**Example Answers for likely Questions:**

**How would you carry out an As/Is Process mapping technique**

* I would sit with the SME and extract as much information as possible, asking initially for a high level understanding of the process so that I have a good understanding of the purpose of the process, before I could delve into more complex questions. I would then go on to ask relevant questions for edge cases of the process and what would happen when the happy path of the process is disrupted and for any reason a process would need to deviate from its natural process.
* I would then create a Process Map – using Visio and then once created present it back to the SME for Sign off and ensure I have captured everything correctly
* If the session is not very fruitful, I would use tools such as role play or hypothetical scenarios to get an understanding and we could use physical tools such as mapping the process out with the SME.

**When did you practice Stakeholder Management:**

* When presenting the Business Case for the RPA POC
* When presenting the Business Case for the Proactive PCR Process which was a follow up to the initial UPD Process
* When Making the business case for reduced refund timescales, this was articulated by the business change manager via a PowerPoint Deck that I had created following the analysis of complaints data. I had to pitch the deck business case at a Exec level but liase with the Change manager to ensure that they understood the data being presented
* Regularly attend prioritisation meetings to determine which business critical pieces of work should be prioritised. I was the BCS Representative at the Data Prioritisation meetings where I would champion the BCS Data Requirements.
* Working on design sessions with our Digital CX Team prior to tickets going to refinement

**When have you done UAT Testing:**

* In my role as an RPA Business Analyst I wrote the Test plans for the Robotic solutions to ensure they met the desired functions and operations and conducted UAT Testing with Business SME’s so that they could see the automated process was running correctly and subsequently signed off by them.
* In my current role as a Software Engineer, we regularly work with the dedicated Team QE to conduct UAT Testing & End user Testing.
* I also write Unit Tests for the Code I have written

**When have you conducted Data Analysis:**

* For BA Role when looking into complaints data for FCA Deepdives of complaints reasons. Following this we would recommend and subsequently create new processes or fix broken processes.

**When have you worked to realise value/Benefit:**

* Initial Data analysis to scope out the value of the project, so during the RPA Business Case study I conducted most of my Business Analysis to not only find the financial value but the value brought to the Customer and to the business in terms of freeing up FTE Man Hours
* Constantly review the Value cycle to see if the forecast that you made is met

**Greatest Achievement:**

* UPD Process – A process where we removed a backlog of ~100k outstanding claims that needed to be added to Customer policies following an update from the U/W, this led to the creation of the Proactive PCR process, whereby we programmed a bot to query insurer portals 33 days prior to renewal for an update to open claims. This meant that by being proactive, we were able to chase outstanding claims, update renewals and give a more accurate renewal price, leading to a better retention rate. This new process was valued at £250 to £300k.

**Core Competencies of a BA**

* Communication Skills.
* Critical Analysis Skills.
* Problem Solving Skills.
* Management and Leadership Skills.
* Technical Awareness of the project.
* Tools and Techniques

 How can you say that a requirement is good or perfect?

A requirement is said to be perfect if it is Specific, Measurable Attainable Relevant, and Timely or in short SMART. The description of a condition should be specific, and all the parameters required for success should be measurable. All the needed resources should be attainable and relevant to the project. All the conditions/elements should be revealed timely.

16. What is the purpose of the [Requirement Traceability Matrix](https://www.simplilearn.com/project-management-and-the-requirements-traceability-matrix-article)?

It records all the requirements given by a client and ensures that all the necessities are met.

**SDLC**

SDLC IS A SET OF STEPS THAT CAN BE USED TO DEVELOP SOFTWARE END-PRODUCT

7 Stages of the lifecycle:

Stage 1: Feasibility Study - Done by Product Owners

Stage 2: Requirements Analysis - Done by BA's

Stage 3: Design Stage - Arichtects and BA's do this stage

Stage 4: Code Development - SWE's

Stage 5: Testing - QE's & BA's 7 SWE's

Stage 6: Deployment & Implementation -Release Managers.

Stage 7: Maintenance - DBA's System Admin

Feasibility Study - Business Model & Market Research & ROI

Deliverable - Feasible business case incorporating an ROI

Requirements Analysis - Wire frames and sketches of interfaces/ Decisions on how the app would work/ What does/should the system do carried out by BA's writing out Functional & Non-functional req's

Deliverable - Requirements doc / User stories

Design - Sketching out components that needed to be built, this should show how the system should achieve the requirements - Delivered by Tech architects and solutions architects

Deliverable - A solution to the requirements Doc - Design Spec / Solution Designs

Code Development - Working Code What code needs to be written

Deliverable - Working software components

Testing - Identifying bugs and feature testing/ Getting feedback

Deliverable - Completed Test plan, documented test plan validating that the system meets requirements, Functional Testing that meet Programme & Design Spec.

Deployment - Heroku

Deliverable - An operational system in the live environment

Maintenance - Bringing in new people & look after the App/ Post deployment bug fixes & developing new features Post live support

Deliverable - maintaince plan for administrators.

**Agile Vs Waterfall:**

**Agile** - Agile uses the SDLC it does short iterative repeated loops of the lifecycle. Agile uses the SDLC but is quicker. Agile encourages people who specialise in specific stages to work across different stanges. And to move backward and forward when new specs arise.

Pro's

Handles complex change

Delivers value rapidly

Identifies risk quickly

More customer-collaborative

Agile is better to develop a proof of concept and gives value quicker so this identifies risk quicker. Proto-type approach delivers value quickly and this approach allows you to deliver most expensive parts of development first. Agile promotes Collaboration with the Customer.

**Waterfall** - DO the stages of the Software Development lifecycle in order, do not go back or redo the stage, only move from one stage to another once you have sign off. (DO NOT GO BACK UP THE WATERFALL).

Pros:

Simple

Good for heavy regulation

Easier to control cost

Easier to manage milestones

Waterfall is better for heavily regulated development. Waterfall approach is better to ensure delivery on clear agreement.

Waterfall approach puts pressure on BA's to get right first time with Big costs to new development. Waterfall also runs the risk of freezing Customers out.

Selection criteria for Agile:

Agile is used for complex, quick value and effective team management projects.

Waterfall is used for stable requirments which are highly regulated

**Methodologies: - The Version of the Model you pick**

Understanding two different ways between Agile & Waterfall

When is Agile better than Waterfall and Vice Versa

When to decide to take which approach

What is traceability and cross-referencing - It is used to identify/determine new requirements

#### **2. Name some of the documents that a business analyst use to handle?**

**Answer:** Following are some of the common documents that a business analyst use to handle:

* Project vision document
* Use cases
* Requirement Management Plan
* User stories
* Requirement Traceability Matrix (RTM)
* Business Requirement Document
* System Requirement Specification (SRS)/ System Requirement Document (SRD)
* Test case
* Functional Requirement Specification (FRS)/ Functional Specification Document (FSD)

**Data Roles & Responsibilities: - The People required to make the Model real**

The roles of a Software Development Team

The Structure of a Software Development Team

What Teamwork is required to deliver software projects effectively

Need to remember roles & responsibilities within a Software Development Team

Business Roles

BA's (Feasibility & Requirements) - responsible for gathering requirements and eliciting requirements from Stakeholders.

Sponsor - ARE PIVOTAL IN THE FEASABILITY STAGE

Domain expert (Requirements) - IT IS IMPORTANT TO INVOLVE DOMAIN EXPERTS AT REQUIREMENTS, TESTING AND DESIGN STAGES - What is the role of a domain expert? - A domain expert is a person with special knowledge or skills in a particular area of endeavour. They have a deep understanding of the business’ products or programs, domain experts are experts in the field of what the product is being developed for.

End Users

Scrum Masters - Are tasked with ensuring the team lives agile values and follows the processes that the team agreed that would use. They need to ensure a good relationship between team and Product Owner. They are responsible for championing the project.

Project

Product Owner - PRODUCT OWNERS ARE INVOLVED IN PRIOITISATION AND SIGNING OFF EACH DEVELOPEMNT PHASE WHEN COMPLETE PRODUCT OWNERS DO NOT GET INVOLVED IN ANY STAGE OF THE DEVELOPMENT CYCLE AS THIS IS THE ROLE OF THE PROJECT MANAGER

Scrum master - Remove impediments to Development Team, Ensure the Team reach dev goals, Make sure there are no Blockers SCRUM MASTERS DO NOT GET INVOLVED IN DEVELOPMENT AS LEAD DEVELOPERS

Project Manager -

Team Leader

Technical:

Architects (Design)

Solution Developers (Code Dev)

Solution Testers (Testing)

Impelementation/Support

Release Manager (Deploy)

DB Admin (Deploy/Maintain)

System Admin (Deploy/Maintain)

**Types of User Acceptance Testing**

* Alpha & Beta Testing.
* Contract Acceptance Testing.
* Regulation Acceptance Testing.
* Operational Acceptance Testing.
* Black Box Testing.

**Business Analysis Frameworks**

