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**Question 01-Answer**

1.List down the stakeholders involved in the process and describe their responsibilities in the proposed digital system.

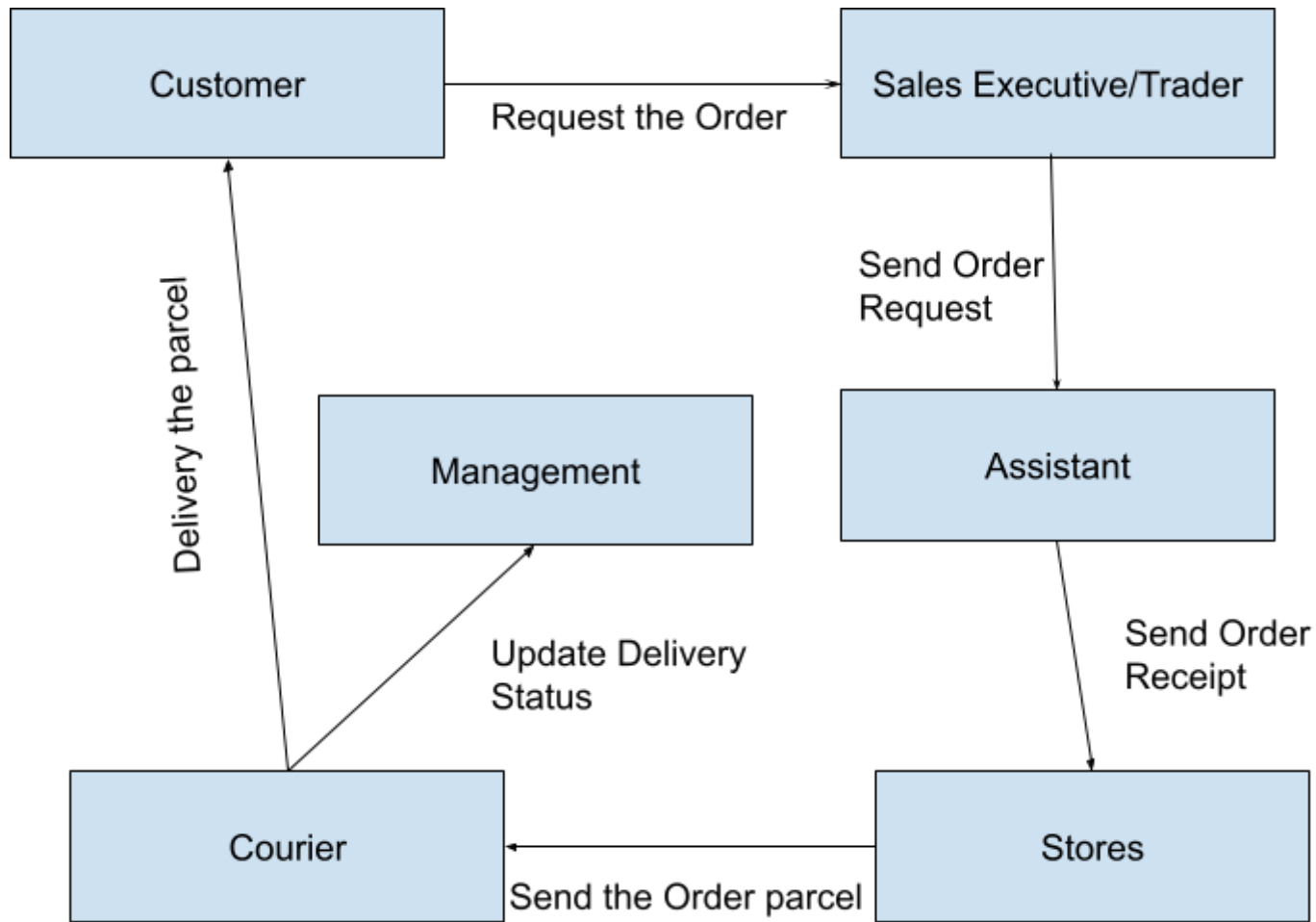
- Foreign Customers submit tea requests online through the digital platform, providing necessary details such as tea standards, shipping address, and contact information. They can also track the status of order delivery.
- Sales Executives record and manage customer inquiries digitally instead of using Excel. They monitor request progress, confirm customer requirements, and manage reference numbers.
- Storekeepers update stock levels of tea materials in the digital system and process internal material requests raised by assistants.
- IT Support maintains user accounts, roles, and system access rights, while ensuring smooth system operation, security, and regular data backups.
- The stakeholders are **Customers, Sales Executives, Storekeepers, IT Support Executives, and Managers.**

2.Propose a system that can replace the manual process. Outline its functionalities, process flow of the new system, and how automation can improve efficiency.

- Eliminates manual errors such as duplicate entries.
- Enables automatic courier booking and tracking instead of manual follow-ups, saving time.
- Provides real-time visibility of request status for everyone (customers, traders, assistants, and management).
- Ensures faster sample dispatch and transparent tracking, building trust with international buyers and improving customer satisfaction.
- Improves stock management by automatically updating inventory levels, reducing delays caused by shortages.

3.Provide a suitable diagram to showcase the process.

- Customer → Trader → Assistant → Stores → Courier → Customer / Management
- The diagram below shows the system process.



4. Write a set of structured user stories based on the functionalities of the proposed system that can be used by the development team when building the system.

#### Customer

- **Submit Request:** Submit tea sample requests online.
- **Track Status:** View request progress in real-time.
- **Notifications:** Receive alerts when samples are shipped.

#### Sales Executive / Trader

- **Dashboard:** See all customer requests.
- **Assign Requests:** Assign tasks to assistants.
- **Update Requirements:** Record or clarify customer details.

#### Assistant

- **Notifications:** Get alerts for new requests.

- **Stock Requests:** Request tea materials from stores.
- **Courier Booking:** Arrange pickups from the system.
- **Update Status:** Keep traders and customers informed.

### Store Staff

- **Receive Requests:** Prepare and release stock.
- **Update Inventory:** Automatically update stock levels.

### Management

- **Dashboard:** Track requests, deliveries, and pending tasks.
- **Reports:** Download Excel/PDF reports.
- **Identify Issues:** Spot bottlenecks and take action.

5. Identify potential challenges during the digital transformation of this manual process. Provide mitigation strategies for each identified challenge, particularly from a Business Analyst's perspective.

- Resistance to Change from Staff  
**Challenge:** All Employees (traders, assistants, store staff) may be reluctant to switch from familiar Excel sheets and manual processes to a digital system.  
**Mitigation:**  
 Conduct training sessions and workshops to familiarize staff with the new system.  
 Highlight benefits such as fewer errors, easier tracking, and reduced repetitive work.
- Data Migration and Accuracy  
**Challenge:**  
 Existing Excel data (customer details, past sample requests, inventory) must be accurately migrated to the new system.  
**Mitigation:**  
 Cleanse data before migration to remove duplicates and outdated entries.  
 Use automated migration tools to minimize manual errors.  
 Perform validation checks after migration to ensure data integrity.

6. As a Business Analyst, outline how you would gather detailed requirements from the stakeholders. Mention specific techniques and how you'd tailor them for different stakeholder groups ( You need to explain this with examples ).

- As a BA, gathering accurate and complete requirements is key to ensuring the system meets both business needs and user expectations. For this project, I would follow a combination of interviewing, workshops, observation, surveys, and document analysis, tailored for each stakeholder group.