**BA Roles and Responsibilities**

1. Define configuration specifications and business analysis requirements
2. Documentation of current and future state process mapping
3. Prepare Business Requirements Documents, including functional/non-functional requirements
4. Collaborate in the development of test plans and test cases
5. define reporting and alerting requirements
6. Prepare integration plans for deployment of system changes into existing environments
7. Help design, document and maintain system processes
8. Change and support process management for new technology delivery
9. Facilitate stakeholder sessions, interviews, and analysis to identify areas for process and systems improvement
10. Communicate key insights and findings to client team
11. business model transformation

Tell me about yourself.. your experience?

Hi This is Terris. I have 14+ years of overall experience in IT. My recent role was a Senior BA in HCL Technologies and Tata Consultancy Services. I majorly worked in the Insurance domain Property and Casualty (P&C) area on guidewire applications. I'm expertise in Business Model transformation like Transforming the complex projects from Waterfall methodology to Agile methodology. My roles and responsibilities are Translating client’s business needs into functional and design specifications, Building Business Case, creating detailed Business and Technical documents such as Business Requirements Documents, Design Documents, Functional/Technical Specifications, Web User Interface (UI) and Workflows, Use Cases, User Guides, Defect Analysis Reports etc., Performing System, Functional and Integration Testing to ensure product quality remains at the highest level.

We follow the Agile methodology and I also involve in Facilitating Scrum Ceremonies including Sprint Planning, Estimations, Sprint retrospectives, Sprint Demos, Story Grooming, Release Planning and Agile coaching.

I have successfully delivered 2 complex projects transforming Waterfall to agile methodology. One is on guidewire application policy admin system, the other one is on PBS legacy to modernization where we are completely migrated from angular 4 to 11 version.

Project Specific Details

Led and managed two Scrum teams, overseeing 14 members each, to streamline a complex project involving Guidewire applications and Legacy-to-Modernization upgrades.

\*\*So for both of these projects I was involved as a Business analyst. Majorly I worked for Auto and property policies in Guidewire policy admin system where I used to create the business case and requirements for Policy submission, Underwriting (assessing risk, coverage amount eligible, premiums each month), Rating and Renewal. So each functionality has a complex flow where I was working on requirement changes, use cases for these product implementations.

\*\*Spearheaded the implementation of projects totaling 6.7 million, providing leadership to over six application teams and multiple concurrent Scrum teams.

\*\*I was involved as part of RFP and SOW process. This is majorly for Insurance Guidewire application - **Vendor optimization project**. State street had 30 team members out of which 12 from HCL and 18 from other Vendors. So this RFP majorly dealt with replacing the Vendors to FTE resources thereby reducing the cost. I was part of the project initiation phase and the complete Transition from Vendors to HCL team including application KT, delivery and execution.

**\*\*Requirement Gathering:** I have discussion with the stakeholder/Product Owner to gather requirements , analyze them and create document on the features that has to be developed. Make sure the document has the use case, workflow, acceptance criteria, expected result.

\*\***Schedule meeting** with scrum team and give walkthrough on the requirement to the dev and QA team.

\*\*Now we go for the sprint planning where we **Create backlog** for the requirement in JIRA.

\*\***Estimation**: Then we estimate the story card using poker planning technic and assign the story points for dev and QA in the card itself.

1. Cards will be assigned by the Scrum master for Dev and QA team

2. Dev team will complete the cards, do the unit test and move it to "Ready for testing"

3. Testing team will pick the cards from "Ready for testing" queue

5. If there is any defect then QA team will check with Dev team and raise the Defect linking it to the requirement and the Card

4. QA team will complete the testing and mark the card as Done and move it for Sign-off

6. Every week Scrum master, Dev lead, QA lead will have Iteration meeting to discuss the Sprint progress and make sure there are no blockers, if the cards are spilled over they will plan to complete the Critical/Priority cards in the current sprint and move the remaining to the next sprint as new backlog

What all the applications you worked on and tools you used?

I worked majorly on Guidewire applications which includes Front end UI using Java and Backend – Mongo DB. Tools I used – Visio for Use cases business flows, Jira for Test management and Defect tracking, Postman for API validations, Hexawise tool for Optimizing Test Coverage, Tosca for automation test cases and RPA UI path for process flow automation.

What are the business solutions you implemented for Customers? Or strategic decisions you have taken?

1. I have taken a strong decision to implement Shift left for continuous improvement. That is one of the strategic solutions I implemented for Customers. This helps in introducing the testing phase earlier during the lifecycle and addressing the defects earlier. And Introducing Hexawise tool for Optimizing test coverage which in turn resulted in reduced Production defect leakage and quality delivery.

What you know about Barrington Consulting group? What you ll learn or gain from Barrington?

Barrington Consulting works with organizations to help strategize, plan and implement change through business and IT consulting services. They started the Consulting firm in 2004 and last week they celebrated 20 years of service. The company size is around 70-75 employees spread across Halifax Nova Scotia, New Brunswick and New foundland.

Certifications:

1. RPA certified UI path RPA developer
2. Internal certifications on Scrum master and Project management in HCL technologies.

**SQL**: I was also supporting the Dev/Testing team but querying the active policy users from the database for policy creation. I use sql to query the active policy users from the policy center Database.

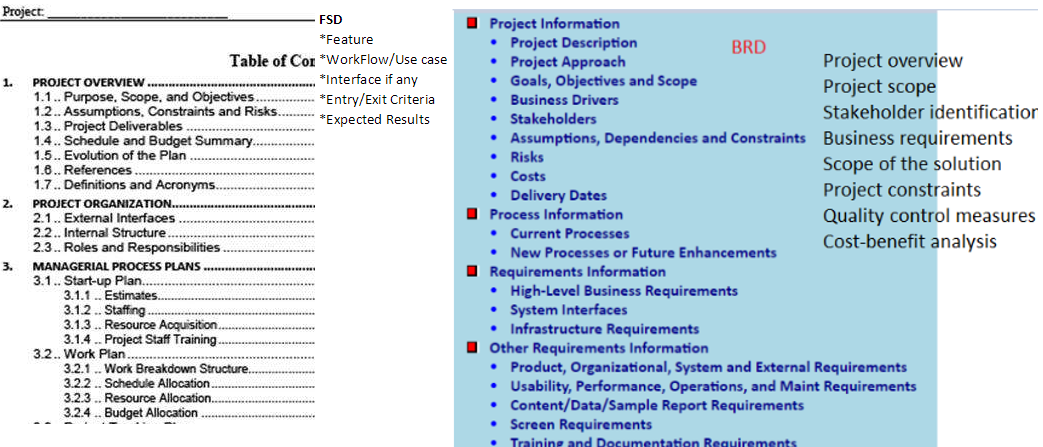
Select \* from Policy\_table WHERE effective\_date Between ‘01/01/2023’ and expiration date > 01/06/2023’ **GROUP BY CITY = “Phildelphia” OR “Alaska”**

Also I use Tosca DI (Data Integrity) tool to compare the large set data from policy admin from Staging to db.

How to remove duplicates from the large table?

SELECT DISTINCT column\_name

FROM table\_name;



1. Requirement elicitation method that I would apply.

Brainstorming - The requirements elicitation process begins with brainstorming. To facilitate focused and fruitful brainstorming sessions, business analysts should set up a team with representatives of all stakeholders for capturing new ideas. Suggestions coming out of brainstorming sessions should be properly documented in order to draft the plan of action.

Document Analysis

During this step of the requirements elicitation process, business analysts review existing documentation at hand, with the intent of identifying requirements for changes or improvements. Examples of document analysis sources include pre-existing project plans, system specifications, process documentation, market research dossiers, customer feedback, meeting minutes, and user manuals.

Focus Group

In a focus group, relevant stakeholders provide feedback to refine processes, ideas, or solutions that emerged as an outcome of earlier elicitation activities, such as brainstorming and document analysis. The feedback and comments are recorded for use in later phases of requirements elicitation.

Interface Analysis

At the core of interface, analysis is the idea of deconstructing how external and internal systems interact with each other and with end-users. This enables business analysts to identify potential requirements, uncover limitations, and determine interoperability issues between hardware and systems, which simplifies integration and testing workloads.

Prototyping

One of the most important phases of the requirements elicitation process, prototyping enables business owners and end-users to visualize realistic models of applications before they are finally developed. Prototyping helps generate early feedback, and it boosts stakeholder participation in requirements elicitation.

2. Why Agile? What if customer wants only Waterfall method?

Waterfall method is an old approach where the requirement, planning, designing, testing happens one after the other in a sequential manner. In this case if the stakeholder expects any new change it would be a challenge to incorporate. The end use will be able to see the product only after the completion of the entire process. Whereas in agile

Agile (breaking down a complex app to small features and delivering iteratively) takes a different approach. So the evaluation happens in every phase for every iteration.

3. Some Agile questions like user stories, sprint process

User Stories: Features are broken down into EPICS -> EPICS are broken down into User Stories.

For example -> Contact is a Feature -> improve customer service is an EPIC -> provide live chat as an option is a User Story

4. How do I prioritize customer's requirements to be delivered? (Backlog refinement, business value, poker game)

Backlog Refinement:

Backlog refinement focuses on adjusting, estimating, and ranking the issues. Which feature has to the production will be prioritized through stack ranking.

Adjustments can be small things like adding descriptions and large edits like splitting or combining issues.

Adding estimations often happens in backlog refinement aided by the dev team using Poker Estimation technique.

5. What if customer asks for a one more feature or story in between a sprint or after sprint has started?

We should freeze the scope for the sprint or iteration and treat all changes as a new requirement – a new story. As an agile team, we should focus on delivering value to the customer. And if a change to the story means more value (even if it comes during sprint), we should aim to deliver it

1. A new story can be added to a sprint if you take a correspondingly sized story out

2. This depends on the capacity of your team. If they agree that there is enough time to complete the new item within the same sprint, you can include it.

Prevent production defects

1. A thorough unit testing should be carried out 2. Proper entry exit criteria on requirements 3. Greater than 85% of Test coverage. Use Hexawise tool for increasing test coverage 4. Use automation tools to run Smoke test to quick identify bugs 5. Proper regression testing covering End to end scenarios--------------------------------------------------------------

3. Release Planning

Release Planning-------------------------1. Entry exit criteria is met for development and testing2. Unit testing - Sign off3. UAT - Sign off (Regression testing + Automation testing execution + Performance testing)5. Prepare reelase - Implementation - approval 6. Test in Dark environment;7. Deployment successful

Challenges you faced?

Lack of Knowledge transfer - This happened during our SOW transition from TCS to HCL. There were no proper Transition planned from TCS. So I requested all required documents from TCS on BRD, FSD, etc and I spent time with my team in understanding the domain and created a detailed Documentation on the same and stored them in Sharepoint for any future reference.

Changing business needs or requirements - Here when we tried to implement the development of Underwriting functionality, we frequently faced the requirement changes from Customers on the priority for Auto or Property. So in this case I suggested a defined change management methodology must govern the handling of changes. This method must be designed in conjunction with the stakeholders to handle adjustments that are appropriate for the situation.

Unrealistic timelines - This is when we had an angluar upgrade changes to be completed before Q4. So Testing team had a less time in testing the entire application for Angular 11. At this time I helped the time in creating automation scripts in Tosca for regression scenarios, I prepared the risk based testing scenaios which helped to complete the testing quickly.

6. What if a client asks for a new feature to be delivered at the earliest after backlog prioritization has been done?

7. How do you support UAT and resolve conflicts like feature is not as expected, feature result is wrong?

We have multiple quality gates. Reviewing entry exit criteria. If there are any issues in the feature then we would have addresses it in the Unit testing or in testing phase itself. We also have sprint demos for every feature to avoid unexpected result in the end.

8. BRD, FSD, RTMs,

9. How do u manage conflicting requirements from multiple stakeholders

1.Set the ground rules early 2. List the competing priorities 3. Focus on customer needs 4. Communicate and collaborate

**How would you handle a situation where stakeholders have conflicting requirements?**

I would first make sure that I fully understand each stakeholder's perspective. Once I have a comprehensive understanding, I would facilitate a discussion to identify common ground and compromises. If conflicts persist, I would prioritize based on strategic alignment and ROI. Ultimately, my aim is to ensure that the final solution aligns with the business's strategic goals and delivers value.

**How do you approach requirement gathering and analysis?**

My approach to requirement gathering involves several steps. I usually start with stakeholder interviews to gain a firm understanding of their needs. I also review existing documentation and systems, and sometimes use questionnaires or surveys. Once gathered, I analyze the requirements, identify any gaps or contradictions, and get clarifications if needed. The goal is to ensure a comprehensive understanding of the business requirements.

**How do you manage competing priorities?**

I manage competing priorities by first gaining a clear understanding of each task's urgency and importance. I then prioritize tasks based on these factors, using tools like a priority matrix. I also communicate with stakeholders regularly to keep them updated and manage expectations.

**Can you give an example of a large-scale business improvement you implemented?**

**What do you think are the core competencies of a business analyst?**

Strong aptitude for numbers, analytical skills, clear communication, problem-solving, etc.

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**What functionalities you created requirements for?**

I was working on Insurance guidewire applications applications. Created BRD and FRD for functionalities in guidewire Property & Casualty like Policy submission, Quote creation (premium amt calculation, #of months, terms), Renewal, Underwriting rules engine, Claims management (accidental ins, life ins) etc...

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Challenges or conflict while creating FRD with stakeholders?

Sometimes Stakeholders may not accept the workflow we create and will expect us to prioritize different features first. We should make them understand the business flow and the sequence/priority feature to be complete before taking up additional feature. For ex: In guidewire we were working on underwriting feature so customer insisted to complete it specifically for Policy admin systems. But we had a discussion with Stakeholders and educated them that Underwriting is inter linked with Claims systems and Billing system. So the batch processing should work together in all these systems. So we carried out the workflow in parallel for all these 3 systems. Policy, Claims and billing.

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What is your greatest **accomplishment**?

Creating a complete FRD for Policy admin system including policy submission, issuance, underwriting and renewal. So its an end to end process in guidewire policy admin which I worked individually and implemented it successfully.

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What is the difference between BRD vs SRS vs FRS?

BRD (Business Requirements Document), SRS (Software Requirements Specification), and FRS (Functional Requirements Specification) are all types of requirement documents used in software development. The main difference between them is the level of detail and scope they cover.

BRD: A high-level document that outlines the business needs, goals, and objectives for a project.

SRS: A detailed document that specifies the functional and non-functional requirements for a software project.

FRS: A document that defines the specific features and functions of a software system in detail.

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Can you walk me through your experience in developing business requirements?

For this question, you're expected to bring up any past experiences where you made an impact in creating business requirements. Try to pick an example and elaborate.

I have extensive experience in gathering and analyzing business requirements. In my previous role, I conducted stakeholder interviews and facilitated workshops to identify business needs. Then, I translated those needs into detailed requirements using tools like use case diagrams and user stories.

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What software tools have you used in your role as a business analyst?

This question checks your familiarity with the tools commonly used in business analysis. Your answer may include tools for project management (like JIRA or Trello), data analysis (like SQL or Excel), process modeling (like Visio), or communication (like Slack or Microsoft Teams).

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Can you define these terms: Use Case, User Story, and Acceptance Criteria?

**Use Case**: A use case is a description of how a user interacts with a system to achieve a specific goal or task.

**User Story:** A user story is a brief, simple statement that describes what the user wants to accomplish using the product or system.

**Acceptance Criteria**: These are specific conditions and requirements that a product or system must meet to be considered completed and accepted by stakeholders.

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How do you prioritize and manage requirements in a project?

To prioritize and manage requirements in a project, I use the **MoSCoW** method (Must have, Should have, Could have, Won't have). This helps me identify the most critical requirements for the project's success. I also create a traceability matrix to track each requirement throughout the project's lifecycle and ensure they are properly addressed.

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Can you walk me through a time when you had to deal with an **unexpected change** in a project?

In my previous role, our team was working on implementing a new software system for the company's HR department. However, due to budget constraints, the project scope had to be significantly reduced. To address this change, I quickly organized a meeting with all stakeholders and identified the critical requirements that needed to be prioritized. We also discussed potential alternatives and came up with a revised plan that still met the business's needs within the given constraints.

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Which documents do business analysts create?

Vision & Scope

BRD,

FRD,

SRS

User story

Use case

Meeting minutes

Acceptance criteria

My experience in documenting requirements was diverse and depended on the project methodology. For projects I worked on that were based on the Waterfall model, I wrote BRD, technical specification, and technical feasibility documents. On Agile model projects, I described requirements by using user stories, acceptance criteria, use cases, and business rules. I also attended project meetings to take minutes for the team and document what was discussed and decided.

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What diagrams do you use in practice?

Diagrams are a visual representation of the different phases of the project, how they're related to each other, and the order in which they need to be completed. Candidates should be familiar with the following types of diagrams:

UML Diagrams / Use case diagram (both same)

Sprint backlog

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When wireframes are created?

After the requirement phase is freezed, we create the User cases and User flows. Once you have a user flow, you can create wireframes. Designers typically start wireframing. Then on approval from Stakeholders, Clients Developers will start the development of the feature referring to wireframes.

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What is the difference between a wireframe and a prototype?

A wireframe will make use of placeholders and focus on the overall structure. A prototype will make use of the actual design. Wireframes are tools to get approval from stakeholders. A prototype will allow you to test the user experience and get user feedback from user interaction.

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What tools do you use for wireframes/prototypes?

We use Figma tool to create wireframes.

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**Strengths**: I usually own the responsibilities completely. I work together as a team but I feel responsible for the deliverables and I always focus on Stakeholders satisfaction. I'm optimistic and highly motivated to take up any assigned task.

Decision making, Positive attitude, adapt to new environments, Learning new things, Leadership skills, Passionate, Collaborative, Creative, , Problem solver, Flexible, Patient, Honest, Dedicated, Positive, , Team player

**Weakness**: Limited risk taker, work first, Empathetic sometimes,

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Why should we hire you?

I feel I would be best fit in Shannex as I Have Because of my knowledge, experience, abilities, and skills.

**\*\*\*What is the most complex employee relations issue you dealt with?**

I was handling a team which had juniors and senior associates in the team. Major concerns were from the juniors where they were raising concerns on team leads stating they were asked to extend support on weekends on hectic schedules. I had **meeting** with individuals and heard their concerns which was the leads being aggressive on them so i individually spoke to each one of them and **encouraged** them and made them understand the goal of the project. I started **identifying the gaps** and ensured we are **working together** as a team and meet the customers expectations.

**\*\*\*Describe a situation that you have to hold yourself accountable, what was the outcome?**

We have a bi-weekly production release. Sometimes there might be unplanned leaves from the QA team during the regression testing, sign off or UAT. During times like these I pitch in and make sure the testing is completed with the proper UAT sign off. I’ve been accountable in all phases of product development from initiation, planning, design, testing and sign off.

Initiation (RFP, SOW)

Planning (Resource planning, interviewing resources)

Design (Creating BRD, FRD)

Testing (Regression UAT testing)

Sign off

\*\*\*what were your strength and weaknesses?

\*\*\*How you manage multiple task?

It’s all about **prioritization** and **time management**. I plan and create a **to-do list** and do the prioritization every day on the tasks that I need to work on. Eg: I schedule the meetings on the start of the day for which ever is required to be discussed on the particular day. Then I’ll start working on the analysis of the requirements, parallelly i work on the estimation part, documentation of use case creation. If I come across any blockers or challenges I’ll note them down and discuss and resolve them.

\*\*\*How will you resolve conflicts with co-workers?

Some times conflict happens with the team during the sprint planning phase, were we need to estimate the efforts for a particular user story. I usually estimate the story points for dev and QA. Some times the dev or QA might not agree to the story points i assigned. So they might ask for additional story points, so usually do the brain storming sessions and collect the historical story points data and make them understand why I have provided this number. I usually go for a discussion with the team with valid data points to avoid conflicts.

\*\*\*Tell me about the time you were accountable for a mistake and how did you handle it?

Some times there might be production defect leakage where there might be communicating gap from my end during requirement walkthrough to dev and QA team. In this case I always do a **Root cause analysis** for all production defect leakage and identify the gap and create a **mitigation plan** making sure these kinds of issues are repeated.

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**Why Shannex?**

Shannex Inc. offers Retirement Living, Care at Home, and Nursing Home services across Nova Scotia, New Brunswick and Ontario.

It would a best place to work and interact with people and learn more on health care and hospitality domains.

Specialties - Care at Home, Retirement Living, and Nursing Home

Shannex has been built on the commitment to place clients first, to provide service excellence and respect each client as an individual. Shannex is a family-owned, Maritime-based company that has been providing care to clients since 1988.

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Shannex Values?

***Lead the Way to Better Living*for individuals and our communities by providing the best care and service excellence to people as they age**

What 3 things u ll gain or learn from Shannex? what you expect from Shannex?

Since Shannex deals with healthcare, hospitality and corporate services it would be a great opportunity to learn different domains on healthcare speciality, workflows etc. Since its an onsite opportunity, I would be able to interact with people directly and will have an opportunity work together and learn the people and culture here. learning management techniques that help them contribute to business process in Shannex.

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Whats your expectations on the job?

My expectations for the company would be to provide a work environment in which I can contribute to the team, I receive appreciation for my contributions, I have job stability and the ability to grow with the company. As a Business Systems Analyst would like to learn more process driven learning, strategic approach adopted by Shannex, learning and adopting to new technologies etc.

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**Retirement Living**

Through our Retirement Living division brands, Parkland and Faubourg du Mascaret, Shannex provides a full continuum of accommodation, service and care to seniors with lifestyle options that offer peace of mind and the flexibility to add services and care as needed.

**Parkland Retirement Living**

Live your best life.

At Parkland, the only thing being downsized is your to-do list. Residents remain independent, worry-free and have more time to do what they love. Choose your level of carefree living with flexible packages to meet all your dining, housekeeping and transportation needs. Each Parkland community is distinctly unique, reflecting our vibrant neighbourhoods and the residents that we serve with pride.



