

# CIEL CONSULTATION PROJECT

Ciel Consulting is developing a new online ordering app. The app will enable users to place orders on any of the products from Ciel Consulting using any Internet-enabled device, e.g., a laptop, a tablet, or a mobile phone. This app will work on all operating systems around the world and will require at least a 2G network. You are appointed as the Business Analyst for the project. Your first task is to identify all the various requirement categories that this app has to meet and how.

Ciel Consulting has asked you to develop a plan for the order collection software it is going to establish.

## 1. Approach for the BA work:

- Find out the stakeholders
- Adaptive approach can be used for the BA work. The app needs to be launched on multiple devices and can be used to place orders for multiple products. Thus with adaptive approach, there can be iterations where multiple devices can be identified and multiple products can be identified.

## 2. Techniques:

1. Focus Groups – Gather participants from Ciel Consulting and get the ideas and information about the products they want to launch on the app. This will help in designing the app.
2. Brainstorming – Gather the participants (stakeholders from Ciel Consulting, designers, architects, leads). Share the ideas on how the app should be designed, if there is any backend database that can be used. Evaluate the designs presented on the table and rate the designs. This will help finalize the design for the app and will be more productive.
3. Data Modeling – gather the data that will be used for the app. This will be products that can be ordered from the app, the price for the products, images that can be used for the products, or any other relevant information required to design the app. And then further design how the data will be integrated into the system and can be integrated to each other.
4. Interface Analysis – Identify how the information will interact within systems, if any API is required to interact with the backend systems/databases, how the payment system will be connected to the banks.

## 3. Deliverables, timeline, and budget:

Deliverables	Due Date
Requirement architecture and design	3 weeks
Integration with the payment system	3 weeks
Launch app on mobile	6 weeks
Launch app on laptop	4 weeks
Launch app on tablet	4 weeks

**Estimate Budget:** Assuming 1 resource will be working on the project for 20 weeks (100 days), which is equal to 800 hours. Assuming a resource charge \$100 per hour resource estimate is \$800,000.

Banking integration and any other procurement cost = \$10,000

Total estimate = \$810,000

**4. Formality/level of details:**

Gather below details

- Is there any login page required
- Which payment method will be used
- Create database for all the products that needs to be launched on the app, including prices or any information that might be required
- Encryption for the payment method
- Finalize the design of the app
- Will the design of the app be same on different operating systems, and different devices? If no, what should be the change
- List all the stakeholders
- Is there any difference in the products list based on the location of the user
- Once ordered, who should the request go to to send the products

**5. Requirement Prioritization approach:** Conduct workshops with stakeholders to understand the basis of prioritization or if there is anything they want to be delivered on priority. Stakeholders in this case would be – Project Manager, Ciel consulting, Implementation Subject matter expert.

**6. Tools for the BA work:**

- Microsoft office suite – For presentations or excels to track changes
- Microsoft Outlook and messaging programs – for communication
- Visio – To create models and flows and visuals
- Jira – to track the requirements and implement the work in agile methodology
- Service now – for sign offs

**7. Project Complexity:** Since the size of the change is huge and is to be launched worldwide, the project is highly complex.

**8. Approach to scope and change management:** Define the in scope and out of scope items for the project.

In scope: Systems affected by the change – database to be used as the backend, API integrations, front end for the app, backend coding, integration with the banking/payment system.

Out of scope: Any other system or area used in the organization.

This will help identify resources or teams that will be affected by the change and thus, change can be managed based on that. The need of the systems affected by the change can be addressed first.

**9. Approach to Sign-off:** There are multiple steps where a sign off will be required.

- Sign off for requirements
- Sign off for architecture
- Deployment sign off

These are few examples of sign offs. For the requirement sign off, best way is engaging the Stakeholders, explain the techniques and tools that were used for requirement gathering, walk them through the requirements and the implementation process and address any concerns/questions they might have.

**10. Approach to communication:** Set out the frequency of calls with stakeholders based on details that need to be discussed in those calls. Also, if there is any change or delay, then it should be communicated to the stakeholders affected by that delay right away.

**11. Stakeholders:** Below stakeholders would be involved

- Experts from Ciel Consulting
- Subject Matter Expert
- Architect
- Testers
- Project Manager
- Business Analyst

**12.** Ciel Consulting has asked you to develop a governance approach for approvals for the online ordering app. Use the template provided below:

	<b>Project Objectives</b>	<b>Success Criteria</b>	<b>Person Approving</b>
<b>Scope</b>	Develop a new online ordering app.	Prioritize the requirements and get approval	Ciel consulting
<b>Time</b>	20 weeks	App should work end to end with integration with the	Project Manager

		backend systems, baking and proper UI	
<b>Cost</b>	\$810,000	This includes any procurement cost, resource cost	Project Manager
<b>Other</b>	Architecture and design	Integration between various systems should be well planned. This includes front end of the online ordering app, backend database, any APIs, banking system	Architect