

BA Assessment

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Scenario 1: DBS Investment

To view the Process flow diagram please click on the link. You can view it using draw.io
<https://drive.google.com/file/d/163h5gRKCcJKlAibVMHi24TVsQItA5ZTM/view?usp=sharing>

To improve the current process. I would recommend the following:

- The company can use one template for the term sheet document to avoid the clients complaining receiving different types of term sheet documents this issue will need to be addressed by the Legal and Compliance department.
- The company also needs to find a way to streamline the flow of information from the sales person to the pricing manager as well as the sale manager to avoid losing any customers due to the sales person not getting the complex pricing information on time.
- Manually collating the data is another issue that can be resolved by finding a way to integrate the transactional data into the existing system

Scenario 2: Enviro 365 Bank Stakeholder Analysis

Plan Stakeholder Engagement

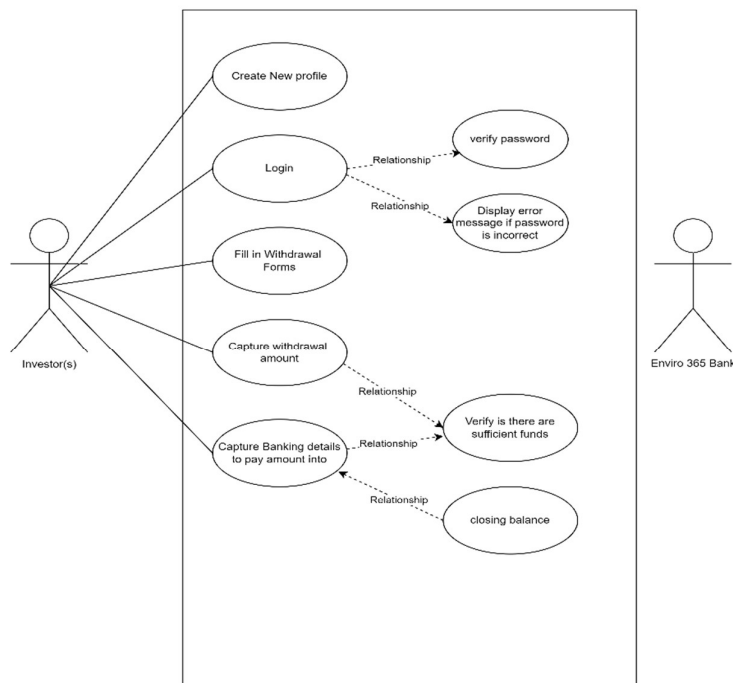
Stakeholder engagement is crucial to the success of any project. In this case we will need to identify the key stakeholders from Enviro 365 Bank that will be involved. During the Stakeholder analysis we will identify all the stakeholders and Enviro 365 Bank that will be directly and indirectly impacted by the implementation of the new online banking system. As the Business Analyst, I will need to identify stakeholder roles and understand how they will contribute to the implementation. Understanding the authority level of the stakeholders will eliminate confusion. This will also ensure that I as the Business Analyst collaborate with the right stakeholders when seeking approval.

Having a clear understanding of the following steps helps me understand the stakeholders involved and better collaborate with them:

- Attitude toward the business objective or goal will positively impact or negatively hinder the project.
- Decision making authority, knowing the chain of command is crucial when dealing stakeholders to ensure that you have their full support and knowing the right people to get approval from will go a long way.
- Stakeholder communication needs, knowing what needs to be communicated and when with the stakeholders is important as well delivering it in a manner that they will understand.

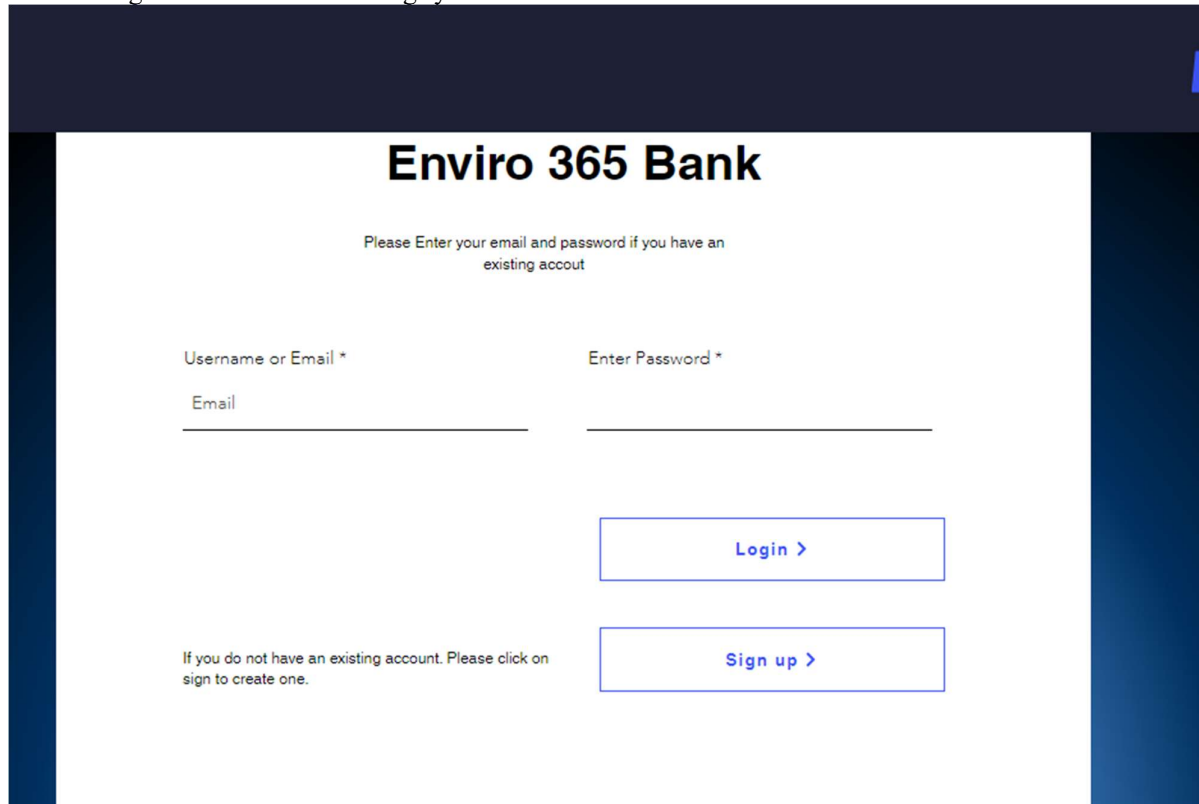
Scenario 3: Requirement List

The system should allow the user to fill in the forms to capture their withdrawal details. When the investor(s) have entered the withdrawal details the system should prompt them to select which product to withdraw from. Then capture the amount they would like to withdraw. The system should send out a notification that shows the closing balance to the investor(s) when the withdrawal process is complete.



Mock Screens for Banking System

Login screen for the banking system



The mockup shows a login screen for 'Enviro 365 Bank'. It features a dark blue header and a white main content area. The title 'Enviro 365 Bank' is centered at the top. Below it, a message asks users to enter their email and password if they have an existing account. There are two input fields: 'Username or Email *' with a placeholder 'Email' and 'Enter Password *'. Below the email field is a 'Login >' button. Below the password field is a 'Sign up >' button. A message at the bottom left states: 'If you do not have an existing account. Please click on sign to create one.'

Enviro 365 Bank

Please Enter your email and password if you have an existing account

Username or Email *
Email

Enter Password *

Login >

If you do not have an existing account. Please click on sign to create one.

Sign up >

Withdrawal requirements.

Enviro 365 Bank

Please note this is just a demo of the withdrawal system interface

Make a Withdrawal	Submit Request	Review Payments
Withdrawal Document	Download	Review

In the above screen the user will have options to review the withdrawal document to see what is required as well as download the documents.

The other option is to make a withdrawal on the system and review previous withdrawal made on the system.

Withdrawal details

Account Number *

Bank Name *

Recipient Name *

Branch Code *

Withdrawal Amount *

Account Option *

- ☐ Cheque Account
- ☐ Savings Account
- ☐ Investment Account

Pay

The final screen shows the withdrawal details required on the system the required notification for the closing balance will be sent to the account holder since they have an existing email address on the system.

Scenrio 4: Bank data definitions

Entity name	Customer		
Attribute	Key (PK/FK)	Data type	Data size
Customer ID	001	int	255
Create date	YYYY/MM/DD	Date	
Status	G/B	string	255
First name	Sibusiso	string	255
Last name	Msibi	string	255
Email	smsibi@gmail.com	varchar	256
Cell phone	00-000-00000	int	255
Date of birth	YYYY/MM/DD	Date	
Address line 1	2 Berkeley crescent	varchar	256
Zip code	0000	int	255
Gender	Male	string	256

Entity name	Order		
Attribute	Key (PK/FK)	Data type	Data size
Order ID	OID001	nvarchar	256
Create date	YYYY/MM/DD	Date	
Status	paid	string	255
Order date	YYYY/MM/DD	Date	
Customer ID	FK: 001	int	255
Total pre-tax value	000.00	double	255
Total tax value	000.00	double	255
Total order value	000.00	double	255
Total quantity of products	000	int	255

Scenario 5: Website services Inc.

Requirement Analysis

In this phase of the SDLC the BA plays a crucial role in gather the system or project requirements to extract the deliverables and to the team on the project expectations.

Design

The design will mainly require the BA to see if the system meets the projects requirements as well as ensuring that the system is user friendly.

Testing

To iron out any bugs on the system this will also ensure that the requirements and specifications have been implemented according to the user stories. Testing is a crucial part of the SDLC because the system has to move from development the environment to the production environment.

Training and Handover

You need to identify the user who need special user permissions such as power user and admins when handing over and during on boarding. During the training the BA has to ensure that the stakeholders with decision making authority sign off the project to acknowledge that the requirements were implemented according to project requirements.

Post implementation support.

The BA does not play a key role in this part of the project. Only if there is a specific requirement that the system does not meet or if the needs to liaise with the Developers or support team.

Use Case Diagram

The above diagram is a drafted use case of how the new online banking system should operate. Ideally with more information and requirements from the Enviro-bank stakeholders we can include more use cases and actors for the system to operate efficiently and securely.

Recommendation

From the documentation provided by Enviro-Bank my recommendation for them is to build the system using the Agile Development methodology.

- This method will help the developers building the system clearly identify the requirements for the system.
- The Business Analyst responsible will be able to map out the process flow diagram efficiently this will remove the ambiguity the developers will have when building the system.
- Building the system in phases will allow the stakeholders to review their processes and see if the system is aligned to their requirements.
- Enviro-bank will have a system built according to their system requirements and according to the organizations internal processes.

Using UAT (User Acceptance Testing) for testing a new system is the best way to test a new system in my experience. The stakeholders and Enviro-Banks' existing customers can test the system. This will allow the stakeholders to confirm if the system was built according to their business processes and procedures. Enviro-Banks' existing customers can determine whether the system is user friendly and easy to use.