

- You are working on a project to develop a new EAM system for a mid-sized company
- During the requirement gathering phase you notice that different department such as marketing and sales have conflicting need and requirement

Question:

1. How will you approach this situation to ensure that the final CRM system meets the stakeholder
2. Also, you need to put the project on track
3. What step you will take for proper communication

Answer

To address the conflicting need between marketing and sales I would facilitate joint meetings to identify common goals and prioritize requirement collaboratively

I would establish clear milestone and maintain regular checks

Feedback loop will also be considered

Q2

You are gathering more requirement for new software tools and two would you handle this situation

- Joint workshop and understand both departments prioritize
- Clarify the objectives
- Prioritize requirement
- Identify trade-off
- Engage a mediator

Q3

You have multiple stakeholders with differing priorities. How would you ensure their needs are heard while still moving the project forward?

- Stakeholder mapping: identify and categorise the stakeholder
- Open Communication: ensure and align meetings to understand each and every one requirement, encourage them to express there needs and concern in a structured format, ensure everyone has a voice
- Set clear Objectives: Align Stakeholder around shared projects and goals
- Prioritize priority from each stakeholder

Q4: Midway through a project, a key stakeholder requests a significant change that impacts the timeline and budget. How would you approach this request?

- **Access Impact:** Analyse the change request on timeline and budget
- **Meet with stakeholder:** Discuss with stakeholder to understand the needs
- **Explore Alternative:** If there is any alternative which can be done under the budget and also does not affect the timeline (research for it)

Q5: During UAT, users are unhappy with certain features that were approved earlier. How would you address their concerns and ensure successful acceptance of the project?

- Feedback session
- Analyse the feedback
- Communicate solutions
- Check for Quick fixes
- Reconfirm Acceptance Criteria

Q6 During UAT, users are unhappy with certain features that were approved earlier. How would you address their concerns and ensure successful acceptance of the project?

- **Collect Feedback:** Meet with user to hear their concern and feedback
- **Identify key issue:** Figure out which problem are most effective to fixed
- **Share proposed Changes:** explain the fixed to the user and how the feedback is being used
- **Test Again:** If possible, make quick update and have user test the changes
- **Offer Support:** provide training to help ensure user feels comfortable with system
- **Get final approval:** confirm that all stakeholder agrees on the changes before closing the project

What will you do if the project scope keeps expanding with new request

- **Documentation:** keep the records of all new request and their impact
- **Access Impact:** check how these changes will affect time and budget
- **Communicate Risk:** explain to stakeholder how scope changes and can delay the project
- **Get Approval:** Ensure all request are approved before proceeding

How would you handle user training

- Check what training they require

- Create Training material: for example, you can also create self - help training videos and exercise in order to customer can learn and exercise on its own
- Offer hands on session: organize workshop where user can practice using the system
- Follow up: check with the user after training to address the question

How will you deal with the client who are resistant to change

- Understand their concern: Talk to user to find out why they are resistant
- Highlight benefits: Explain how the new system will make their work easier and more efficient
- Provide support: offer help and resources to ease the transition
- Involve User: Include them in testing process to give them a sense of ownership

What would you do if the project is behind the schedule

- Identify bottlenecks: find the cause of the problem
- Reassess prioritize: Adjust the task to focus on the most critical areas
- Communicate with Stakeholder: keep everyone updated with the situation and any changes
- Add Resources if needed: if possible, bring in more to help to get back on time

How will you gather feedback on recently launched features

- Create surveys: send out short survey to collect user opinion
- Conduct one on one Session: Talk to user one o one to get in depth feedback
- Analyse the user data: look at how often user are using the feature and any issue they encounter
- Reports Finding: Summarize the feedback and share it with the team

How will you handle a situation where budget is cut

- Review expenses: go through the budget and see where cut can be made without losing essential feature
- Prioritize feature: identify the most important features that must stay and consider postponing or removing less critical ones
- Communicate Changes: Inform stakeholder about the budget cuts and impact on project

Seek Additional Funding: if possible, explore option for additional funding or resources

What will you do if you receive unclear requirement

- Ask Question: Schedule meetings to clarify any confusion and points
- Summarize the requirement: write down what you understand and share with the stakeholder
- Do cross Questioning: Usually cross questioning help you understand the requirement in more depth way
- Add visual aids: create diagrams AND MOCKUPS to help understand the requirement
- Iterate: be open to re- vesting the requirement once the project is in progress

How would you address conflict within our project Team

- Encourage Open dialogue: set up meeting to address their concern in a safe environment
- Listen Actively: make sure everyone feels heard and understood
- Find Common Goals: focus on project objective
- Mediation: if needed, add a third neutral party in the to help resolve the conflict

What would you do if there are issue integrating a new system with existing ones

- Identify problem
- Consult documentation
- Collaborate with IT
- Test Solutions

How would you ensure that the user is engaged throughout the project

- Involve user early: get user input during the planning and requirement phase
- Regular Updates: keep user informed about progress through newsletter or meetings
- Gather Ongoing feedback: create opportunities for user to provide feedback throughout the project
- Showcase Successes: share milestone and success to keep user motivated and involved

How would you handle the situation when the stakeholder changes the critical requirement after development has started

- Access the impact: analyse how the changes will affect the project timeline and budget
- Discuss with Stakeholder: Meet to understand the reason for change and its urgency
- Get Approval: ensure that all the necessary stakeholder agree to change

How will handle limited resources

- Prioritize task: identify the most critical task that needed to be completed first
- Optimize resources: look for ways to make better use of available resources like sharing tools or reallocating team member
- Set realistic goals: adjust project timelines and deliverables based on what can be achieved
- Communicate need: inform stakeholder about resources limitation and seek their support or adjustment

How will you handle unexpected risk that arises during the project

- Identify the risk: Quickly assess what the risk is how it affects the project
- Analyse Impact: Determine the potential consequences of the risk on timeline and budget
- Develop a mitigation plan: create a strategy on eliminating the risk
- Communicate with Stakeholder: keep everyone informed about the risk and steps being taken to manage them