**CIEL Consulting**

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.

So, As a BA (Business Analyst), I identified various requirement categories like Functional requirements, Non-functional requirements, User requirements, and business requirements.

As per the Template,

1. **Approach for BA work:**
2. **Planning**: We have to plan the complete process of developing a new online ordering app which required software, hardware resources. CIEL is the stakeholder, we have to hire a SME, development team, Scrum master as we could use AGILE methodology for this project.
3. **Elicitation & documentation**: We should conduct workshops, interviews, survey with the stakeholders to gather all the essential requirements and document it. We should get all the functional and non-functional requirements. We should create user-stories, and UML to communicate with internal and external stakeholders.
4. **Validation**: We should check with stakeholders that the requirements are valid or feasible and aligned with company’s goals and objectives. We must be able to make changes according to the feedback.
5. **Propose solutions & UAT:** With the help of designing team, we should create wireframe and present to the stakeholders which is user acceptance testing.
6. **Handover**: Make sure all stakeholders are satisfied with all the requirements documented and handover the app.
7. **Techniques:**
8. **Process Modelling:** creating a flow chart. Example: User registration🡪ordering🡪checkout/payment
9. **Use cases:** Creating use cases for online ordering app. Example: User/Actor 🡪login🡪categories🡪products🡪place order🡪payment options🡪delivery tracking🡪rating. We have to create UML diagrams so that everyone in the team can understand the flow. If user wants to cancel, again there will be another flow diagram. If user wants to choose multiple payment option, another flow diagram etc.
10. **Document analysis**: analyzing existing documents, BRDs, techniques will be cost efficient. So, we can consider some of the techniques or process or important points from the past or existing documentation.
11. **Requirement workshops**: it helps in prioritizing the requirements. Moreover we can engage with stakeholders and maintain healthy atmosphere with the clients. SMEs, development team, stakeholders are the participants. 2 to 3 hours of workshops are effective.
12. **Interface analysis**: it helps to analyze the required software or systems that are related to external system interfaces. Our process will be depended upon other systems. For example, payment gateways, maps etc.
13. Other techniques like reviews, lesson learned, item tracking would also be helpful to track the process and keeping continuous engagement with stakeholders.
14. **Deliverables, timeline, and budget:**

|  |  |
| --- | --- |
| **Deliverables** | **Timeline** |
| BRD | 1 month |
| Use cases | 1 month |
| Process models | 2 months |
| Wireframe | 2 months |
| UAT(User Acceptance Testing) | 1 month |

|  |
| --- |
| **Cost Estimation: 1 crore** INR(costs include project management, development teams, designing interface, technology stack usage, testing, feature integration like maps, gateways, deployment) |

1. **Formality/the level of details**:

To maintain professional standards, it is important to submit the necessary documents to stakeholders in a formal way. The document should have all the details clearly and should maintain professional standards.

The document may contain,

* **Project Name**: CIEL Online app
* **Project Overview**: The online ordering app will enable users to browse products or services, place orders, and make payments through Mobile phones.
* **Objective**: To create a user-friendly, secure online ordering system that enhances customer experience and facilitates business operations for the organization.
* **Scope**: The project will cover mobile app development for both iOS and Android platforms, back-end server and database integration, third-party payment gateway integration, and delivery tracking.
* **Expected Outcome**: Successful launch of the app in both app stores, achieving a high level of user engagement and positive feedback from customers.

The document may also contain the details regarding the development team, in which phase the app is working, the functional and non-functional requirements, wireframe, user stories, project timeline, cost incurred, cost estimation, duration covered, risk management techniques, governance, after service support, maintenance, and feedback.

1. **Requirement prioritization approach:**

Using Moscow method, we can prioritize the requirements.

**Must have**: Features like user registration, categories, order placing, payment options, delivery tracking, and option to cancel are must have features for the app. This means it is important and necessary to the client.

**Should have**: some features are necessary but not important in the app. Features like customized notifications, admin dashboard are can be developed after initial launch of the app,

**Could have**: This means some features can be important but not necessary currently. Example: multiple language support is important but not necessary at initial launch time.

**Won’t have:** some AI features may not be scalable to the current project. Some features may be out of the scope, those are not important and not necessary at the current project timeline.

1. **Tools for the BA work:**

For development of online ordering app, we need to use some tools for effective and efficient work. Tools like JIRA, SharePoint, Trello, Visio/draw.io, google analytics, zephyr.

JIRA used for project management, assign tasks to team, tracking and helps in managing the process. SharePoint used for documenting the requirements, user stories, use cases, process flows etc. Trello is used for communicating with the team. It helps in understanding where we stand, what to do. Visio used for creating wireframes, UML diagrams to communicate effectively with the stakeholders. Google analytics helps to understand the user behavior, helps to optimize the app accordingly. Zephyr used for testing purpose and can make changes or correct the defects within JIRA.

1. **Project complexity**:

The project can be classified as HIGH complexity. As CIEL wants to bring change in its system by launching an online ordering app, it will have significant impact within the company process as company wants the app to work on operating systems worldwide, they should be ready to overcome all the constraints and change that they are going to attain.

The assessment includes the parameters like the impact – positive or negative, risk tolerance – avoid risk or take risk, and scope for solution – what we can do and what is out of scope. Based on the assessment of project, there will be high criticality of change and few areas where it will have major impact of process. The impacted areas are user experience, order management, delivery tracking, Payment. The criticality of change is high as there will be changes in company’s (CIEL) revenue generation, they have to manage manpower for delivery of orders worldwide, they have to take care of customer satisfaction and customer retention, they should be able to manage orders and make sure they are delivered promptly. They have to make sure the governance, legal standards are steady, and be ready for integrations along with third-party apps, if any. The project requires time, skilled users to be able to manage the process effectively.

1. **Approach to scope and change management**:

For any project there will be change requests either it be from internal or external stakeholders, we should have an approach to those change requests and defining scope for the project.

The scope of the project is defined early and it should be in detail documented way. Key points for project scope are functional requirements, user experience, third party integrations, basic or advanced features, network guidelines (2g), operating systems integration worldwide.

It is better to maintain process flow for change requests. Example,

* Change Request 🡪 Submit 🡪 define change request 🡪Assessing impact areas🡪 work with stakeholders(internal and external) for approving change request🡪review🡪 implementation🡪testing🡪 deployment🡪 post deployment review.

The above flow chart defines the change requirement and maintains the standards without getting delayed or have negative impact on the project timeline. If change is not approved, the change request will be rejected.

1. **Approach to sign-off:**

A formal sign-off is to be established to ensure a smooth and successful project completion. We need to make sure all the projects requirements are met and is reviewed frequently.

The criteria for a successful sign-off may contain reviewing with stakeholders, UAT (user acceptance testing), approval from stakeholders, and deployment. The sign-off flow is as follows,

**Internal review**: reviews are done often with internal team. This lets us know where we stand and what to be done to make sure we don’t have negative outcome.

**UAT:** there will be user acceptance testing and a clear report will be made at end for the requirements that met.

**Adjusting final changes**: after UAT, we will adjust all the requirements as per the feedback, fix bugs, if any and will be sent to wireframe before deployment.

**Approval:** The final draft is presented to the CIEL Company after all the reviews and changes. This will be a clear document and agreement of completed work for the company. The app is now ready for deployment.

**Deployment and handover:** after deployment, there will be post deployment support from the company.

1. **Approach to Communication:**

A clear communication plan helps in delivering the project in a smoothening way.

The communication plan should consist selecting proper channel for communicating with internal and external stakeholders. We should always engage the stakeholders and put them on loop for every now and then so that the transparency is higher. Starting from gathering requirements to deployment, we need to make sure that all the participants or team members are on same track and are aligned with the objective of the project. There are communication channels and tools that we use to have effective communication.

* JIRA, Trello, UML helps in communicating the process flow, project flow and project management.
* Emails, Teams call are effective for daily standups with the team.
* Brainstorming sessions, workshops are important to gather information for the project.
* Sprint planning, Sprint reviews are to be conducted every week to make sure that timeline is intact.
* Feedback sessions are to be conducted frequently to improve communication throughout the project.
* Retrospective meeting to be conducted after each sprint.
* UAT communication needs to be done before deploying the project

1. **Stakeholders:**

Following are the stakeholders for CIEL Company,

**Internal Stakeholders**: Project manager, product Owner, Business Analyst, Developers, UX designers, testers, marketing team, financial team, Support team, operations team, executive team.

**External Stakeholders**: Customers, Third-party clients, Governance team, state and central governments

**Others:** Partner teams like google play, app store for app downloading, database providers, agencies etc.

1. **Governance approach:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Parameter** | **Objective** | **Success Criteria** | **Person Approving** |
| Scope | Define features, functional requirements, technical aspects of the app and ensuring to meet all the business aspects | Complete documentation, effective communication, stakeholder engagement, effective usage of tools | Project Manager, Product Owner, Business Analyst |
| Time | Making sure that project is completed within defined timeline without delays throughout the process | Sprint achievement, retrospective, well defined sprint planning | Project Manager, Senior Developer, Business analyst |
| Cost | Managing the project and ensure it stays within the budget limits | Manpower planning, tools usage, working hours plan | Project Manager, Finance Team, Senior executive |
| Other | Managing the project to meet all the business requirements and to make sure it follows all the legal standards, compliance and post deployment support. | Compliance guidelines, data protection laws, post support | Project Manager, Compliance officer, Business analyst, senior executive |