

Scenario 2

1. Gather Information for User Stories and Acceptance Criteria

- 1.1. Stakeholder Identification: Identify who all are the stakeholders (students, administrative staff, IT department).
- 1.2. Initial Stakeholder Meetings: Initial meetings to understand high level of requirements and objectives.
- 1.3. Requirement Workshops: Arranged workshops with stakeholders to brainstorm and gather detailed requirements.
- 1.4. User Interviews: Conduct interviews with end-users - students - to know their needs, issues, and expectations.
- 1.5. Observation: Observe the processes currently in place and the systems in use to identify any gap/area for improvement.
- 1.6. Document Analysis: Analyze current documentation, policies, and systems available for more context.
- 1.7. Prototyping: Create some mock-ups or prototypes, which in turn visualize the improvements to be made and give room for feedback.
- 1.8. User Story Creation: Formulate the user stories based on the information collected and validate them with the stakeholders.
- 1.9. Acceptance Criteria Definition: Define clear and testable acceptance criteria for each user story.
- 1.10. Review and Approval: Go through the user stories and acceptance criteria with stakeholders and have it approved.

2. Questions to Get Information for RFP Requirement No. 1

RFP Requirement No. 1: Students should be able to purchase online, parking, monthly passes.

- 1.1. Could you please describe the current process for a student to purchase passes for parking?
- 1.2. What are the problems faced by students in the current process?
- 1.3. What is the information which has to be submitted by the student to order a parking pass?

1.4. How do students currently purchase a parking pass and how would they prefer to do this online?

1.5. What does the user interface look like? Any design preferences?

1.6. Would the students like to get a confirmation email or receipt after they buy a parking pass online?

1.7. How do the students want to view or manage their parking pass after they have purchased them?

Integrate with the systems already in place at the university, e.g. student profiles and payment gateways

1.8. Are there any security needs while making online transactions?

1.9. What devices need to be optimized to run the online purchase system. i.e. mobile, desktop, or tablet?

1.10. How will we know the online purchase system for parking passes is a success from a student's perspective?

1.11. What would be the metrics to evaluate the usability and reliability of the system?

1.12. Are there regulatory or compliance requirements with which we need to comply in this scenario of an online transaction?

1.13. Are there budget constraints or urgency in timeframe for this enhancement?

1.14. How do we get feedback from students and implement them once the online purchasing system is implemented?

1.15. Are there pilots or testing phases planned before full deployment?

Those are the questions that I would like to ask them.

Scenario 3

Explaining the role of a business analyst in each stage of the Software Development Life Cycle using the "Website Services Inc." quotation as a reference.

1. Requirements Analysis

Quotation Reference: "Requirements analysis (3 weeks)"

Role of Business Analyst:

- **Gathering Requirements:** The BA works with stakeholders to gather detailed requirements. This includes understanding the client's needs, objectives, and constraints.
- **Documentation:** The BA documents the requirements clearly, ensuring they are specific, measurable, achievable, relevant, and time-bound (SMART).
- **Validation:** The BA validates the requirements with stakeholders to ensure accuracy and completeness.

2. Design

Quotation Reference: "Design (1 week)"

Role of Business Analyst:

- **Translating Requirements:** The BA helps translate business requirements into technical specifications that developers can understand.
- **Collaboration:** The BA collaborates with designers and architects to ensure the design aligns with business needs and requirements.
- **Review:** The BA reviews the design documents to ensure they meet the outlined requirements.

3. Building

Quotation Reference: "Building (2 weeks)"

Role of Business Analyst:

- **Support Development:** The BA provides ongoing support to developers, clarifying requirements and addressing any issues or changes.
- **Tracking Progress:** The BA monitors the development progress to ensure it aligns with the project plan and timeline.

4. Testing

Quotation Reference: "Testing (2 weeks)"

Role of Business Analyst:

- **Creating Test Cases:** The BA helps create test cases and scenarios based on the requirements to ensure comprehensive testing.
- **Validation:** The BA validates that the system meets the business requirements and performs as expected.
- **Issue Resolution:** The BA works with the testing team to identify and resolve any issues or defects found during testing.

5. Hardware Installation

Quotation Reference: "Hardware installation (1 week)"

Role of Business Analyst:

- **Requirement Specification:** The BA specifies the hardware requirements needed to support the software solution.
- **Coordination:** The BA coordinates with the IT and infrastructure teams to ensure the necessary hardware is installed and configured correctly.

6. Server HW and OS

Quotation Reference: "Server HW and OS (5 days)"

Role of Business Analyst:

- **System Requirements:** The BA defines the server hardware and operating system requirements to support the application.
- **Setup Coordination:** The BA works with the technical team to ensure the servers and OS are set up according to specifications.

7. Installation onto Server

Quotation Reference: "Installation onto server (2 days)"

Role of Business Analyst:

- **Deployment Planning:** The BA assists in planning the deployment of the software onto the server.
- **Verification:** The BA verifies that the installation is successful and the application is functioning as intended on the server.

8. Catalogue Data and Image Upload

Quotation Reference: "Catalogue data and image upload (2 weeks)"

Role of Business Analyst:

- **Data Preparation:** The BA helps prepare and format the catalogue data and images for upload.

- **Data Validation:** The BA ensures the uploaded data and images are accurate and meet the client's specifications.

9. Training and Handover

Quotation Reference: "Training and handover (4 days)"

Role of Business Analyst:

- **Training:** The BA develops and conducts training sessions for end-users to ensure they understand how to use the new system.
- **Documentation:** The BA provides user manuals and other documentation to support the handover process.
- **Support:** The BA offers support during the transition period to address any user questions or issues.

10. Post-Implementation Support

Quotation Reference: "Post-implementation support (4 weeks)"

Role of Business Analyst:

- **Monitoring:** The BA monitors the system to ensure it continues to meet business requirements.
- **Issue Resolution:** The BA works with the support team to resolve any issues that arise after implementation.
- **Feedback Collection:** The BA collects feedback from users to identify areas for improvement and plan for future updates.

Terms and Conditions

Quotation Reference: "Terms"

Role of Business Analyst:

- **Terms Definition:** The BA helps define the terms and conditions of the project, including payment terms, support, and maintenance agreements.
- **Communication:** The BA ensures that all stakeholders understand and agree to the terms.

By fulfilling these roles, the business analyst ensures that the project aligns with business goals, meets user needs, and is delivered successfully.

Scenario 4

Completed tables for Customer and Order for Enviro Bank.

CUSTOMER ENTITY

Attribute	Key	Data Type	Data size
Customer	PK	INT	4
Create date		DATETIME	-
Status		VARCHAR	20
First name		VARCHAR	50
Last name		VARCHAR	50
Email		VARCHAR	100
Cell phone		VARCHAR	15
Date of birth		DATE/INT	10
Address line 1		VARCHAR	100
Zip code		INT	10
gender		VARCHAR	10

ORDER ENTITY

Attribute	Key	Data Type	Data size
Order ID	PK	INT	4
Create date		DATETIME	-
Status		VARCHAR	20
Order date		DATETIME	-
Customer ID	FK	INT	4
Total pre-tax value		DOUBLE	10.2
Total tax value		DOUBLE	10.2
Total order value		DOUBLE	10.2
Total quantity of products		INT	4

