**Forum 20**

**1. What is Business Analysis?**

Business Analysis (BA) is a structured approach to identifying business needs and finding optimal solutions. It involves gathering, analysing, and documenting requirements while ensuring alignment with organizational goals. BA is essential for process improvement, policy development, and system implementation. Business Analysts (BAs) bridge the gap between stakeholders and technical teams, facilitating communication to ensure successful project execution. Through various methodologies, BA helps organizations optimize resources, reduce risks, and improve overall efficiency by implementing well-defined, data-driven decisions.

**2. What are the key responsibilities of a Business Analyst?**

A Business Analyst (BA) plays a vital role in identifying business problems and providing solutions. Key responsibilities include gathering requirements, analysing processes, documenting system functionalities, and facilitating stakeholder communication. BAs define project scope, create use cases, and validate solutions to ensure they align with business needs. They also perform risk analysis, help with decision-making, and work closely with IT teams to ensure the development of efficient systems. Their ultimate goal is improving business processes and maximizing value.

**3. What are functional and non-functional requirements?**

Functional requirements define what a system must do, such as processing transactions, generating reports, or user authentication. These specify system behaviour and interactions. Non-functional requirements, on the other hand, describe system attributes like performance, security, reliability, and usability. They determine how a system should function under different conditions. Both are essential for successful project execution, ensuring a system not only meets business needs but also operates efficiently, securely, and is user-friendly under real-world conditions.

**4. What are the different types of Business Analysis techniques?**

Several Business Analysis techniques help analyse problems and propose solutions. SWOT Analysis identifies strengths, weaknesses, opportunities, and threats. MOST Analysis focuses on mission, objectives, strategy, and tactics. PESTLE Analysis evaluates political, economic, social, technological, legal, and environmental factors. MoSCoW Prioritization helps prioritize requirements as must-have, should-have, could-have, and won’t-have. Use Case Modelling defines system interactions, while Root Cause Analysis (RCA) identifies underlying issues. These techniques enhance decision-making and process improvement strategies.

**5. What is a Business Requirements Document (BRD)?**

A Business Requirements Document (BRD) is a formal document outlining business needs and expected project outcomes. It includes functional and non-functional requirements, project scope, constraints, assumptions, and stakeholder details. The BRD serves as a communication bridge between business stakeholders and technical teams, ensuring alignment on project goals. It helps prevent misunderstandings, minimizes risks, and ensures that development meets business expectations. A well-defined BRD is crucial for guiding projects toward successful execution and business value realization.

**6. What is a Use Case and why is it important?**

A Use Case describes how users interact with a system to achieve specific objectives. It includes actors, preconditions, main flow, alternative flows, and postconditions. Use Cases provide clarity on functional requirements, ensuring developers, testers, and stakeholders understand system behaviour. They help detect missing requirements, define user roles, and establish expected outcomes. By visualizing interactions, Use Cases improve system design, minimize ambiguity, and serve as a reference for developers and testers throughout the software development lifecycle.

**7. What is a User Story in Agile?**

A User Story is a brief, user-centric requirement description used in Agile methodologies. It follows the format: "As a [user], I want [goal] so that [benefit]." User stories focus on end-user needs and drive iterative development. They help teams prioritize features, define acceptance criteria, and foster collaboration. Unlike detailed documentation, user stories keep requirements flexible, allowing for continuous refinement. They promote customer-driven development and ensure that each iteration delivers tangible business value while keeping development teams aligned.

**8. What is Gap Analysis in Business Analysis?**

Gap Analysis identifies the difference between an organization’s current state and its desired future state. It highlights areas needing improvement, whether in processes, technology, or business strategy. This analysis involves identifying inefficiencies, setting objectives, and devising action plans to bridge the gap. Gap Analysis is essential for businesses seeking operational improvements, new market opportunities, or system upgrades. It ensures organizations allocate resources effectively, enhance productivity, and achieve strategic goals while addressing weaknesses in existing workflows or systems.

**9. What is a Stakeholder Analysis?**

Stakeholder Analysis identifies and evaluates individuals or groups impacted by a project. It classifies stakeholders based on influence, interest, and involvement, ensuring proper communication and engagement. Key stakeholders include executives, customers, employees, developers, and regulators. Understanding stakeholder expectations helps mitigate conflicts, gain support, and align project goals with business objectives. A well-executed stakeholder analysis improves decision-making, enhances collaboration, and ensures project success by addressing the needs and concerns of all relevant parties throughout the project lifecycle.

**10. What is the difference between Waterfall and Agile methodologies?**

Waterfall is a linear project management approach with defined phases: requirements, design, development, testing, and deployment. It suits projects with stable requirements. Agile, however, is iterative and flexible, delivering small increments called sprints. Agile prioritizes collaboration, customer feedback, and adaptability, making it ideal for projects with evolving requirements. While Waterfall ensures detailed planning, Agile promotes quick adjustments. Agile fosters continuous improvement, while Waterfall follows a rigid, sequential process, making it harder to accommodate changes mid-project.

**11. What is a Process Flow Diagram?**

A Process Flow Diagram (PFD) is a visual representation of business processes, showing sequential steps, decision points, and interactions between entities. It uses standardized symbols like arrows, rectangles, and diamonds to illustrate workflows. PFDs help identify inefficiencies, streamline operations, and improve understanding of complex processes. By analysing process flows, organizations can enhance productivity, ensure compliance, and optimize workflows. Process Flow Diagrams are widely used in business process modelling, system design, and operational efficiency improvements.

**12. What is SWOT Analysis in Business Analysis?**

SWOT Analysis is a strategic tool used to assess a business’s internal and external factors. It identifies Strengths (advantages over competitors), Weaknesses (areas needing improvement), Opportunities (growth prospects), and Threats (external risks). SWOT helps organizations develop strategies by leveraging strengths, addressing weaknesses, capitalizing on opportunities, and mitigating threats. Business Analysts use SWOT to guide decision-making, improve efficiency, and ensure long-term success. It is widely used in market analysis, business strategy, and competitive assessments.

**13. What is MoSCoW Prioritization?**

MoSCoW Prioritization is a technique for ranking requirements in four categories: Must-have (essential for success), Should-have (important but not critical), Could-have (beneficial but not urgent), and Won’t-have (not needed in this phase). This method helps teams focus on critical functionalities, ensuring project goals are met efficiently. It is widely used in Agile development and project management to manage scope, optimize resources, and deliver the most valuable features within time and budget constraints.

**14. What is Business Process Modelling Notation (BPMN)?**

BPMN is a standardized graphical notation for representing business processes. It uses symbols like circles, arrows, and diamonds to depict workflows, decision points, and system interactions. BPMN improves communication among stakeholders, allowing them to understand and refine processes visually. It helps identify inefficiencies, enhance automation, and optimize workflows. Business Analysts use BPMN to document current and future business processes, ensuring that software solutions align with organizational goals and provide measurable improvements in efficiency.

**15. What is Root Cause Analysis (RCA)?**

Root Cause Analysis (RCA) is a problem-solving technique used to identify the underlying reason for a failure or issue. It involves methods like the 5 Whys, Fishbone Diagram (Ishikawa), and Fault Tree Analysis to systematically analyse causes. RCA helps businesses prevent recurring problems by addressing the root cause instead of symptoms. It is widely used in quality management, risk assessment, and process improvement to enhance efficiency and ensure long-term stability in operations and technology solutions.

**16. What is an Entity-Relationship Diagram (ERD)?**

An Entity-Relationship Diagram (ERD) visually represents relationships between data entities in a database. It includes entities (objects), attributes (characteristics), and relationships (connections). ERDs help in database design by ensuring proper data organization and minimizing redundancy. They provide a clear structure for developers and analysts to understand data flow and dependencies. By defining relationships between tables, ERDs improve database efficiency, consistency, and scalability, making them essential in designing and maintaining structured database systems.

**17. What is Requirement Traceability Matrix (RTM)?**

A Requirement Traceability Matrix (RTM) is a document that maps requirements to test cases to ensure all business needs are met. It tracks changes, verifies completeness, and prevents scope creep. RTM enhances transparency by linking project deliverables with business objectives. It ensures requirements are validated during development and testing, reducing risks and improving project quality. RTM is widely used in software development, regulatory compliance, and project management to maintain alignment between business goals and system functionality.

**18. What is Prototyping in Business Analysis?**

Prototyping is the process of creating a preliminary model or mockup of a system before full-scale development. It allows stakeholders to visualize functionality, provide feedback, and refine requirements. Prototypes can be low-fidelity (sketches, wireframes) or high-fidelity (interactive designs). This technique reduces misunderstandings, minimizes development rework, and ensures user needs are met. Prototyping is commonly used in software development, UX/UI design, and product innovation to improve usability and deliver solutions aligned with business objectives.

**19. What is Agile Business Analysis?**

Agile Business Analysis focuses on delivering value through iterative development, continuous feedback, and stakeholder collaboration. Unlike traditional BA, which follows rigid documentation, Agile BA emphasizes flexibility and responsiveness to changing requirements. Techniques like user stories, backlog grooming, and sprint planning help adapt to business needs quickly. Agile BAs work closely with developers and product owners to ensure that each iteration delivers functional value, improving efficiency and customer satisfaction while minimizing waste and project risks.

**20. What are the qualities of a successful Business Analyst?**

A successful Business Analyst possesses strong analytical skills, problem-solving abilities, and effective communication. They must be detail-oriented, adaptable, and capable of bridging the gap between business needs and technical solutions. Critical thinking, stakeholder management, and domain knowledge are essential. Additionally, understanding Agile and Waterfall methodologies, data analysis, and business process modelling improves their effectiveness. A good BA proactively identifies issues, collaborates with teams, and ensures solutions align with organizational objectives, ultimately driving business success.