

## Skills Assessment - {Business Analysis}

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### Overview

- This skills assessment seeks to demonstrate your understanding and experience of the processes and thought exercises associated with business analysis, and general consulting.
- The ideal applicant should possess an inherent interest in solving problems. This means taking a problem that might be rudimentary - or something not particularly 'exciting' - and finding a novel approach that will help the client better understand their own challenges, and/or the end-user to have a better experience using the product.
- Have fun with this assessment - **solving problems should be enjoyable!**

### The Scenario (*What a client has asked you to help analyze*)

A local library that maintains an inventory of books is expecting the number of patrons to increase substantially, as their small town was named "one of the best places to live" this year. Since additional funding for the library itself won't materialize until next year (to buy more books), there is only one copy of each book. The library is currently using a paper-based card catalog lending system (which is very outdated), for which the main branch has been putting pressure on them to "upgrade to the 21st Century!".

The initial sales call between Troy Web Consulting and the Library indicates that there will only be two roles in the system - a librarian, and a patron. Beyond that, no other requirements have been elicited yet, so it's your job to scope the requirements (functional, UI/UX expectations, possibly some technical requirements, and/or transitional requirements) from the librarians that are



considered experts in their field - and should be able to answer any question (about libraries and their processes) that you ask them.

### **The Ask** (*What Troy Web would like to see you do!*)

You've just started your first meeting with the librarians that will provide the requirements they have for the system. This is an hour long meeting - enough time to get a good overview of the project - and enough time to ask a good amount of detailed requirements-related questions

1. What questions would you ask the librarians in regards to the functional needs (requirements) of the system?
2. What questions would you ask the librarians in regards to the UI/UX requirements of the system?
3. What questions would you ask the librarians in regards to the technical requirements of the system?
4. What questions would you ask the librarians in regards to the transitional requirements of the system (i.e. from catalog/paper-based system to software solution)?

#### **Additionally:**

- 1) Assuming that the client is unfamiliar with the SDLC process, how would you orient them to feel comfortable with the process, to ensure they feel at ease when discussing their challenges and voicing their opinions?
- 2) What strategies would you utilize if there was disagreement between the stakeholders as to the 'most important' features in the system? Or how they should function?
- 3) After eliciting the high-level requirements on your first meeting, what follow-up activities would you perform to help prioritize the scope items they've discussed with you?
  - a) For example, what thought exercises, or internal deliverables, would you produce to help clarify the 'ask' from the client for your colleagues?

### **Bonus (Optional)**

1. What 'fun or exciting' features could you propose to the librarians to set their library apart from the crowd?
2. During your thought exercise (i.e. this task), what feature did you feel could pose the biggest challenge to the app being built successfully? What strategies would you recommend to manage the risks associated with that challenge?
3. What if any operational requirements questions would you ask the librarians?

### **Considerations**

- Any elements not specifically detailed in the guidelines are left to your discretion, and you are encouraged to use your sound judgment in completing the assessment as you see fit.



- There is no time limit for this exercise and quick submission does not grant any additional rewards.

## **Deliverables**

- When complete, respond to this email with any attached documentation you have created and/or utilized to complete this exercise.