**Problem Statement:**

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. Use the template provided to complete a brief plan.

**1. Approach for the BA work:**

* Conduct interviews, surveys and workshops to gather initial requirements
* Collaborative approach involving key stakeholders, developers and end-users
* Regular feedback for continuous improvement with iteration process
* User-centered design approach for user experience

**2. Techniques:**

* Process Modeling
* Use Cases
* Document Analysis
* Workshopes (for requirement)
* Interface Analysis

**3. Deliverables, timeline, and budget:**

| **Deliverables** | **Due Date** |
| --- | --- |
| Requirements document | ##### |
| Process Models | ##### |
| Use case Scenarios | ##### |
| Interface specification | ##### |
| Budget estimation | ##### |

| Estimated budget | **#######** |
| --- | --- |

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

* Adapt a formal approach to meet regulatory requirements
* Detailed documentation of requirements to ensure clarity

**5. Requirement prioritization approach:**

* Use MoSCoW prioritization method (must haves, should haves, could haves, won’t haves)
* Key stakeholders involved in prioritization

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

* Utilize a requirement management tool
* Maintain a central repository for documentation and collaboration

**7. Project complexity:**

* Assess project complexity based on the number of impacted areas and criticality
* Define mitigation strategy for complicated areas

**8. Approach to scope and change management:**

* Establish a change control board to evaluate and approve changes
* Develop a high-level process flowchart for change request

**9. Approach to sign-off:**

* Share detailed requirement document for review
* Conduct formal sign-off meeting with stakeholders

**10. Approach to communication:**

* Use a combination of emails, requirement management tool and regular status meetings
* Weekly progress reports and bi-week stakeholders meetings

**11. Stakeholders:**

* Product owner
* End-user
* Developers
* Tester
* QA team
* Marketing team

**12. Ciel Consulting has asked you to develop a governance approach for approvals for the online ordering app**

|  | **Project objectives** | **Success criteria** | **Personal approach** |
| --- | --- | --- | --- |
| **Scope** | Develop a user-friendly, globally accessible online ordering app for Ciel consultant | * Successful implementation of all identified requirements * High user satisfaction based on feedback and adoption rates * Full compliance with specified scope | * Project Manager * Head of IT * Head of sales |
| **Time** | Complete the development, deployment and testing phase of the online ordering application with in specified time | * Adherence to the established milestones and deadlines * Completing each development phase on time * On time deployment without compromising | * Project Manager * Head of IT |
| **Cost** | Develop the online ordering application with in the allocated budget | * Adherence to approach budget * Efficient resource utilization without cost overrun * Completing of tasks without compromising quality | * CFO * Project Manager |
| **Other** | Ensure the online ordering application meets all the security, regulatory and legal requirements | * Full compliance with data security measures * Adherence to all relevant regulatory departments * Approval from legal and security departments | * Head of IT * Chief security officer * Legal department |