**Business Analysis Course**

**Nurturing Process - Capstone Project1 – Part -1/3 V2D1- Mar2024**

**Online Agriculture Products Store**

**QUESTION 1: BPM - 5 Marks**

Identify Business Process Model for Online Agriculture Store – (Goal, Inputs, Resources, Outputs, Activities, Value created to the end Customer)

**Answer:**

**Goal:**To facilitate farmers in remote areas in accessing agricultural products effectively and efficiently through an online platform.Provide customers with convenient access to high-quality agricultural products while supporting local farmers.

**Inputs:**website platforms,payment processing systems,customer service support,delivery details,detailed requirements from farmers for fertilizers,seed and pesticides.

**Outputs:** Successful product purchases by farmers,Improved access to agricultural products.

**Resources:**Internet,mobile,laptops,users,farmers,agricultural products,marketing team,testing team,development team,support staff,funds,manpower,financial resources which includes funding for development,marketing and operational costs.

**Activities:** Product Listing by Manufacturers,Product Browsing and Selection by Farmers,Order Placement,Payment Processing,Product Delivery,Customer service support.

**Value created to the end Customer:** Convenience of purchasing remotely,Access to a broader range of products,Efficient communication with manufacturers,Easy online ordering,Cost efficiency

**Question 2 – SWOT - 5 Marks**

Mr Karthik is doing SWOT analysis before he accepts this project. What Aspects he Should consider as Strengths, as Weaknesses, as Opportunity and as Threats.

**Answer:**

|  |  |
| --- | --- |
| **Strengths**   * **Strong financial backing** (Budget 2 Crores) * Experienced project team and stakeholders * **CSR initiative** adding social value * **Market demand**-A clear need for an online platform among farmers in remote areas who struggle with procurement. | **Weaknesses**   * New market for technology adoption by rural farmers * Potential resistance to digital tools by traditional farmers * **Initial cost**s:The project requires significant upfront investment in technology and marketing. * Digital Literacy * **Internet-dependence**:Limited internet access in rural areas could hinder user engagement. |
|  |  |
| **Oppurtunities**   * **Market expansion** in rural areas * Improving agricultural efficiency through better product access. * **Partnership oppurtunities:** * Collaboration with agricultural experts and suppliers can enhance the service offering. * **E-commerce growth:** Increasing acceptance of e-commerce among consumers presents a favourable environment for growth. | **Threats**   * **Competition**:Existing local suppliers may have established customer loyalty and resist changes. * **Regulatory changes** * **Economic vulnerability**:Fluctuations in the economy could affect farmer’s purchasing power * Increase in demand and decrease in supply due to seasonal change. |

**Question 3 – Feasibility study - 5 Marks**

Mr Karthick is trying to do feasibility study on doing this project in Technology (Java), Please help him

with points (HW SW Trained Resources Budget Time frame) to consider in feasibility Study.

**Answer**

**Technology:**Based on database servers,Payment gateways,Security, API’S

**Hardware:** Based on storage,backup systems,network infrastructure

**Software:** Based on shopping cart software,payment gateway software

**Resources:** Project Management Team,Business analysts,Software

developers,Testers, Network Admin, DB Admin.

**Budget:**2 crores

**Timeframe:**18 months

**Question 4 – Gap Analysis - 5 Marks**

Mr Karthik must submit Gap Analysis to Mr Henry to convince to initiate this project. What points

(compare AS-IS existing process with TO-BE future Process) to showcase in the GAP Analysis

**Answer:**

**Current State:**

* Farmers struggle to procure essential products due to remote locations
* Limited direct communication with manufacturers
* We don’t have any existing process or web application at present for ordering things
* Farmers often face difficulty in finding the right products according to their specific crop requirements

**Desired State:**

* To build web application where the farmers can easily order the pesticides
* Online platform enabling direct access to manufacturers products
* Streamlined purchasing and delivery process

**Points for gap analysis:**

**Efficiency gains**:Reduced time spent on procurement to visiting physical stores

**Product diversity:**Increased variety of products available compared to local offerings

**Cost savings**:Potential for lower prices and bulk purchasing discounts through online sourcing

**User experience:**Improved customer service and support through the platform.

**Question 5 – Risk Analysis - 10 Marks**

List down different risk factors that may be involved (BA Risks And process/Project Risks)

**Answer**

**Internal Risks**

* **Resource Allocation:**Inadequate staffing or skill mismatches within the project team could hinder the progress.
* **Communication breakdown:**Ineffective communication within the team may lead to misunderstandings and mistakes.
* **Process Inefficiencies:**Existing internal processes may slow down project execution.

**External Risks**

* **Market Competition:**Competitors may launch similar platforms,impacting user adoption and market share.
* **Regulatory Compliance**:Changes in agricultural policies or e-commerce regulations could affect project viability
* **Economic Factors**:Economic downturns may reduce farmers purchasing power,leading to lower sales.

**BA Risks:**

* Incomplete requirement gathering from the farmers
* Improper planning for the project
* Miscommunication between stakeholders resulting in unclear requirements
* Unclear project objectives and scope
* Insufficient knowledge of the technology required to develop the online agriculture product store

**Project Risks:**

* Budget overrun
* Delays in project delivery
* Technical challenges with integration and deployment
* Inadequate IT infrastructure and internet connectivity in remote areas leading to difficulty in accessing the online store
* Website not working properly, farmers not able to put details in website, Unrealistic expectation from the client.
* Budget may be insufficient for development and implementation of the project which leads to financial constrains
* User acceptance is the main risk in the project because customer can rate low which may leads to reaching the customer will be difficult.

**Process Risks:**

* Lack of team support
* No proper knowledge on coding and testing
* Continous change requirement

**Mitigation Strategies:**

**Stakeholder engagement**:Conduct regular meetings with farmers and suppliers to ensure alignment and gather continuous feedback.

**Prototyping**:Develop a Minimum Viable Product(MVP) to test assumptions and gather early user feedback,allowing for iterative improvements

**Contingency Planning**:set aside a portion of the budget for unforeseen issues and delays to ensure financial flexibility.

**Training and support:**Provide training sessions for farmers to ease the transition to the new system and encourage user adoption.

**Risk Monitoring:**Establish a risk management plan that includes continuous monitoring and reporting of identified risks throughout the project life cycle.

**Requirements Gathering:**Inadequate gathering and analysis of requirements can results in misunderstanding or overlooked needs,affecting the final products outcome.

**Question 6 – Stakeholder Analysis (RACI Matrix) - 8 Marks**

Perform stakeholder analysis (RACI Matrix) to find out the key stakeholders who can take Decisions and Who are the influencers

**Answers:**

|  |  |  |  |
| --- | --- | --- | --- |
| **RACI** | **NAME** | **DESIGNATION** | **DETAILS** |
| Responsible | Karthik | Delivery head | Email id:ABC@123.COM  Ph no:96004446543  Reach out: 9 AM to 1 PM IST |
|  | Vandanam | Project Manager | Email id:ABC@123.COM  Ph no:96004446543  Reach out: 9 AM to 1 PM IST |
|  | Teyson | Java Developer | Email id:ABC@123.COM  Ph no:96004446543  Reach out: 9 AM to 1 PM IST |
|  | Lucie | Java Developer | Email id:ABC@123.COM  Ph no:96004446543  Reach out: 9 AM to 1 PM IST |
|  | Tucker | Java Developer | Email id:ABC@123.COM  Ph no:96004446543  Reach out: 9 AM to 1 PM IST |
|  | Juhi | Java Developer | Email id:ABC@123.COM  Ph no:96004446543  Reach out: 9 AM to 1 PM IST |
|  | Bravo | Java Developer | Email id:ABC@123.COM  Ph no:96004446543  Reach out: 9 AM to 1 PM IST |
|  | Mike | Network Admin | Email id:ABC@123.COM  Ph no:96004446543  Reach out: 9 AM to 1 PM IST |
|  | John | DB admin | Email id:ABC@123.COM  Ph no:96004446543  Reach out: 9 AM to 1 PM IST |
| Accountable | Henry | Initiator of the project | Email id:ABC@123.COM  Ph no:96004446543  Reach out: 9 AM to 1 PM IST |
|  | Pandu | Financial head | Email id:ABC@123.COM  Ph no:96004446543  Reach out: 9 AM to 1 PM IST |
| Consulted | Farmers(peter) | Stakeholders | Email id:ABC@123.COM  Ph no:96004446543  Reach out: 9 AM to 1 PM IST |
|  | Farmers(kevin) |  | Email id:ABC@123.COM  Ph no:96004446543  Reach out: 9 AM to 1 PM IST |
|  | Farmers(Ben) |  | Email id:ABC@123.COM  Ph no:96004446543  Reach out: 9 AM to 1 PM IST |
| Informed | Farmers and companies | Manufactures | Email id:ABC@123.COM  Ph no:96004446543  Reach out: 9 AM to 1 PM IST |

**Key Points:**

**Key decision makers**:**Mr.Henry and Mr.Karthik** are crucial for strategic decisions and overall accountability.

**Influencers**:Farmers like **Kevin,Peter,Ben** provide vital input on user need and market requirements

**Question 7 – Business Case Document - 8 Marks**

Help Mr Karthik to prepare a business case document

**Answer:**

**1)Why is this project initiated?**

Mr. Henry identified need for farmers to deliver them agriculture products on their doorstep and opportunity for himself to capitalize an opportunity.

This project will facilitate farmers to buy seeds, pesticides, and fertilizers from anywhere through internet by online.

**2)What are the current Problems?**

Difficulties in procuring fertilizers which are very important for farm. Buying seeds for farming certain crops and lack of pesticides which could help in greatly reducing pests in crops.

**3)With this project, how many problems could be solved?**

This project will facilitate farmers to buy seeds, pesticides, and fertilizers from anywhere through internet connectivity.

**4)What are the resources required?**

Financial resources such as banks, investors. Manpower such as packers, delivery boys,developers and testers to test and develop the project.Sellers/Dealers to tie up and sell products online.

**5)What is the time frame to recover ROI?**

18 Months

1. **How to identify stakeholders?**

Henry who proposed the project is a key stakeholder

Pandu -Financial head-key stakeholder

Dooku -project coordinator-key stakeholder

Vandanam-project manager-key stakeholder

Peter,kevin, ben- helping the committee-Stakeholder

Juhi,teyson,lucie,tucker,bravo-Java developers-stakeholders

Mike-network admin-stakeholder

John-DB Admin-stakeholder

Jason,Alekya-Testers-stakeholder

1. **Benefits:**

The implementation of online agricultural store promises increased access to a diverse array of agricultural supplies,procurement efficiency,enhanced income generation for farmers,thereby forecasting sustainability and livelihood improvement.

**Question 8 – Four SDLC Methodologies - 8 Marks**

The Committee of Mr. Henry , Mr Pandu , and Mr Dooku and Mr Karthik are having a discussion on Project Development Approach.Mr Karthik explained to Mr. Henry about SDLC. And four methodologies like Sequential Iterative

Evolutionary and Agile. Please share your thoughts and clarity on Methodologies.

**Answer:**

**The Four SDLC Methodologies**

The four methodologies like Sequential, Iterative, Evolutionary and Agile are:

**1.Sequential model- waterfall model**

* The entire project is delivered at the end of developing life cycle.
* It is a linear approach where each phase of the software development process must be completed before moving on to the next phase.
* Waterfall is broken down into phases, and other modern methodologies can even pull from these phases and utilize them,phases are
* Requirement Analysis
* Planning
* Architectural Design
* Software Development
* Testing
* Deployment
* Maintenance

**2. The Iterative Model – Rational Unified process**

* With frequency some modules are delivered.
* In this model, the total software development is divided into iterations and each iteration has design, development, testing and review.
* With the Iterative Model, only the major requirements are known from the beginning. Based on these, the development team creates a quick and cheap first version of the software.
* Then, as additional requirements are identified, additional iterations of the software are designed and built. Each iteration goes through all the phases of the SDLC, and these cycles are repeated until completion.

**3.Evolutionary model – spiral model**

* The Spiral Model is one of the most important SDLC, which provides support for Risk Handling
* The exact number of phases needed to develop the product can be varied by the project manager depending upon the project risks.
* As the project manager dynamically determines the number of phases, the project manager has an important role to develop a product using the spiral model.

**Phases of spiral model :**

**Planning:** The first phase of the Spiral Model is the planning phase, where the scope of the project is determined and a plan is created for the next iteration of the spiral.

**Risk Analysis:** In the risk analysis phase, the risks associated with the project are identified and evaluated.

**Engineering:** In the engineering phase, the software is developed based on the requirements gathered in the previous iteration.

**Evaluation:** In the evaluation phase, the software is evaluated to determine if it meets the customer’s requirements and if it is of high quality.

**Planning:** The next iteration of the spiral begins with a new planning phase, based on the results of the evaluation.

* The Spiral Model is often used for complex and large software development projects, as it allows for a more flexible and adaptable approach to software development .
* It is also well-suited to projects with significant uncertainty or high levels of risk.

**4.Agile**

* Continuous delivery in the every stage of the project.
* Flexible, collaborative approach with continuous delivery; ideal for dynamic requirements.
* Iterative and Incremental approach.

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**The Agile Manifesto’s 4 Core Values**

1. Individuals and interactions over processes and tools

2. Working software over comprehensive documentation

3. Customer collaboration over contract negotiation.

4. Responding to change over following a plan.

**Twelve Principles of Agile Software**

1. Satisfy the customer through early and continuous delivery of valuable software.

2. Welcome changing requirements, even late in development. Agile processes harness change for the customer's competitive advantage.

3. Deliver working software frequently, from a couple of weeks to a couple of months, with a preference to the shorter timescale.

4. Business people and developers must work together daily throughout the project.

5. Build projects around motivated individuals. Give them the environment and support they need, and trust them to get the job done.

6. The most efficient and effective method of conveying information to and within a development team is face-to-face conversation.

7. Working software is the primary measure of progress.

8. Agile processes promote sustainable development. The sponsors, developers, and users should be able to maintain a constant pace indefinitely.

9. Continuous attention to technical excellence and good design enhances agility.

10. Simplicity--the art of maximizing the amount of work not done--is essential.

11.The best architectures, requirements, and designs emerge from self-organizing teams.

12.At regular intervals, the team reflects on how to become more effective, then tunes and adjusts its behavior accordingly.

**Question 9 – Waterfall RUP Spiral and Scrum Models – 8 Marks**

They discussed models in SDLC like waterfall RUP Spiral and Scrum . You put forth your understanding on these models.When the APT IT SOLUTIONS company got the project to make this online agriculture product store,

there is a difference of opinion between a couple of SMEs and the project team regarding which methodology would be more suitable for this project. SMEs are stressing on using the V model and the project team is leaning more onto the side of waterfall model. As a business analyst, which

methodology do you think would be better for this project?

Answer:

**The different methodologies are:**

**Waterfall model**

* It is an traditional model and it follows a structured approach with each phase having specific deliverable.
* It consists of different phases:Requirements,design,implementation,testing,deployment and maintenance.

**Advantages:**

* Clear structure and documentation
* Easy to manage due to its sequential nature
* Ideal for projects with well defined requirements.

**V Model**

* It is an verification and validation model in which each phase must be completed so that next phase begins.
* Testing of the product is planned in parallel with a corresponding phase of development in V-model.

**RUP Model**

RUP stands for Rational Unified Process, Where phase /module wise (long term project) application is developed. Hence we can track the defects at early stages. This avoids the downward flow of the defects.

**Spiral Model**

The spiral model is a risk-driven process model generator for software projects.

* **The spiral model has four phases:**
* Planning
* Risk Analysis
* Engineering
* Evaluation

**Scrum Model**

Scrum is a process framework used to manage product development. Scrum is empirical in that it provides a means for teams to establish a hypothesis of how they think something works, try it out, reflect on the experience, and make the appropriate adjustments.

**As a BA I would be choosing Waterfall methodology because: It is a simple & easy to understand model. The complete process is divided into several phases. One phase should be completed to reach the next**

**Phase.**

**Question 10 – Waterfall Vs V-Model - 5 Marks**

Write down the differences between waterfall model and V model.

|  |  |
| --- | --- |
| **waterfall model** | **V model** |
| Cheaper | Expensive |
| Move in linear way | Don’t move in linear way |
| Less customer involvement | More customer involvement |
| We work in phase wise once the phase is complete, we will take review -once the completion of the  1st phase only 2nd phase will start | In V model after one phase is completed then we will do design and testing and then only we can  start with the next phase. |
| It’s not flexible as defects are cannot identified initially | Its more flexible we can update changes in any phase as it is identified earlier |
| Minimal focus on risk management | Strong emphasis on risk management through validation and verification processes |
| Longer duration due to late testing | Shorter overall duration due to early testing |

**Question 11 – Justify your choice - 3 Marks**

As a BA, state your reason for choosing one model for this project.

**Answer**

**As a BA,**

**I would be choosing Waterfall methodology.**

* Waterfall model is an easy to understand and simple model.
* This model is appropriate for small projects and when the requirements are very clear.
* The complete process is divided into several phases.

One phase should be completed to reach the next phase. Every process is reviewed well.

* The first phase is requirement gathering and analysis. The requirements are then documented. It is

called the Software Requirement Specification (SRS).

* The next is the system design phase.
* It is to design the entire software architecture.
* Next phase is the implementation phase.
* It is to start coding the small units.
* These units are combined to form the complete system and tested in the integration and testing phase.
* After the testing is completed, the software is distributed to the market.

The activities such as maintenance of the software and adding new features come under deployment and maintenance.

* This model is appropriate for small projects and when the requirements are very clear.
* **Question 12 – Gantt Chart - 5 Marks**

The Committee of Mr. Henry, Mr Pandu, and Mr Dooku discussed with Mr Karthik and finalised on the V Model approach (RG, RA, Design, D1, T1, D2, T2, D3, T3, D4, T4 and UAT).

Mr Vandanam is mapped as a PM to this project. He studies this Project and Prepares a Gantt chart with V Model (RG, RA, Design, D1, T1, D2, T2, D3, T3, D4, T4 and UAT) as development process and the Resources are PM, BA, Java Developers, testers, DB Admin, NW Admin.

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| **Week1** | **Week10** | **Week19** | **Week30** | **Week39** | **Week 48** | **Week 56** | **Week 64** | **Week 75** | **Week 79** |
|  | **RG** |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  | **RA** |  |  |  |  |  |  |  |
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|  |  |  |  | **DESIGN** |  |  |  |  |  |
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|  |  |  |  |  |  | **CODING** |  |  |  |
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|  |  |  |  |  |  |  |  | **TESTING** |  |

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| **Resources** | **Week1** | **Wk10** | **Wk 20** | **Wk 28** | **Wk 39** | **Wk 47** | **Wk 55** | **Wk 66** | **Wk 73** | **Wk 79** |
| **Project manager** |  |  |  |  |  | **1** |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| **Business analyst** |  |  |  |  |  | **3** |  |  |  |  |
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| **Java Developer** |  |  |  |  | **4** |  |  |  |  |  |
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| **Operations/support head** |  |  |  |  | **1** |  |  |  |  |  |
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| **Testers** |  |  |  |  |  |  |  | **3** |  |  |
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| **Network engineer** |  |  |  |  | **2** |  |  |  |  |  |

**Question 13 – Fixed Bid Vs Billing - 5 Marks**

Explain the difference between Fixed Bid and Billing projects

**Answer**

**Fixed bid :**

* It is a pricing model
* Fixed bid is one where estimation is done initially for entire phase at flat rate
* Irrespective of hours, days , weeks and months rate is fixed and cannot bid further until completion of the process
* For each phase, rate is fixed
* Funds are released based on the milestone of the project

**Billing Projects:**

* It is a billing model
* In billing projects, requirements are defined at initial stage itself
* The requirements may increase while software development.
* The resource requirement may be based on user stories and changes introduced.
* Rates are not fixed in this project, when changes and requirement occur rates will increase
* Amount charged based on the requirement, resources and timeline.
* Resources are worked based on hourly or monthly rates

**Question 14 – Prepare Timesheets of a BA in various stages of SDLC - 20 marks**

➢ Design Time sheet of a BA

➢ Development Time sheet of a BA

➢ Testing Timesheet of a BA

➢ UAT Time sheet of a BA

➢ Deployment n Implementation Time sheet of a BA

**Answer**

**Design time sheet of a BA**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S.NO** | **Tasks** | **Actionable items** | **Start time** | **End time** | **Duration** |
| 1 | Requirements review | Review finalised requirements | 10.00 AM | 11.00 AM | 1 |
| 2 | Stakeholder consultation | Conduct meetings with stakeholders | 11.00AM | 1.00PM | 2 |
| 3 | User interface design | Collaborate with UI designers | 2.00PM | 4.00PM | 2 |
| 4 | Data model design | Analyse data requirements | 4.00PM | 5.00PM | 1 |
| 5 | System architecture design | Collaborate with teams to design system architecture | 5.30 | 6.30 PM | 1 |
|  |  |  |  |  | **7 HRS** |

**Development Time sheet of a BA**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S.NO** | **Tasks** | **Actionable items** | **Start time** | **End time** | **Duration** |
| 1 | Module planning | Module implementation planning | 10.00AM | 12.00PM | 2 |
| 2 | Code review | Code review and refactoring | 12.00PM | 1.30PM | 1.30 |
| 3 | Unit testing | Unit testing | 2.30PM | 4.00PM | 1.30 |
| 4 | Integration | Integration with database | 4.00 PM | 5.00PM | 1 |
| 5 | Module finalising | Finalising module | 5.00PM | 6.30PM | 1.30 |
| 6 | Documenting modules | Module Documentation | 6.30PM | 7.30PM | 1 |

**Testing Timesheet of a BA**

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| --- | --- | --- | --- | --- | --- |
| **S.NO** | **Tasks** | **Actionable items** | **Start time** | **End time** | **Duration** |
| 1 | Test planning | Gather test requirements and identify test objectives | 10.00AM | 12.00PM | 2 |
| 2 | Test case development | Review requirements and design test cases | 12.00PM | 1.30PM | 1.30 |
| 3 | Test environmental setup | Install and configure the necessary software | 2.30PM | 3.30PM | 1 |
| 4 | Test execution | Execute test cases and identify the log effects | 4.00PM | 6.30PM | 1.30 |
| 5 | Test documentation | Document test results and prepare summary reports | 6.30PM | 7.30PM | 1 |
|  |  |  |  |  | 7 |

**UAT Time sheet of a BA**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S.NO** | **Tasks** | **Actionable items** | **Start time** | **End time** | **Duration** |
| 1 | UAT planning and preparation | Review test objectives and identify test scenarios | 10.00AM | 11.00AM | 1 |
| 2 | UAT test script development | Create UAT test scripts | 11.00AM | 12.30PM | 1.5 |
| 3 | UAT test execution | Execute test scripts,record the results and defects | 1.00PM | 3.00PM | 2 |
| 4 | Defect management | Document and track the UAT defects | 3.00PM | 4.30PM | 1.5 |
| 5 | UAT test closure | Evaluate the results,prepare UAT closure report | 4.30PM | 6.00PM | 1.5 |
| 6 | UAT Sign-off | UAT sign off preparation | 6.00PM | 7.00PM | 1 |
|  |  |  |  |  | 8 |

**Deployment n Implementation Time sheet of a BA**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.NO** | **Actionable items** | **Start time** | **End time** | **Duration** |
| 1 | Deployment Planning | 10.00AM | 1.00PM | 3 |
| 2 | Execute deployment scripts | 2.00 PM | 6.OOPM | 4 |
| 3 | System configuration | 10.00AM | 1.00PM | 3 |
| 4 | Data migration | 2.00PM | 6.00PM | 4 |
| 5 | Verification and validation | 10.00AM | 1.00PM | 3 |
| 6 | User training sessions | 2.00PM | 5.00PM | 3 |
| 7 | Go-live activities | 5.00PM | 8.00PM | 3 |