To create an effective and comprehensive business requirements document, here’s a guideline for structuring your conversation with the subject matter expert. Given the urgency, focus on gathering as much relevant information as quickly and efficiently as possible:

### 1. ****Set Clear Goals for the Meeting****

* **Explain the Purpose**: Briefly explain that you need to understand the current month-end procedure and gather detailed requirements to rebuild it.
* **Identify Key Areas**: Let her know you’ll be asking questions across a few main areas: current workflow, pain points, goals, and any specific metrics or compliance needs.

### 2. ****Prepare Key Topics to Cover****

* **Process Overview**: Start with a high-level overview of the month-end process as it currently exists.
* **Critical Steps & Dependencies**: Ask her to walk you through the main steps and identify any dependencies, bottlenecks, or areas that usually experience delays.
* **Inputs & Outputs**: Clarify the data or documents needed to start the process and the final outputs expected from the month-end procedure.
* **Roles & Responsibilities**: Identify key stakeholders and their roles in the process. Determine who is responsible for each part of the workflow.
* **Challenges**: Ask her to highlight pain points or issues that frequently arise. This will help you address problems in the new design.
* **Objectives & KPIs**: Understand the objectives of the month-end process and any KPIs that define its success (e.g., timeliness, accuracy, compliance).
* **Technical & Business Constraints**: Determine any system limitations, regulatory requirements, or deadlines that impact the process.

### 3. ****Ask Targeted Questions****

Use questions that keep her focused on what’s important but allow her to elaborate where needed. Some example questions include:

* "What is the purpose of each major step in the month-end procedure?"
* "Are there specific reports or outputs that must be produced by the end of this process?"
* "What challenges or delays typically arise, and what is their impact?"
* "Who are the main stakeholders, and what are their specific needs or expectations?"
* "How do we measure success for this process, and what are the most important metrics?"
* "Are there any regulatory requirements that we must meet in this process?"

### 4. ****Take Detailed Notes and Summarize Key Points****

* As she explains each aspect, take detailed notes. At the end of each section, briefly summarize what you heard to ensure accuracy.
* After the conversation, organize the notes into categories that match sections of your business requirements document.

### 5. ****Confirm Prioritization and Urgency****

* Given the urgency, confirm which parts of the process are highest priority to avoid disruptions. Focus on gathering requirements for these first.

### 6. ****Follow Up for Clarification****

* If time permits, follow up with any additional questions once you’ve drafted the initial document. This ensures all areas are covered and nothing critical is missed.

### 7. ****After the Meeting: Start Drafting the Document****

* **Document Structure**:
  1. **Executive Summary**: High-level overview of the goals and purpose.
  2. **Current Process Summary**: Summary of the existing month-end process.
  3. **Detailed Requirements**: Document specific needs for each step of the process.
  4. **Stakeholders**: List of key stakeholders and their roles.
  5. **Challenges & Issues**: Summary of current pain points and areas for improvement.
  6. **Objectives & Success Metrics**: List of the primary objectives and how success will be measured.
  7. **Compliance & Technical Constraints**: Any regulatory or system constraints impacting the process.