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**Junior BA Assessment**

**Scenario 1: DBS Investment**

**Business Process flow diagram**



**Scenario 2: Enviro 365 Bank**

**Stakeholders Involved**

**Step 1: Identify Stakeholders**

* Internal Stakeholders:
  + IT Department (Development, Testing, and Support teams)
  + Customer Service Representatives
  + Branch Managers and Staff
  + Marketing and Communications Team
  + Senior Management (CEO, CTO, etc.)
* External Stakeholders:
  + Customers (Individual and Business)
  + Shareholders
  + Regulators (Central Bank, Financial Services Authority, etc.)
  + Third-Party Service Providers (Payment Gateways, Security Experts, etc.)

**Step 2: Categorize Stakeholders**

* Primary Stakeholders: Directly affected by the new online banking system
  + Customers
  + IT Department
  + Customer Service Representatives
* Secondary Stakeholders: Indirectly affected or have an interest in the system's success
  + Branch Managers and Staff
  + Marketing and Communications Team
  + Shareholders
  + Regulators
* Key Stakeholders: High level of interest and influence
  + Senior Management
  + IT Department (Development and Support teams)
  + Customer Service Representatives

**Step 3: Analyse Stakeholder Interests and Expectations**

* Customers:
  + Expect easy-to-use, secure, and reliable online banking services
  + Interested in features, functionality, and user experience
* IT Department:
  + Concerned with system development, testing, and support
  + Expect a stable and scalable system
* Customer Service Representatives:
  + Interested in resolving customer issues efficiently
  + Expect clear communication and training on the new system
* Senior Management:
  + Expect increased customer satisfaction and retention
  + Interested in revenue growth and market competitiveness

**Step 4: Assess Stakeholder Influence and Impact**

* High Influence and Impact:
  + Senior Management
  + IT Department (Development and Support teams)
  + Customers
* Medium Influence and Impact:
  + Customer Service Representatives
  + Branch Managers and Staff
  + Marketing and Communications Team
* Low Influence and Impact:
  + Shareholders (indirectly affected)
  + Regulators (oversight and compliance)

**Step 5: Develop a Stakeholder Engagement Plan**

* Communication Channels: Email, meetings, training sessions, surveys, and feedback forms
* Key Messages: Clear benefits, features, and timelines for the new online banking system
* Engagement Strategies:
  + Customer focus groups and surveys
  + IT Department involvement in development and testing
  + Regular updates and progress reports for Senior Management and stakeholders

**Scenario 3: Enviro 365 Bank**

**User Experience Requirements for Automated Withdrawal Process**

1. Ease of Use

* The withdrawal process should be easy to understand and navigate.
* Clear and concise instructions should be provided throughout the process.
* The interface should be intuitive and user-friendly.

2. Accessibility

* The withdrawal process should be accessible on various devices (desktops, laptops, tablets, mobile phones).
* The interface should be responsive and adapt to different screen sizes and devices.
* The process should be accessible for users with disabilities (WCAG 2.1 compliance).

3. Performance

* The withdrawal process should be fast and efficient.
* The system should respond quickly to user input and actions.
* The process should be optimized for high volumes of users and transactions.

4. Security

* The withdrawal process should ensure the security and privacy of user data.
* Sensitive information (banking details, account numbers) should be encrypted and protected.
* The system should comply with relevant security standards and regulations.

5. Error Handling

* The system should handle errors and exceptions gracefully.
* Clear and helpful error messages should be displayed to users.
* The system should prevent users from making errors (e.g., invalid input, insufficient funds).

6. Feedback

* The system should provide clear and timely feedback to users.
* Users should be informed of the status of their withdrawal (e.g., "processing", "completed", "failed").
* The system should provide a confirmation of the withdrawal details before processing.

7. User Guidance

* The system should provide guidance and support to users throughout the process.
* Help resources (e.g., FAQs, tutorials) should be easily accessible.
* The system should offer suggestions and recommendations to users (e.g., "are you sure you want to withdraw this amount?").

8. Consistency

* The withdrawal process should be consistent with the overall user experience of the platform.
* The interface and design should be consistent with the brand's visual identity.
* The process should be consistent across different devices and platforms.

9. User Control

* Users should have control over their withdrawal experience.
* Users should be able to cancel or modify their withdrawal before processing.
* Users should be able to view their withdrawal history and status.

10. Language and Localization

* The withdrawal process should be available in multiple languages.
* The system should support multiple currencies and locales.
* The process should be adapted to local regulations and requirements.

**Withdrawal Process Screen**



**Scenario 4: Enviro 365 Bank Data Definitions**

|  |  |  |  |
| --- | --- | --- | --- |
| **Entity name:** | **CUSTOMER** | | |
| **Attribute:** | **Key (PK/FK)** | **Data type** | **Data size** |
| Customer ID | PK | Integer | 50 |
| Create date (when the ‘Customer’ record was created) |  | Date | 50 |
| Status (e.g. Good, Blacklisted) |  | String | 50 |
| First name |  | String | 50 |
| Last name |  | String | 50 |
| Email |  | String | 100 |
| Cell phone |  | String | 15 |
| Date of birth |  | Date | 50 |
| Address line 1 |  | String | 100 |
| Zip code |  | String | 10 |
| Gender (e.g. Female, Unknown) |  | String | 10 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Entity name:** | **ORDER** | | |
| **Attribute:** | **Key (PK/FK)** | **Data type** | **Data size** |
| Order ID | PK | Integer | 50 |
| Create date (when the cart record was created) |  | Date | 50 |
| Status (e.g. Paid, Abandoned, Dispatched) |  | String | 50 |
| Order date (when the cart was checked out and paid) |  | Date | 50 |
| Customer ID | FK | Integer | 50 |
| Total pre-tax value |  | Decimal | 10,2 |
| Total tax value |  | Decimal | 10,2 |
| Total order value |  | Decimal | 10,2 |
| Total quantity of products |  | Integer | 50 |

**Scenario 5: Website Services Inc.**

**BA’s role in stages of the SDLC**

**1. Requirements Gathering (Analysis)**

* The business analyst (BA) works with stakeholders (client, users, and IT team) to understand business needs and requirements.
* BA defines project scope, goals, and deliverables.
* BA develops a detailed requirements document (BRD) outlining functional and non-functional requirements.
* Example from the quotation: "Requirements analysis (3 weeks): R40,690"

**2. Design**

* BA collaborates with the design team to ensure the solution meets business requirements.
* BA reviews and provides feedback on design documents, wireframes, and prototypes.
* BA ensures the design aligns with the BRD and meets user expectations.
* Example from the quotation: "Design (1 week): R18,100"

**3. Development (Building)**

* BA works with the development team to ensure the solution is built according to the BRD and design specifications.
* BA provides clarification on requirements and ensures development aligns with business needs.
* BA participates in testing and quality assurance activities.
* Example from the quotation: "Building (2 weeks): R36,700"

**4. Testing**

* BA develops test cases and scenarios based on the BRD and requirements.
* BA participates in testing activities, ensuring the solution meets business requirements.
* BA reports defects and works with the development team to resolve issues.
* Example from the quotation: "Testing (1 week): R22,775"

**5. Implementation (Deployment)**

* BA assists with deployment planning, ensuring a smooth transition to production.
* BA provides training and support to end-users and stakeholders.
* BA ensures the solution is properly configured and meets business requirements.
* Example from the quotation: "Hardware Installation (1 week): R9,010", "Installation onto server (2 days): R5,490"

**6. Maintenance (Post-Implementation Support)**

* BA provides ongoing support and ensures the solution continues to meet business needs.
* BA gathers feedback, identifies areas for improvement, and recommends enhancements.
* BA collaborates with the development team to implement changes and fixes.
* Example from the quotation: "Post-Implementation support (4 weeks): R33,385"

**High-Level Project Plan referencing Website Services Inc quotation**

**Project Overview**

* Develop and implement a comprehensive e-commerce website solution for the client
* Utilize the WebsiteShopify platform
* Ensure a high-quality and user-friendly online shopping experience

**Project Timeline**

* **Week 1-2**: Requirements analysis and design
* **Week 3-4**: Building and testing
* **Week 5**: Hardware installation and server setup
* **Week 6**: Installation onto server and catalogue data upload
* **Week 7-10**: Post-implementation support and training

**Project Phases**

* **Phase 1: Requirements Analysis and Design** (2 weeks)
  + Conduct requirements analysis
  + Develop detailed requirements document (BRD)
  + Create design documents, wireframes, and prototypes
* **Phase 2: Building and Testing** (2 weeks)
  + Develop the e-commerce website solution
  + Conduct unit testing and quality assurance
* **Phase 3: Deployment and Installation** (1 week)
  + Install hardware and set up server
  + Install website onto server
* **Phase 4: Data Upload and Training** (1 week)
  + Upload catalogue data and images
  + Provide training and support to end-users
* **Phase 5: Post-Implementation Support** (4 weeks)
  + Provide ongoing support and maintenance
  + Gather feedback and recommend enhancements

**Project Deliverables**

* Fully functional e-commerce website solution
* Detailed requirements document (BRD)
* Design documents, wireframes, and prototypes
* Training and support for end-users
* Post-implementation support and maintenance

**Project Budget**

* Total budget: R247,238
* Breakdown:
  + Requirements analysis and design: R40,690
  + Building and testing: R36,700
  + Deployment and installation: R14,500
  + Data upload and training: R14,300
  + Post-implementation support: R33,385

**Project Risks**

* Delays in requirements gathering or design
* Technical difficulties during development or deployment
* Insufficient training or support for end-users
* Changes in project scope or requirements

**Project Assumptions**

* Client availability for requirements analysis and testing
* Server space and DSL connection provided by client
* No significant changes in project scope or requirements