

Probing Questions – Business Walkthrough

Reports

- 1 What are the key reports used in this business process?
- 2 What is the technical name of the key report?
- 3 What is done by management to ensure the key report/key data are complete and accurate?
- 4 Which system is the report generated from?
- 5 How is the report generated?
- 6 Is this a custom or canned report?
- 7 Who has access to change the query on the report?
- 8 How often is the report run?
- 9 If it's been tested by us before, has the report changed since it was tested?
- 10 If a change needs to be made, what is the process?

Interface

- 1 What is the name of the interface?
- 2 Where is the data coming from and where is it going to?
- 3 How often is the interface run?
- 4 What job scheduling tool is used to run the interface?
- 5 Who monitors the interface?
- 6 Are there any QA procedures to verify the completeness and accuracy of the interface?
- 7 How are errors from the interface identified? What is the process when an error occurs?
- 8 If a change needs to be made, what is the process?

Automated Controls

- 1 How was the automated control initially configured and by who?
- 2 If a change needs to be made, what is the process?

Applications

- 1 What application supports this business process?
- 2 Name of the business who owns the application?
- 3 Source of development (i.e., in-house – business development team, third party vendor, in-house – developed by team outside of the business)