**Module 2: Assignment**

**Problem Statement:**

Ciel Consulting is developing a new online ordering app. The app will enable users to place orders on any of the products from Ciel Consulting using any Internet-enabled device, e.g., a laptop, a tablet, or a mobile phone. This app will work on all operating systems around the world and will require at least a 2G network. You are appointed as the Business Analyst for the project. Your first task is to identify all the various requirement categories that this app has to meet and how.

Ciel Consulting has asked you to develop a plan for the order collection software it is going to establish. Use the template provided to complete a brief plan.

1. Approach for the BA work: Describe at a high-level what approach will be followed to perform Business Analysis

Answer: The Ciel Consulting is developing a new online ordering app. The ordering app the following details will be required to identify the requirement and for performing effective Business Analyst:

* **Initial Planning & Stakeholder Engagement** First, conduct stakeholder analysis to identify the key stakeholder like Product Manager, IT Team, Marketing Team.

Organize initial requirement gathering sessions like interviews, surveys, and workshops

Define the scope of the project, business objectives and constraints

* **Requirement Elicitation & Analysis**

Categorization and take all relevant requirements

Business Requirement: to identify the business requirement (Eg: to increase Sales or more customer engagement)

Stakeholder Requirement: What stakeholders need from the app.

Functional Requirement: What the app can do,(food ordering, selection of the restaurants, payments)

Non Functional Requirement: System performance, security

Technical Requirement: Platform Capability, 2G networks, responsive designs

Regularity and compliance Requirement: Data privacy, accessibity standards

* **Requirement Documentation & Validation**

Use of standard BRD, FSD and User Stories .

Create user journey maps for user journey and how the app will function

Validate the requirements with the stakeholders and get the feedback for the documents.

* **Iterative Development Support (Agile)**

Support agile teams by breaking the requirement epic and user stories

Participate in sprint planning , reviews and retrospectives to continuously align requirement with evolving needs.

Manage the product backlog and prioritize based on business value and stakeholders value

* **Testing & UAT Support**

Collaborate with Q&A team to create test cases which aligns with business requirements

Support UAT by providing clarification, logging issue and resolve the issue.

* **Post-Implementation Review**

Collect user feedback to identify improvement areas and support.

1. **Techniques: Create a list of techniques, such as process modelling, use cases, document analysis, requirement workshops, and interface analysis**

**Answers:**

1.BRD or Document Analysis: Review the BRD, product catalogs and past customer data to understand the current requirement

2. Requirement Workshops: Conduct Collaborative sessions with stakeholders to gather, refine, validating the requirements

3.Interviews:One on One sessions with the stakeholders and end users to understand there expectation requirements and pain points.

4. Use cases and User Stories: Define specific scenario and user interaction with the app to capture functional requirements

5.Process Modelling: Visualise the Current and Future Models using BPMN using the visualization diagram for better clarity.

6.Interface Analysis: How the app with interact with other application like(payment gateways and inventory controls)

7.Brainstorming: Discussing with the stakeholder for there ideas and inputs for more specific functionality.

8. Proto typeing/Wireframes: Create visuals mock up for the interface for early feedback.

**3. Deliverables, timeline, and budget: Here, list out the deliverables and the timeline, the key components in the whole process, and estimate the budget Deliverables Due Date**

|  |  |  |
| --- | --- | --- |
| **Deliverables** | **Due Date** | **Descriptions** |
| Project Initiation & Stakeholder List | 1 Week | Initiate project plan, stakeholder identification, scope definition |
| GAP Analysis or Requirement Gathering | Week 2- Week 3 | Conduct interviews, workshops and document analysis |
| Business Specification document | End of Week 3 | Hight level business need is documented. |
| Functional & Non functional requirement and FSD documented | Week 4 | Detail business and process requirement documented |
| Use cases and User Stories | Week 5 | Agile ready development |
| Wireframes and Prototypes | Week 6 | Basic screen designs for early feedback |
| Development Phase | Week7-Week 10 | Core App functionality developed (Agile methodology is used) as per the sprints |
| UAT | Week 11 | Testing with stakeholders and feedbacks |
| Final App Development | Week12 | Full launch of the ordering app |
| Post Implementation Review | Week 13 | Lessons learned and future enhancement plans |

| **Category** | **Estimated Cost (INR)** |
| --- | --- |
| Business Analysis | ₹18,15,000 |
| UI/UX Design | ₹13,32,000 |
| Development (Cross-Platform) | ₹16,60,000 |
| QA & Testing | ₹12,50,000 |
| Project Management | ₹12,77,000 |
| **Total Estimated Budget** | Rs 62,04,000 |

**4. Formality/the level of details: Depending on the organizational context, adopt a formal approach and note down the details**

Answer : A **formal and structured approach** will be adopted throughout the Business Analysis process to ensure clarity, alignment, and traceability. The following standards will be maintained:

**Documentation Standard**

* All requirements will be **clearly documented** using standardized templates (BRD, FRS, RTM).
* Each requirement will be assigned a unique **ID for traceability** from elicitation to testing.
* Version control will be applied to all key documents using a centralized repository.

**Level of Detail**

* **High-level business goals** will be broken down into **detailed functional and non-functional requirements**.
* Use Cases and User Stories will include:
* Process flows will be illustrated using BPMN or flowcharts to ensure stakeholder understanding.
* Interface details will include:

**Review & Sign-off**

* Each deliverable will go through a **formal review cycle** with stakeholders.
* **Approval and sign-off** will be mandatory before moving to the next phase.

**5. Requirement prioritization approach: Prioritize the requirements and identify the key stakeholders involved in the requirements prioritization process**

Answer: To ensure that the online delivery app is as per the standard and the prioritization is done according to the key stakeholders the following needs to be considered:

MosCow Methods:

One of the prioritization method that is followed for to classify requirements into 4 categories:

* Must have: The essential features to app to function like app login, product catelogs, order placements
* Should Have: Important but not critical for the initial release like order history , customer review.
* Could Have: Nice to have if time and budget permits(chat bots, voice chat)
* Would Have: Low requirement (stickers for customer enjoyment)

The requirements will be evaluated based on:

1. Business Value
2. Customer Impact
3. Technical feasibility
4. Risk
5. Regulatory compliance
6. Cost and Budget

The key stakeholder for the following :

1. Product Owner: Leads prioritization based on strategic goals and market needs
2. Business Analyst: Facilitates sessions and ensure alignment between business and technical teams.
3. Senior Management: Provided approval and ensures priorities align with business visions
4. Development Team Lead – Assesses technical effort and dependencies.
5. QA Lead – Highlights testing complexity and integration impacts.
6. Customer Support – Offer insights on customer needs and usability expectations.
7. **Tools for the BA work: If any requirement management tool or repository is used, detail them here**

**Answer:**

The tools that can used are as follows:

1. Requirement Management and documentation: MS word,Jira
2. Modelling and Visualization: Draw.io, Balsamiq
3. Collaboration & Communication: Microsoft Teams & Google Meet
4. Repository & Version Control: Google Drive
5. Testing: TestRail

**8. Project complexity: Mention the assessment of how complex the project is based on the number of impacted areas and the criticality of the change from the organizational perspective**

**Answers:**

The online ordering app project for Ciel Consulting is assessed as **Moderate to High in complexity** based on the following factors

| **Factor** | **Rating** |
| --- | --- |
| Number of impacted departments | High |
| Degree of business process change | Moderate |
| Technical integration requirements | High |
| Stakeholder involvement | High |
| Regulatory and security considerations | Moderate to High |

**Overall Complexity Rating: Moderate to High**

Due to its wide-ranging impact, technical requirements, and strategic significance, this project has moderate to high complxcity.

Criticality of the change:

* Any downtime, delays, or issues can directly affect customer satisfaction, brand image, and business revenue.
* The application must work on all operating systems and at least 5G network, adding to technical complexity and testing scope.

1. **Approach to scope and change management: Handle the changes to scope and requirements, check if a high-level process or flow chart needs to be built, and define it here**

**Answer:**

Key Elements of the Change Management Approach

* All proposed changes must be documented using a standardized form detailing the rationale, business impact, and urgency.
* Each change will be assessed for its effect on timeline, cost, resources, and dependencies.
* A group comprising the Product Owner, Project Manager, Business Analyst, and Technical Lead will review and approve/reject all major changes.
* JIRA and the Requirements Traceability Matrix (RTM) will be updated to reflect the change and track its implementation.
* Approved changes will be formally communicated to all stakeholders, and changes to scope will be clearly highlighted in status reports**.**

**9. Approach to sign-off: Define the approach that you are going to take to get concurrence and sign-off for requirements**

**Answer:**

* All relevant stakeholders (Product Owner, Functional Heads, IT Team, QA Lead) will be involved in the review process.
* Each revision of the document will be versioned and tracked to maintain document integrity.
* Stakeholders will be given a defined time frame (typically 3–5 business days) to review and provide feedback or approval.
* Approval may be captured via email confirmation, e-signatures , or workflow approval through Drive
* Sign-off Tracker: A sign-off tracker will be maintained to record approvals from all key parties.

**10. Approach to communication: Explain how the communication will occur, what the medium will be, and what will be the frequency used**

**Answer:**

Effective and transparent communication is essential for the successful delivery of the online ordering app project.

The medium for communication will be as follows:

| **Communication Type** | **Medium / Tool** |
| --- | --- |
| Project Status Updates | Email, Microsoft Teams |
| Requirement Discussions | Workshops / Google Meet |
| Daily Stand-ups (if Agile) | Microsoft Teams |
| Document Sharing & Collaboration | Google drive |

The frequency for communication will be as follows:

| **Activity** | **Frequency** | **Audience** |
| --- | --- | --- |
| Daily Stand-up (during sprints) | Daily (15 mins) | Project Team |
| Weekly Status Meeting | Weekly | Core Project Team, Stakeholders |
| Requirement Review Workshops | As needed (Phase-based) | Business Users, IT Team |
| Steering Committee Updates | Bi-weekly or Monthly | Senior Management |
| UAT Progress & Feedback | During UAT Phase | QA Team, End Users |
| Ad-hoc Meetings | As required | Relevant Stakeholders |

**11. Stakeholders: Identify the set of stakeholders involved in the new online ordering app for Ciel Consulting**

**Answers:**

Identifying and engaging the right stakeholders is critical to the success of the online ordering app. Below is a list of **key stakeholder groups** involved in the project, along with their roles and responsibilities:

| **Stakeholder** | **Role / Responsibility** |
| --- | --- |
| **Project Sponsor / Senior Management** | Provides strategic direction, approves budget, and ensures alignment with business goals |
| **Product Owner** | Defines product vision, prioritizes requirements, and represents customer interests |
| **Business Analyst (BA)** | Elicits requirements, analyzes needs, documents specifications, and ensures stakeholder alignment |
| **Development Team (Frontend & Backend)** | Builds and integrates app components across all platforms and devices |
| **UI/UX Designers** | Designs user interface and ensures intuitive, responsive user experience |
| **Quality Assurance (QA) Team** | Develops and executes test cases, ensures functionality and performance of the app |
| **End Users (Customers)** | Final users of the app providing usability feedback and validation during UAT |
| **Third-Party Vendors / API Providers** | Payment gateway, SMS/email notifications, and logistics integrations |

**12. Ciel Consulting has asked you to develop a governance approach for approvals for the online ordering app. Use the template provided below:**

**Answer:**

|  |  |  |
| --- | --- | --- |
| Project Objective | Success Criteria | Person Approving |
| Scope | - All functional and non-functional requirements are delivered - No major change requests remain unresolved - Requirements are signed off | Product Owner / Business Analyst Reviewed by Project Sponsor |
| Time | - All project milestones are met - No critical delays impacting go-live | Project Manager |
| Cost | - Project delivered within approved budget - Any additional expenses are pre-approved | Finance Head / Project Sponsor |
| Other (Quality, Risk, Compliance) | - App meets performance, usability, and security standards - No high-severity defects remain open in UAT - Compliance with regulatory policies | QA Lead (Quality) Compliance Officer (Compliance) Risk Manager (Risk) |