

# BA in New Project: getting the context and the scope

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## Intro

This document contains the initial set of BA questions which can be used to start conversations about the new Project with different stakeholders (mainly – stakeholders from customer Organization).

The best approach is to use this type of Questionnaire to

- at first – for BA to find out the answers by themselves doing their “homework”
- and then (only after the step #1) – ask stakeholders for to answer the remaining question and comment on BA's own findings.

## Questions: Context

### Market and competitors

1. Describe briefly your business model or major business process which will be the base for new Project.
2. Who are your Organization's top competitors? What are their advantages? Should these advantages be included/mimicked in scope of new Project?

### Customer Organization

1. What is the goal of the Organization for going into this Project? What problem is it called to solve?
2. Were there other attempts to solve this problem/reach this goal in your Organization? And what happened?
3. By the time of first finishing this Project does the Organization want to
  - support/improve existing business process,
  - introduce new business process,
  - go into completely new line of business?
4. By the time of first delivery in scope of this Project - will company need to change anything in its existing business processes outside of scope of this Project, and if yes – how can we assist?
5. If we see the need to change exiting business process – to whom we go with this information?
6. What obstacles for this Project you see within your Organization? Outside of your Organization?
7. How much support does this Project have?
8. What are the concerns about this Project's success?
9. What other constrains do you see for this Project?
10. What are the future trends that might impact the Project?
11. Why this project is starting now?

### Business objectives

1. List top 5-10 problems that new System is intended to solve.
2. How listed above problems are currently solved in Organization?
3. How long do you plan to use this new System?

## Stakeholders analysis

1. Is this internal solution or it is targeted for Organization's own customers?
2. What departments will be involved?
3. Who in the company will use the system and for what?
4. What categories of Organization's customers will/should be impacted by the System? And how?
5. Who in the Organization can impact this Project?
6. Who is sponsoring this Project?
7. What are the teams included into development/acceptance/deployment and further maintenance of this System?
8. Whom those teams report to and what is the hierarchy?
9. What will be the communication framework between those teams?

## Inside and outside impact

1. What elements of Organization's corporate culture/values must to be taken into account during this Project?
2. What geographical environment/location targets the System created (domestic/other country/international)?
3. If project is for overseas market or international – what cultural differences have to be taken into account?
4. Does the scope of project is under any sort of legislation or government regulation? If yes - which and how often it may change in future?
5. What internal and external events and trends may impact the Project now and in the near future?
6. What are the other existing systems that new System has to be integrated with? What are the available interfaces?
7. What existing market solutions solve similar problems to yours?
8. Why did you decide to create custom solution and not use ones already existing on the market?

## Questions: Project Scope

### Initial Scope definition

1. What will be the criteria of start and end of this project?
2. What acceptance criteria do you envision now?
3. Please explain briefly what is and what is *not* included into Project's scope.
4. How do you see the roadmap of this Project now?


## Business Processes analysis

### Discovery

1. Describe in details current business processes (BP) in scope of the new Project (if these BPs are already documented in professional form – please provide this documentation.). For every BP please specify the following:
  - a. roles and actors;
  - b. “enter” and “exit” criteria;
  - c. “inputs” and “outputs” (e.g. list of artifacts which need to be created and/or modified).
2. Describe in details new business processes which have to be introduced as a result of the new Project.

## Assessment

1. What parts of current BPs work well and not?
2. What in current BPs should be updated/changed?
3. What parts of current BPs are caused by current solution and could be eliminated?
4. Who in Organization can update and approve new/updated BPs and how soon?

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questions

requirements

elicitation

features

functional\_requirements

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