upload correct requirement.

Constraints:

- System performance during high usage times.

Dependencies:

- Database service

Inputs and Outputs:

Inputs: Requirements

Outputs: Confirmation message, error messages

Business Rules:

- Requirement must be saved in the correct format.

Miscellaneous Information:

- Requirement should not upload more than once.

3. Use Case Name: Data Input

Use Case Description: Allow Employees to ADD or Edit Data

Actor:

Primary: Employee

Secondary: Database

Basic Flow:

- Employees log into the system
- Employees search the client by entering Lan ID
- Employee add data
- System save the data.

Alternate Flow:

- Invalid requirement name format
- The system displays an error message.
- Employee must enter data in a right format.

Exceptional Flow:

- System display an error message.

Pre-Condition:

- Employee must be logged into the system.

Post Condition:

- Data are successfully saved in the system.

Assumptions.

- Employee must enter right data.

Constraints:

- System performance during high usage times.

Dependencies:

- Database service

Inputs and Outputs:

- Inputs: Documents
- Outputs: Confirmation message, error messages

Business Rules:

- Data must be in the correct format.
- Data available to employees should be correct

Miscellaneous Information:

- Data taken from customers only

4. Use Case Name: Case Tracking

Use Case Description: Allow Employees to track the cases

Actor:

Primary: Employee

Secondary: Database

Basic Flow:

- Employees log into the system
- Employees search the client by entering Lan ID
- Employee can see the stage of the case
- System save the case

Alternate Flow:

- The system display that are pending

Exceptional Flow:

- It displays the time taken to complete that stage.

Pre-Condition:

- Employee must be logged into the system.
- System must be online

Post Condition:

- The stage must be updated regularly.

Assumptions.

- Employee have the access to the client information.

Constraints:

- Case should be completed within the time frame.

Dependencies:

- Database service

Input and Output

Inputs: Client information

Outputs: Updated Stage

Business Rules:

- It should be completed within the fix period.

Miscellaneous Information:

- It should provide and update the status regularly.

Document 7 – Screens and Pages

The image is a hand-drawn wireframe of a web application interface. At the top, there is a grey header bar with the text "Smart CRM" in the center. To the left of the text are four navigation icons: a left arrow, a right arrow, a close (X) icon, and a home icon. To the right of the icons is a long, empty rectangular input field, and further right is a circular search icon with a magnifying glass. Below the header bar, the main content area is white. In the center, the text "Login Page" is written in blue. Below this, there are two rows of labels and input fields. The first row has the label "Emp ID" in red text followed by a rectangular input field. The second row has the label "Password" in red text followed by a rectangular input field. Below these two rows is a rectangular button with the text "Submit" in black. At the bottom of the main content area, there is a blue underlined link that says "Forget Emp ID or Password". The entire interface is enclosed in a black border, and there is a small double-slash icon in the bottom right corner of the border.

Smart CRM

←

→

✕

🏠

Q

Requirement Origination

Enquiry

Documentation

Req Status

User No.

Case No.

Product No.

Submit

Smart CRM

←

→

✕

🏠

Q

Requirement Detail

Customer

Documents

Requirement Type

Requirement Amount

Use

Duration

Save

Document 8: Tools - Visio and Axure

In this project, I effectively utilized MS Visio and Axure to enhance the design and development process. MS Visio was instrumental in creating detailed technical diagrams, including flowcharts, UML diagrams, and network layouts, which facilitated clear communication and planning. Axure was used to design intuitive user interfaces and interactive prototypes, ensuring a seamless user experience. The real-time collaboration features of both tools allowed for efficient teamwork and iterative feedback, leading to a well-organized and visually appealing Smart CRM portal.

Document 9: BA Experience

1. Requirement Gathering:

- In this project, I leveraged my expertise as a Business Analyst to gather comprehensive requirements by using MOSCOW technique for the Smart CRM portal.
- Through a combination of stakeholder interviews, workshops, and surveys, I meticulously documented the needs and expectations of employees, administrators, and IT staff.
- I validate the requirements using FURPS technique
- Utilizing elicitation techniques such as use case analysis and process mapping, I ensured a thorough understanding of the functional and non-functional requirements.
- My experience in requirement gathering helped create a detailed and precise requirements document, which served as a solid foundation for the successful development and implementation of the Smart CRM portal.
- Prototyping is used to give more specific requirements

2. Requirement Analysis:

- In this project, I utilized my Business Analyst skills to perform a thorough requirements analysis for the Smart CRM APP.

- Started by organizing and categorizing the gathered requirements, ensuring clarity and removing any ambiguities.
- Using detailed analysis techniques, I identified and consolidated duplicate requirements, ensuring a streamlined and coherent set of needs.
- Shared diagrams with the team for feedback. The team's suggestions were incorporated and made necessary modifications.
- Conducted regular validation sessions with stakeholders to confirm the accuracy and completeness of the requirements.
- By developing and sharing prototypes, I facilitated stakeholder engagement, refining the requirements to align perfectly with user expectations. This meticulous approach ensured a solid foundation for the project's successful implementation.
- Prepare BRS and SRS

3. Design:

- From the use case diagrams, we prepare test cases
- Communicate with client on design and solution documents
- Write negative test cases as well along with positive test cases.
- Do not miss a single test case. It might have huge impact on project development in later stages
- Prepare test data for testing
- Update RTM. This is just as we need to make sure that all the requirements are met

4. Development:

- Organized JAD sessions
- Clarifying queries of tech team during coding
- There might be some team members who don't agree with the concept or who don't cooperate during JAD sessions. As a BA I handled the situation gently and had on one discussion with them. Explained how their actions are going to affect the project. Set up a healthy environment within the team.
- Referred diagrams to code the Unit
- Conduct regular meetings with the technical team and client which is challenging. Some team members might not be available for the meeting. Recording the session and providing that to the missed one and having to one discussion later with that missed person is all I need to do.

5. Testing:

- Prepare test cases from use cases
- Perform high-level testing
- Test data is requested by BA from client
- Updated RTM
- Take signoff from the client
- Prepare client for UAT

6. Deployment:

- Forwarded RTM to client which should be attached to project closure document
- Coordinates to complete and share end user manuals
- Plans and organizes training sessions
- Make sure all the candidates attend the meeting