

**BT Like their Competency questions answered in the STAR format. Please see an example below.**

- Situation – set the scene, who are the key players involved.
- Task – Describe the problem & challenges you faced.
- Action – Explain what you did & how you did
- Result – What happened, what were the benefits, what did you learn
- For example
  - S: We had complaints from the customer about the quality of the work on a deployment process, where the developer had just left. I brought on to help fix the problem.
  - T: This was a challenge because the previous developer had not automated his processes and documentation was limited. I had to balance my time between fixing this to improve customer satisfaction while keeping on top of my own work.
  - A: I worked through the manual processes, documenting as I went along and converted this in to an automated script. This was then tested & signed off by the customer. We pushed back some lower priority milestones to give me time to implement the fix.
  - R: The customer was happy with the solution. I learnt how important documentation and project handovers are & we put processes in place to do formal handovers when team members leave in the future.