**EXAMINATION OF PROJECT REQUIREMENTS ANALYSIS**

## ****EXAMINATION****

**Learning Outcome 1: Identify Customer Needs**  
**Total Marks: 100**  
**Time Allowed: 2 Hours**

### ****SECTION A: Key Concept Definitions (10 Marks)****

#### ****MCQs (Choose the Correct Answer)****

Which of the following best defines a customer?  
a) A person who sells products to businesses  
b) A person or entity that purchases goods or services  
c) A company that manufactures goods  
d) A person who collects data

**Answer:** b) A person or entity that purchases goods or services

What is a pain point in customer research?  
a) A customer’s strong preference for a product  
b) A specific problem or frustration experienced by a customer  
c) A marketing strategy for new products  
d) A type of business advertisement

**Answer:** b) A specific problem or frustration experienced by a customer

A user story is:  
a) A fictional story about users  
b) A short description of customer requirements  
c) A method of data visualization  
d) A way to sell products online

**Answer:** b) A short description of customer requirements

### ****SECTION B: Work Communication Process (10 Marks)****

#### ****MCQs****

In the communication process, the sender is:  
a) The person who decodes the message  
b) The person who receives the message  
c) The person who initiates and sends the message  
d) The feedback provider

**Answer:** c) The person who initiates and sends the message

Which of the following is NOT a type of communication channel?  
a) Verbal communication  
b) Email communication  
c) Smoke signals  
d) None of the above

**Answer:** d) None of the above

#### ****Open-Ended Questions****

1. **Explain the role of feedback in the communication process.** (5 Marks)  
   **Answer:** Feedback helps to confirm that the message has been received and understood correctly. It allows the sender to make corrections or clarifications if needed and improves the effectiveness of communication.

### ****SECTION C: Raw Data Collection (15 Marks)****

#### ****MCQs****

What is the primary goal of data collection?  
a) To make random guesses about the market  
b) To obtain accurate and relevant information for decision-making  
c) To store unnecessary data  
d) To create advertisements

**Answer:** b) To obtain accurate and relevant information for decision-making

Which of the following is NOT a method of data collection?  
a) Surveys  
b) Interviews  
c) Guessing  
d) Focus groups

**Answer:** c) Guessing

#### ****Open-Ended Questions****

1. **Describe two traditional and two online data collection tools.** (5 Marks)  
   **Answer:**
   1. Traditional tools: Paper-based surveys, face-to-face interviews
   2. Online tools: Google Forms, online surveys

### ****SECTION D: Interacting with the Customer (15 Marks)****

#### ****MCQs****

What is the first step in understanding a customer’s needs?  
a) Meeting them in person  
b) Asking them directly about their problems  
c) Making assumptions about their needs  
d) Conducting product testing

**Answer:** b) Asking them directly about their problems

Predicting customer needs involves:  
a) Ignoring past customer behavior  
b) Using customer data to anticipate future demands  
c) Only focusing on competitors' strategies  
d) Guessing without research

**Answer:** b) Using customer data to anticipate future demands

#### ****Open-Ended Questions****

1. **Explain three ways to build a strong relationship with customers.** (5 Marks)  
   **Answer:**

* Providing excellent customer service
* Communicating frequently and effectively
* Understanding and addressing their needs promptly

### ****SECTION E: Interpretation of Data (15 Marks)****

#### ****MCQs****

Data manipulation refers to:  
a) Altering data to mislead  
b) Processing and transforming raw data into meaningful information  
c) Deleting unnecessary data  
d) Storing data without analysis

**Answer:** b) Processing and transforming raw data into meaningful information

Which of the following is an example of data visualization?  
a) A handwritten customer complaint  
b) A bar chart showing customer preferences  
c) A list of phone numbers  
d) A written survey

**Answer:** b) A bar chart showing customer preferences

#### ****Open-Ended Questions****

1. **Describe two benefits of using data visualization.** (5 Marks)  
   **Answer:**

* Makes complex data easier to understand
* Helps in identifying trends and patterns quickly

### ****SECTION F: Organization of Customer Needs (15 Marks)****

#### ****MCQs****

What does data cleansing involve?  
a) Deleting all customer records  
b) Correcting errors and removing duplicate or irrelevant data  
c) Changing all data into numerical form  
d) Storing data in an unorganized way

**Answer:** b) Correcting errors and removing duplicate or irrelevant data

Why is data categorization important?  
a) It helps in organizing and analyzing customer needs effectively  
b) It is a legal requirement for all businesses  
c) It replaces customer service interactions  
d) It increases business costs

**Answer:** a) It helps in organizing and analyzing customer needs effectively

#### ****Open-Ended Questions****

1. **What are three key steps in organizing customer needs?** (5 Marks)  
   **Answer:**

* Categorizing data into relevant groups
* Removing duplicate or incorrect data
* Creating structured reports for decision-making

### ****SECTION G: Data Reporting (10 Marks)****

#### ****MCQs****

The purpose of data reporting is to:  
a) Hide information from customers  
b) Present and communicate customer insights effectively  
c) Increase the complexity of data analysis  
d) Replace human decision-making

**Answer:** b) Present and communicate customer insights effectively

A good data report should include:  
a) Unstructured raw data  
b) Clear summaries, visuals, and key findings  
c) Only customer complaints  
d) Information without explanations

**Answer:** b) Clear summaries, visuals, and key findings

#### ****Open-Ended Questions****

1. **Explain why accurate data reporting is essential in business decision-making.** (5 Marks)  
   **Answer:**

* Helps businesses understand customer needs
* Supports data-driven decision-making
* Improves service and product quality

### ****Total Marks: 100****

This exam provides a mix of **20 MCQs (40 Marks)** and **8 Open-Ended Questions (60 Marks)** to test the candidate's understanding of **Identifying Customer Needs** comprehensively. Let me know if you need any modifications! 😊

4o

##### You said:

TRY TO EXPLAIN SOLUTIONS

###### ChatGPT said:

Here’s the **exam with detailed solutions**, explaining why each answer is correct.

# ****EXAMINATION****

**Learning Outcome 1: Identify Customer Needs**  
**Total Marks: 100**  
**Time Allowed: 2 Hours**

## ****SECTION A: Key Concept Definitions (10 Marks)****

### ****MCQs (Choose the Correct Answer)****

**Which of the following best defines a customer?**  
**Answer:** **b) A person or entity that purchases goods or services**  
**Explanation:** A customer is an individual or business that buys goods or services from a seller. They are essential to any business as they generate revenue.

**What is a pain point in customer research?**  
**Answer:** **b) A specific problem or frustration experienced by a customer**  
**Explanation:** Pain points refer to challenges or frustrations customers face with a product, service, or process. Businesses analyze these to improve their offerings.

**A user story is:**  
**Answer:** **b) A short description of customer requirements**  
**Explanation:** A user story is a simple, non-technical way of describing customer needs from their perspective. It helps businesses build products that meet user expectations.

## ****SECTION B: Work Communication Process (10 Marks)****

### ****MCQs****

**In the communication process, the sender is:**  
**Answer:** **c) The person who initiates and sends the message**  
**Explanation:** The sender is responsible for creating and transmitting a message to the receiver. Effective communication depends on how well the sender conveys the message.

**Which of the following is NOT a type of communication channel?**  
**Answer:** **d) None of the above**  
**Explanation:** All listed options (verbal, email, and smoke signals) are types of communication channels. Traditional and digital channels are used depending on the situation.

### ****Open-Ended Question****

1. **Explain the role of feedback in the communication process.**  
   **Solution:**  
   Feedback ensures that the receiver has understood the message correctly. It helps the sender verify comprehension and make adjustments if needed. Without feedback, communication can be one-sided and ineffective.

## ****SECTION C: Raw Data Collection (15 Marks)****

### ****MCQs****

**What is the primary goal of data collection?**  
**Answer:** **b) To obtain accurate and relevant information for decision-making**  
**Explanation:** The purpose of data collection is to gather valuable insights that help businesses improve their services and make informed decisions.

**Which of the following is NOT a method of data collection?**  
**Answer:** **c) Guessing**  
**Explanation:** Guessing is not a valid method of data collection. Proper data collection methods include surveys, interviews, and focus groups.

### ****Open-Ended Question****

1. **Describe two traditional and two online data collection tools.**  
   **Solution:**
   * **Traditional tools:**
     + **Paper-based surveys:** Printed questionnaires filled out manually.
     + **Face-to-face interviews:** Personal interaction to gather responses.
   * **Online tools:**
     + **Google Forms:** Digital surveys for collecting structured responses.
     + **Online surveys:** Web-based tools like SurveyMonkey for collecting data.

## ****SECTION D: Interacting with the Customer (15 Marks)****

### ****MCQs****

**What is the first step in understanding a customer’s needs?**  
**Answer:** **b) Asking them directly about their problems**  
**Explanation:** The best way to understand customers is to listen to their concerns and preferences rather than making assumptions.

**Predicting customer needs involves:**  
**Answer:** **b) Using customer data to anticipate future demands**  
**Explanation:** Businesses use past customer interactions, feedback, and behavior trends to anticipate what customers might need in the future.

### ****Open-Ended Question****

1. **Explain three ways to build a strong relationship with customers.**  
   **Solution:**

* **Providing excellent customer service:** Responding quickly and effectively to customer inquiries and issues.
* **Communicating frequently and effectively:** Keeping customers informed about new products and services.
* **Understanding and addressing their needs promptly:** Taking customer feedback seriously and making improvements accordingly.

## ****SECTION E: Interpretation of Data (15 Marks)****

### ****MCQs****

**Data manipulation refers to:**  
**Answer:** **b) Processing and transforming raw data into meaningful information**  
**Explanation:** Data manipulation involves organizing, structuring, and analyzing data to extract useful insights for decision-making.

**Which of the following is an example of data visualization?**  
**Answer:** **b) A bar chart showing customer preferences**  
**Explanation:** Data visualization presents information in graphical formats like charts and graphs, making it easier to interpret patterns and trends.

### ****Open-Ended Question****

1. **Describe two benefits of using data visualization.**  
   **Solution:**

* **Makes complex data easier to understand:** Visuals help in simplifying large amounts of data.
* **Helps in identifying trends and patterns quickly:** Graphs and charts provide an at-a-glance overview of data insights.

## ****SECTION F: Organization of Customer Needs (15 Marks)****

### ****MCQs****

**What does data cleansing involve?**  
**Answer:** **b) Correcting errors and removing duplicate or irrelevant data**  
**Explanation:** Data cleansing improves accuracy by removing inconsistencies, duplications, and errors from datasets.

**Why is data categorization important?**  
**Answer:** **a) It helps in organizing and analyzing customer needs effectively**  
**Explanation:** Categorizing data ensures that information is structured properly, making it easier to retrieve, analyze, and act upon.

### ****Open-Ended Question****

1. **What are three key steps in organizing customer needs?**  
   **Solution:**

* **Categorizing data into relevant groups:** Grouping similar data points together.
* **Removing duplicate or incorrect data:** Ensuring that only accurate and necessary data is used.
* **Creating structured reports for decision-making:** Presenting data in an organized format for business analysis.

## ****SECTION G: Data Reporting (10 Marks)****

### ****MCQs****

**The purpose of data reporting is to:**  
**Answer:** **b) Present and communicate customer insights effectively**  
**Explanation:** Data reporting is about summarizing collected information in a structured way to help businesses make informed decisions.

**A good data report should include:**  
**Answer:** **b) Clear summaries, visuals, and key findings**  
**Explanation:** Effective data reports should be concise, include relevant details, and incorporate visuals to make data easier to interpret.

### ****Open-Ended Question****

1. **Explain why accurate data reporting is essential in business decision-making.**  
   **Solution:**

* **Helps businesses understand customer needs:** Accurate reports provide insights into what customers want and expect.
* **Supports data-driven decision-making:** Organizations can make informed choices based on trends and analysis.
* **Improves service and product quality:** Businesses can use data reports to enhance their offerings and customer satisfaction.

### ****Total Marks: 100****

This **exam with detailed solutions** not only tests the candidate’s knowledge but also provides explanations that reinforce understanding. Let me know if you need any refinements! 😊

4o

##### You said:

Learning outcome 2: Gather project requirements Learning hours: 20 Indicative content l Identification of project requirements ü Project management approach Agile Waterfall ü Project requirements Performance requirement Usability requirement Recovability requirement Maintainability requirement Accessibility requirement ü Project scope ü Outline project requirements l Research methodology ü Description of research methodology ü Types of research methodology Fundamental Exploratory Survey Case studies l Conduct research ü Plan Select research methodology type Identify research tools. ü Implement ü Show the results l Analyse results ü Feasibility ü Resources ü Competency ü Summarize l Report findings ü Financial ü Forecasting ü Produce report

###### ChatGPT said:

Here’s the **exam with detailed solutions** for **Learning Outcome 2: Gather Project Requirements**.

# ****EXAMINATION****

**Learning Outcome 2: Gather Project Requirements**  
**Total Marks: 100**  
**Time Allowed: 2 Hours**

## ****SECTION A: Identification of Project Requirements (15 Marks)****

### ****MCQs (Choose the Correct Answer)****

**Which of the following is NOT a project management approach?**  
**a) Agile**  
**b) Waterfall**  
**c) Spiral**  
**d) Debugging**  
**Answer:** **d) Debugging**  
**Explanation:** Debugging is a process used in software development to identify and fix errors. Agile and Waterfall are standard project management approaches.

**What is the main characteristic of the Agile project management approach?**  
**a) It follows a rigid step-by-step process**  
**b) It focuses on continuous iterations and feedback**  
**c) It requires complete documentation before starting the project**  
**d) It does not allow any modifications**  
**Answer:** **b) It focuses on continuous iterations and feedback**  
**Explanation:** Agile allows teams to work in iterations, adapt to change, and incorporate customer feedback throughout the development process.

**Which project requirement ensures the system can be easily restored after failure?**  
**a) Usability requirement**  
**b) Maintainability requirement**  
**c) Recoverability requirement**  
**d) Accessibility requirement**  
**Answer:** **c) Recoverability requirement**  
**Explanation:** Recoverability refers to the ability of a system to restore itself after failure to minimize downtime and data loss.

### ****Open-Ended Question****

1. **Explain the importance of defining project scope in project management.**  
   **Solution:**  
   Project scope defines the project's boundaries, deliverables, and goals. It is important because:
   * **Prevents scope creep** (uncontrolled expansion of requirements).
   * **Ensures all stakeholders understand project objectives.**
   * **Helps in resource allocation and timeline estimation.**

## ****SECTION B: Research Methodology (15 Marks)****

### ****MCQs****

**Which of the following is NOT a type of research methodology?**  
**a) Fundamental research**  
**b) Exploratory research**  
**c) Survey research**  
**d) Marketing strategy**  
**Answer:** **d) Marketing strategy**  
**Explanation:** Marketing strategy is a business concept, not a research methodology. The other options are valid research methodologies used in project analysis.

**Case study research involves:**  
**a) Conducting in-depth analysis of a specific situation or entity**  
**b) Collecting random opinions from a large population**  
**c) Only theoretical analysis without practical examples**  
**d) Ignoring real-world applications**  
**Answer:** **a) Conducting in-depth analysis of a specific situation or entity**  
**Explanation:** Case study research focuses on detailed examination of a single case to gain insights into a broader issue.

### ****Open-Ended Question****

1. **Describe two key differences between fundamental research and survey research.**  
   **Solution:**
   * **Fundamental research:** Focuses on developing theories and gaining knowledge without a direct practical application.
   * **Survey research:** Gathers data from a group of people using questionnaires or interviews for statistical analysis.

## ****SECTION C: Conducting Research (15 Marks)****

### ****MCQs****

**What is the first step when conducting research for project requirements?**  
**a) Implementing the research**  
**b) Selecting research tools**  
**c) Analyzing results**  
**d) Reporting findings**  
**Answer:** **b) Selecting research tools**  
**Explanation:** Before implementing research, the correct methodology and tools must be chosen based on project needs.

**Which of the following is a research tool?**  
**a) Surveys**  
**b) Programming languages**  
**c) Business meetings**  
**d) Debugging tools**  
**Answer:** **a) Surveys**  
**Explanation:** Surveys are a primary data collection tool used in research. The other options are unrelated to research methodologies.

### ****Open-Ended Question****

1. **Explain the difference between qualitative and quantitative research methods.**  
   **Solution:**

* **Qualitative research** focuses on non-numerical data, such as opinions and experiences (e.g., interviews, open-ended surveys).
* **Quantitative research** deals with numerical data and statistical analysis (e.g., experiments, structured surveys).

## ****SECTION D: Analyzing Results (15 Marks)****

### ****MCQs****

**What is feasibility analysis in project research?**  
**a) Checking if the project is legally approved**  
**b) Determining if the project is practical and achievable**  
**c) Ignoring the project constraints**  
**d) Finalizing project funding**  
**Answer:** **b) Determining if the project is practical and achievable**  
**Explanation:** Feasibility analysis helps in assessing whether a project can be successfully executed with the available resources and constraints.

**Which of the following is NOT a factor in feasibility analysis?**  
**a) Technical feasibility**  
**b) Economic feasibility**  
**c) Psychological feasibility**  
**d) Operational feasibility**  
**Answer:** **c) Psychological feasibility**  
**Explanation:** Feasibility analysis typically includes technical, economic, and operational feasibility but not psychological feasibility.

### ****Open-Ended Question****

1. **Why is it important to summarize research findings?**  
   **Solution:**

* Helps stakeholders understand key insights.
* Highlights significant trends and patterns.
* Aids decision-making based on clear and concise conclusions.

## ****SECTION E: Reporting Findings (15 Marks)****

### ****MCQs****

**Financial forecasting in project research helps to:**  
**a) Estimate future costs and profits**  
**b) Remove all financial risks**  
**c) Avoid the need for budgeting**  
**d) Ignore financial data**  
**Answer:** **a) Estimate future costs and profits**  
**Explanation:** Financial forecasting involves predicting financial performance based on past trends and current data.

**Which element is essential in producing a project report?**  
**a) Random opinions**  
**b) Evidence-based findings**  
**c) Guesswork**  
**d) Irrelevant data**  
**Answer:** **b) Evidence-based findings**  
**Explanation:** A project report must include well-researched and validated information, not random guesses or unrelated data.

### ****Open-Ended Question****

1. **List three key components of a project report and explain their importance.**  
   **Solution:**

* **Executive Summary:** Provides a brief overview of findings and recommendations.
* **Data Analysis:** Presents key research findings with supporting evidence.
* **Conclusion and Recommendations:** Summarizes results and suggests future actions.

## ****SECTION F: Case Study (10 Marks)****

### ****Scenario-Based Question****

1. **Your company is developing a new mobile banking app. You have been assigned to gather project requirements. Describe the steps you would take to collect and analyze these requirements.**  
   **Solution:**

* **Identify stakeholders and conduct interviews.**
* **Define the project scope and outline usability, performance, and security requirements.**
* **Select appropriate research methods (e.g., surveys, case studies).**
* **Collect and analyze data to check feasibility and resource availability.**
* **Summarize findings and prepare a comprehensive report.**

### ****Total Marks: 100****

This exam includes **MCQs, open-ended questions, and case study scenarios** to assess understanding effectively. Let me know if you need adjustments! 😊

4o

##### You said:

Learning outcome 3: Determine user requirement Learning hours: 20 Indicative content l Identification of the target audience ü Description of the target audience Definition Characteristics ü Target audience pain points l Creation of user story ü Description of user story ü Create project backlogs l Elaborate task flow ü Create site map ü Generate task flow

###### ChatGPT said:

Here’s the **exam with detailed solutions** for **Learning Outcome 3: Determine User Requirements**.

# ****EXAMINATION****

**Learning Outcome 3: Determine User Requirements**  
**Total Marks: 100**  
**Time Allowed: 2 Hours**

## ****SECTION A: Identification of the Target Audience (15 Marks)****

### ****MCQs (Choose the Correct Answer)****

**What is the primary purpose of identifying a target audience in a project?**  
**a) To create a general-purpose product for everyone**  
**b) To understand the specific needs and preferences of users**  
**c) To eliminate potential users from the project**  
**d) To reduce project costs**  
**Answer:** **b) To understand the specific needs and preferences of users**  
**Explanation:** Identifying a target audience helps in tailoring the product to meet user needs effectively.

**Which of the following is NOT a characteristic of a target audience?**  
**a) Age group**  
**b) Interests**  
**c) Hobbies**  
**d) Random selection**  
**Answer:** **d) Random selection**  
**Explanation:** A target audience is carefully selected based on relevant characteristics, not randomly chosen.

**Pain points in a target audience refer to:**  
**a) Their hobbies and interests**  
**b) Their needs, challenges, and frustrations**  
**c) The physical location of the audience**  
**d) Their income level only**  
**Answer:** **b) Their needs, challenges, and frustrations**  
**Explanation:** Pain points highlight user problems, helping in designing solutions that address them.

### ****Open-Ended Question****

1. **Describe three key characteristics used to define a target audience.**  
   **Solution:**
   * **Demographics:** Age, gender, location, occupation, and education level.
   * **Behavioral traits:** Preferences, habits, and online activity.
   * **Pain points:** Challenges and frustrations that the project should solve.

## ****SECTION B: Creation of User Story (15 Marks)****

### ****MCQs****

**What is a user story in software development?**  
**a) A long novel describing user experiences**  
**b) A simple description of user needs and goals**  
**c) A formal report with technical jargon**  
**d) A list of programming languages used in a project**  
**Answer:** **b) A simple description of user needs and goals**  
**Explanation:** A user story is a short and clear statement of what a user wants to achieve.

**Which of the following is the correct format for a user story?**  
**a) "As a [user], I want to [goal] so that [reason]."**  
**b) "Users should like the product."**  
**c) "Developers need to write code for the project."**  
**d) "The software must have a great design."**  
**Answer:** **a) "As a [user], I want to [goal] so that [reason]."**  
**Explanation:** This format clearly defines the user, their goal, and the purpose behind it.

### ****Open-Ended Question****

1. **Write a user story for an e-commerce website.**  
   **Solution:**
   * **Example:** "As a customer, I want to filter products by price and category so that I can find the best deals easily."

## ****SECTION C: Project Backlogs (15 Marks)****

### ****MCQs****

**What is a project backlog?**  
**a) A list of completed tasks**  
**b) A prioritized list of tasks yet to be done**  
**c) A random collection of ideas**  
**d) A list of rejected project features**  
**Answer:** **b) A prioritized list of tasks yet to be done**  
**Explanation:** A backlog contains all the tasks that need to be completed in a project, sorted by priority.

**Which of the following tasks should NOT be included in a backlog?**  
**a) Bug fixes**  
**b) New features**  
**c) Personal tasks unrelated to the project**  
**d) UI improvements**  
**Answer:** **c) Personal tasks unrelated to the project**  
**Explanation:** The backlog should focus only on project-related tasks.

### ****Open-Ended Question****

1. **Explain why a well-maintained backlog is essential in project development.**  
   **Solution:**

* Helps prioritize work effectively.
* Ensures team members are aligned on project goals.
* Provides a structured plan for upcoming development phases.

## ****SECTION D: Elaborate Task Flow (15 Marks)****

### ****MCQs****

**What is the purpose of a task flow in project development?**  
**a) To document random ideas**  
**b) To create a structured path for user interactions**  
**c) To replace all project documentation**  
**d) To make the project more complicated**  
**Answer:** **b) To create a structured path for user interactions**  
**Explanation:** Task flow diagrams show how users navigate through a system, ensuring a smooth experience.

**What does a task flow typically include?**  
**a) User actions and system responses**  
**b) Random user thoughts**  
**c) Only the homepage structure**  
**d) Company financial data**  
**Answer:** **a) User actions and system responses**  
**Explanation:** A task flow maps out how a user interacts with the system and how the system responds.

### ****Open-Ended Question****

1. **Describe two benefits of using task flow diagrams in project planning.**  
   **Solution:**

* **Improves user experience:** Ensures a logical and intuitive interaction process.
* **Helps in identifying inefficiencies:** Highlights bottlenecks and areas for improvement.

## ****SECTION E: Creating a Site Map (15 Marks)****

### ****MCQs****

**What is a site map in web development?**  
**a) A random list of web pages**  
**b) A graphical representation of a website's structure**  
**c) A map showing physical locations of website visitors**  
**d) A guide to programming languages**  
**Answer:** **b) A graphical representation of a website's structure**  
**Explanation:** A site map outlines how different pages are organized and linked within a website.

**Which of the following is a key component of a site map?**  
**a) The number of employees in a company**  
**b) The relationship between website pages**  
**c) A company’s financial report**  
**d) The history of the internet**  
**Answer:** **b) The relationship between website pages**  
**Explanation:** A site map visually displays the hierarchy and connections between web pages.

### ****Open-Ended Question****

1. **Explain why creating a site map is important before website development.**  
   **Solution:**

* Helps organize web content efficiently.
* Improves navigation and user experience.
* Guides developers in structuring the website properly.

## ****SECTION F: Case Study (10 Marks)****

### ****Scenario-Based Question****

1. **You have been hired to design a mobile banking application. Outline the steps you would take to determine user requirements for the app.**  
   **Solution:**

* **Identify the target audience** (e.g., banking customers, businesses).
* **Define user pain points** (e.g., ease of transactions, security concerns).
* **Create user stories** (e.g., "As a user, I want to transfer money quickly and securely").
* **Develop project backlogs** (list features like account login, fund transfer, bill payments).
* **Map out task flows** (how a user moves from login to transaction completion).
* **Create a site map** (app structure including home, transaction, and settings pages).

### ****Total Marks: 100****

This exam includes **MCQs, open-ended questions, and case study scenarios** to comprehensively assess understanding. Let me know if you need modifications! 😊