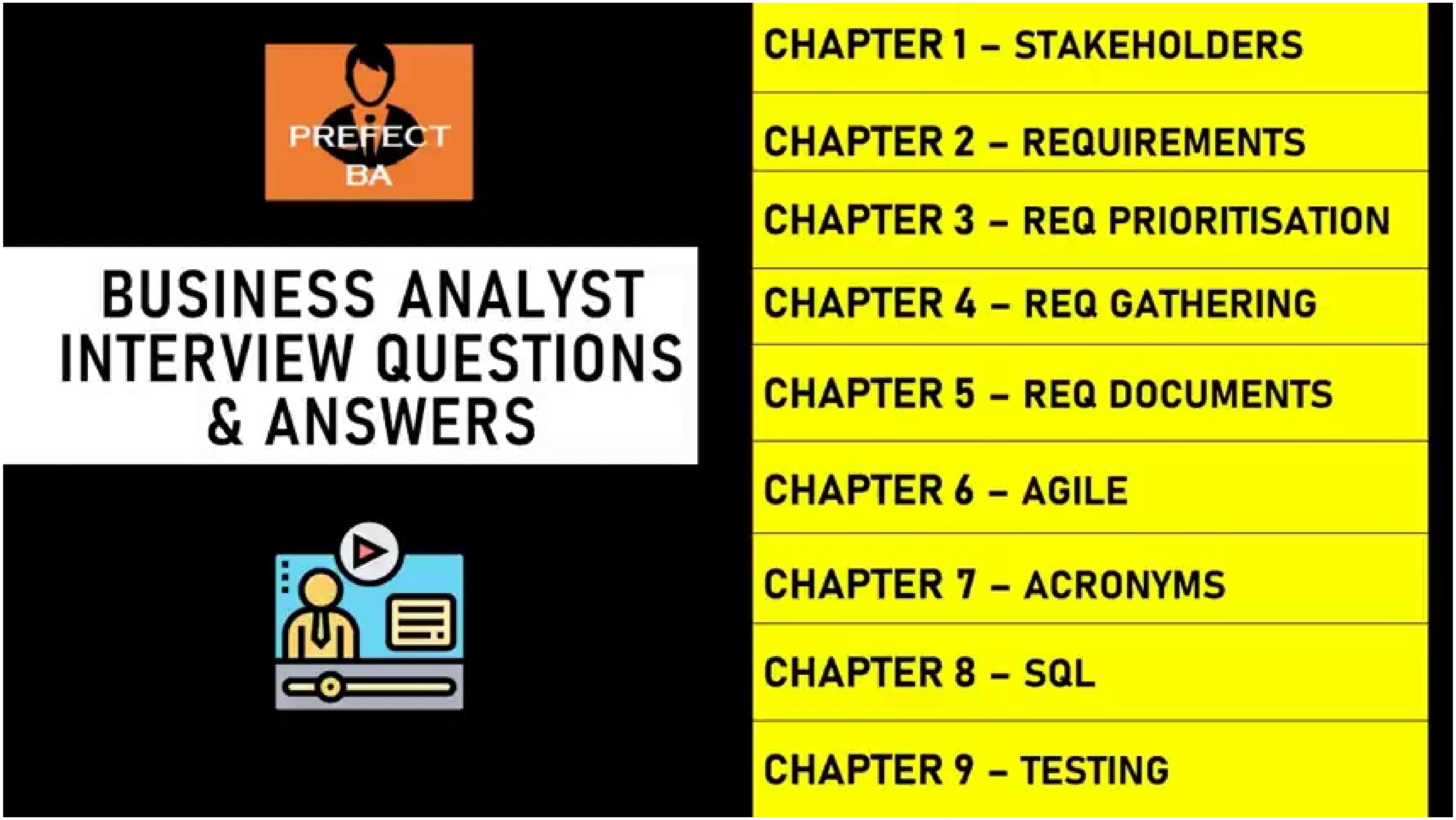
[0.0 - 120.0]


PREFECT
BA
BUSINESS ANALYST
INTERVIEW QUESTIONS
& ANSWERS
CHAPTER 1 – STAKEHOLDERS
CHAPTER 2 – REQUIREMENTS
CHAPTER 3 – REQ PRIORITISATION
CHAPTER 4 – REQ GATHERING
CHAPTER 5 – REQ DOCUMENTS
CHAPTER 6 – AGILE
CHAPTER 7 – ACRONYMS
CHAPTER 8 – SQL
CHAPTER 9 – TESTING

[0.0 - 120.0]

hello there if you have a business analyst interview

coming up shortly then this is the video for you over the

last two years we have published several videos on

business analyst interview preparation we have merged the key questions into

this single video we have covered 80 plus questions

ranging from stakeholder management requirements agile methodology sql to

testing in this video this video is ideal for your preparation

just the day before your interview when you are short of time for it

go over this video and attend the interview with confidence

the video is split using chapters for easy navigation to your interested

section if you have not already subscribed to

our channel please go ahead and subscribe to our channel

and hit the bell icon we have lots to cover

so let's get started do you have a business analyst interview

coming up shortly if so this is one of the videos for you

in this video we are going to cover the top eight interview questions

pertaining to stakeholders identifying and engaging stakeholders is the vital part for the project's success

and one of the key activities for a business analyst

and hence interviewer would be keen to know the list of stakeholders you have

interacted with how you identified them and also the

challenges you faced while interacting with them

we are going to cover these questions in this video so

stay tuned if you have not already subscribed

please go ahead and click on the subscribe button and the bell icon

so that you are notified when we post a new video

and we post regularly on business analysis interview preps skills and

techniques okay we have got a lot to cover so let's


PREFECT
BA
BUSINESS ANALYST
INTERVIEW QUESTIONS & ANSWERS
STAKEHOLDERS

get started as always we will use a simple case

study which will make the concepts easy to grasp rahul is

a ba working with a client running a

restaurant called wagon gardens the client is looking for a mobile app

which will allow their customers to book a table

let us use the simple case study and see who the stakeholders for this project

are how to identify them and the challenges faced while interacting with

them question one who is a stakeholder

stakeholder can be defined in simple terms

as a party who will be impacted with the change

they can be classified under two categories

who receives the benefit and who will deliver the change

who receives the benefit these are the end users

customers business unit managers

1. WHO IS A STAKEHOLDER ?

Stakeholder can be defined in simple terms as a party who will be impacted with the change

They can be classified under two Categories

1. Who receives the benefit

2. Who delivers the change

[180.0 - 240.0]

operation team manager and so on and who will deliver the change this is

the project team ranging from project managers developers

testers trainers and so on moving on to question number two who are

the list of stakeholders you have worked with

this question is asked by the interviewer to know the depth of your

interactions we can cover the various stakeholders

here again look at from our classification earlier

for the first category who receives the benefit

it comprises of business unit manager of the unit which gets benefited

in our example it would be the sales department manager

who would be benefited by this change as it would help to streamline

and ease stable booking for the customers which should result in

increase in the number of visitors boosting sales

and also helping saving cost by reducing

2. WHO ARE THE LIST OF STAKEHOLDERS YOU HAVE WORKED WITH ?

a. Who receives the benefit

- Business Unit Manager/Executive
- Customers
- End Users (Operations Team)
- Subject Matter Experts
- Regulators

b. Who delivers the change

- Business Sponsor
- Support Business Units
- Project Manager/s
- Developers
- Testers
- Trainer

the number of people allocated for taking phone reservations

the next would be the customers in the example again

the customers who have to call and wait for making the table reservations can do

so just with the touch of few buttons in

their mobile and can get a table booked with

instant confirmation sent to them this solution would also benefit the

staff at the hotel who are also using the staff and of the

application for viewing the customer reservations

all the manual tasks for checking the availability and making the

list of reservations for the given day have all been automated and this results

in increased staff efficiency

subject matter expert they are usually part of the business unit operations

team who have been working on the current

system and process for a considerable amount of time and

are usually experts and can provide guidance on the

current state and also help to identify problems and

provide recommendations on the target state the last category is regulators they are regulating body who ensure

compliance in our example they may not be appropriate but just

wanted to list as they are also a key stakeholder

so as part of the requirement gathering sessions

the above stakeholders are your key people you need to engage

and gather the requirements as you would be working to satisfy their needs and

objectives coming to the next category who delivers

the change this includes the business sponsor who

is responsible for funding and delivering the change and is your

key stakeholder to engage when you are stuck or you need

guidance and also sponsor would help in

identifying the stakeholders next we have the support business units

like legal and marketing units they will also provide further guidance

on shaping the change to ensure we are covered from all the

angles the rest of the people are what is

generally termed as the project team project managers can be one or more

based on the scale of the project they ensure the project gets delivered

as per the deadline and are responsible for the plan then we have the developers and testers to develop and test the software

in accordance with the functional requirements

lastly the trainer who is responsible for training the staff with a new system

in our example trainer can be a senior person in the staff

who would be responsible for training the staff with navigation and working of

the new system and also creation of standard operating

procedures ba works with them by providing working

screenshots of the system and also help to draft the standard

operating procedures this covers more or less the list of

stakeholders and when you are explaining you can use

your project examples and go over question number three how do you

identify stakeholders this is another commonly asked question

the interviewer would ask once you join the project

what would be your approach for identifying the stakeholders

listed below are a few techniques first one

contacting business sponsor you can get a list of stakeholders

by contacting the business sponsor you can also check with the project manager

who would be able to help you with the stakeholder list second one organization charts you can use the organization charts of

the impacted business unit to identify the stakeholder list

third one process models

3. HOW DO YOU IDENTIFY STAKEHOLDERS?

- The below list of techniques can be used to identify stakeholders

- Contacting Business Sponsor/ Project Manager
- Organization charts
- Process Models
- Document Analysis
- Based on discussion with stakeholders

[480.0 - 540.0]

in complex environment where the process is handled by multiple teams

if you can look at the process models it would have to identify the impacted

teams fourth one document analysis

if you look at the existing documents of your organization

you can get the stakeholder list from there

fifth one also when you are meeting the identified stakeholders

they will also provide some names during the discussion

and that is another source of getting the impacted stakeholders

in our case study since it is a small team of people

the business sponsor in our example would be the owner of the restaurant

chain who would be able to provide the names

of the managers from sales and operations teams and also

based on the discussion with them we can get additional names

moving on to question 4 what would happen if you miss a key stakeholder

the interviewer might ask since there

4. WHAT HAPPENS IF YOU MISS A KEY STAKEHOLDER?

The Solution may not go live until their requirement is sorted causing delays and also may result in substantial rework

Example: If we did not engage the Operations team on ground who is involved in seating the customers.

are a lot of stakeholders in a complex program

and missing one of you is possible and what do you think will happen if

we miss again it's a good question which emphasizes on the stakeholder

management the answer is the solution which we are

developing may not go live until the requirement of

the missing stakeholder is taken care of causing delays and it

may also result in development and testing rework as it may have an

impact on the existing functionalities let us take an example from our case

study what if we did not engage the operations

team on the ground who is involved in seating of the

customers their requirement could have been to

have a screen which shows the list of reservations for the given day and the

allocated table numbers in case this is not built even though

everything is ready from a customer perspective

we still cannot go live with the solution until this is built

this would result in developing the screen near to the goal life

causing delays and reworks hence it is very important to identify all the impacted stakeholders at the beginning phase of

the project question number five what is a racy

matrix racy matrix stands for responsible

accountable consulted and informed it provides a

view of the responsibilities of the involved stakeholders

let us take the requirements task in the table as an example to walk through

first one is r which is responsible this indicates the person who will be

performing the task as you're all aware business analyst is

a person who will be gathering and documenting

the requirements hence in the table if you can see under

the requirements task it is marked as r for the business

analyst

5. WHAT IS A RACI MATRIX?

RACI Stands for

R - Responsible
A - Accountable
C - Consulted
I - Informed

Role	Requirements
Business Analyst	R
Project Manager	A
SME	C
Technical Lead	I
Test Lead	I

[660.0 - 780.0]

next is a or accountable this is a person who is accountable for

the task in our example business analyst is

responsible for gathering and documenting the requirements and the

project manager is accountable to ensure it is done within the agreed

timelines project manager is ultimately held

accountable and answerable for the successful completion of the task

next in the line is c which stands for consulted

this stands for the stakeholders who will be asked to provide

information or guidance about the task in our example sma group is marked as c

as they would be the participants of the requirement gathering sessions

and the ones who provide the requirements to the business analyst

next in the list is i which stands for informed

this is the next group of stakeholders who need to be informed

in our example i have marked the technical lead and test leads as

informed as they have to be kept informed about the completion of the

requirement gathering question number six what is a

stakeholder matrix stakeholder matrix is a list of stakeholders as you can see on the slide it has the

following details of the stakeholder like

name role they contact details impact to them due to the change and

also their influence to shape the change let us look at the example matrix

created for our case study we have john who is the restaurant owner

and sponsor for this project who has high impact and high influence

you have to work closely with him and ensure you have his agreement and

support on all aspects of the change next we have jane who is the operations

manager the change has high impact on her as she

6. WHAT IS A STAKEHOLDER MATRIX?

Stakeholder Matrix Example

Name	Role	Contact Details	Impact	Influence
John	**Sponsor**	Phone Email	High	High
Jane	Operations Manager	Phone Email	High	Low
Shaun	Chef	Phone Email	Low	Low
Kaley	Finance Manager	Phone Email	Low	High

[780.0 - 900.0]

and her team needs to adapt to the new ways of looking

up at the reservations and using the tool to seat the customers

but she does not have high influence however she and her team are also key

end users of this staff side of the application and rahul

rba from the case study should engage and understand their needs

and interests they can become the goodwill ambassadors

for the change next up in the line we have sean who is

one of our chefs and one who gave a tour of the

kitchen and walked through of the menu when rahul

visited the restaurant as there is a next change proposal to

enable online delivery but from the current change there is not

much impact to sean and hence from an impact perspective we

have none and also he has low influence

he just have to be kept informed at the most on what is happening on the change

then we have kelly who is the finance manager

she has no impact directly due to the change

but has high influence as she holds the budget the ba should meet and ensure she is believed and

rally up her interest in this change question number seven what are personas

personas are fictional characters which represent your typical customers

they are helpful to understand the customer's needs

and build the product accordingly first off

personnels will be created based on the brainstorming ideas by the internal team

and post that research is conducted with the actual customers

to validate the team's assumptions using a number of requirement gathering

techniques identifying and validating the needs of

the personnel are very important to ensure we are

building the product

7.WHAT ARE PERSONAS ?

- Group of fictional people who represent the customers

Office Manager

Who would want to book for team outings

Family Man

Who would want to book for family outings which satisfies their need let us take two personnels for example

first one the office manager this is a typical manager who has number

of team members reporting to him there would be quarterly or sometimes

monthly team outings and the manager is responsible for

looking for the fun places to have a team lunch or dinner their

needs are quick snapshot of the service

offerings and also a receipt of the bill emailed

to them so that they can do claims for

reimbursement as all the outings are built to the

company second one is the family man who wants

to book on the weekends for a brunch lunch or a dinner he does not care about

the digital copy of the bill but is very keen on the services offered

for the kits and the seating arrangements

if you see just going at the high level we have got two requirements

first one soft copy of the bill to be emailed as a pdf

second one the service offerings should be shown in the booking app or the

website again these two are just assumptions and have to be validated based on the actual customer research

moving to the last question in the series question number eight

tell me about a time when you managed a difficult stakeholder

this is a very common question and i have just listed two of the common

scenarios i bet you would have faced one of these in your project you have worked

on the first one is the conflicting

stakeholders this is very commonly faced where the

key stakeholders are not agreeing with a decision or an approach

and without their agreement we cannot move forward

one of the things which works in this scenario is

meeting them separately and identifying

8. TELL ME ABOUT A TIME WHEN YOU MANAGED A DIFFICULT STAKEHOLDER ?

Listed below are two common Scenarios

- Conflicting Stakeholders
- Unavailability of stakeholders

their concerns and work on mitigating the same

in our case study let us consider a scenario

where the sales department head wants to only focus on having the website or the

application for the customer to make the booking but

the operations head wants to have a fully functional staff facing portal

to help the staff for which the sales head feels is a

wasted effort rahul rba can meet both and try to

facilitate an agreement as you see both of them from their point

of view are right here rakhi can meet them separately and

understand their concerns and explain a workable approach which in

this case can be in addition to the customer facing

website and application a minimalistic staff facing portal with

only some two to three key functions can be considered

this would be a win-win situation for both the parties

second one is unavailability of stakeholders

this is a very common problem you invite the key stakeholders for meeting and

they don't turn up they don't return your phone calls or your emails there are two approaches for working

through this situation the first one can be in the

communication to the stakeholder whether it is an email or a voicemail

you can explain the importance of the project

and the impact and the benefit the change will have on their department

this usually works by getting their attention

second one can be approaching to connect you with their deputy or any

other team member who can help if they are busy at the

moment this is a common issue when dealing with

senior stakeholders and the about two approaches work like

charm use your project experience and see if

you can link them to these two categories while answering

hello there do you have a business analyst interview coming up shortly

if so this is the video for you as you know

a key responsibility or a skill for a business analyst

is to elicit document and maintain requirements and this video is going to

help you to discover the top 9 commonly asked questions in business

analyst interviews on requirements so that you are well prepared to make it easier for grasping the

concepts and the answers we're going to use a case study in this

case study uh a movie theater chain called xyz cinemas

is looking to build a digital channel for allowing the customers to book their

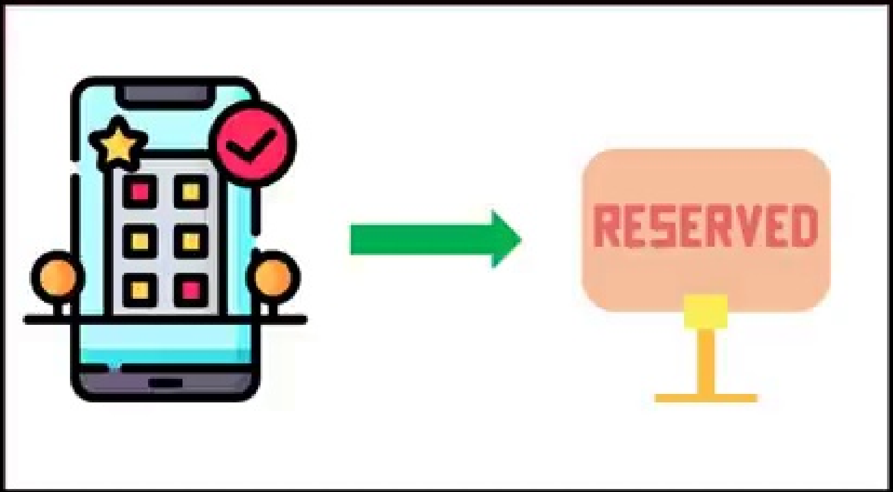
movie tickets online rather than calling up the customer care

or standing in the long queues and getting their tickets

at the ticket counter so we are going to use this

CASE STUDY

A Movie Theatre **"XYZ Cinemas"** is looking to build a digital channel for allowing their customers to book their movie tickets online.



[1200.0 - 1260.0]

use this example case study for answering all the

questions question number one how do you define a

requirement as per babblock version 3 a requirement

is defined as a usable representation of a need to simply put a requirement is

articulation of a business need for solving a problem or capitalizing on a

business opportunity this representation is actually required

for the engineering team to develop the solution

accordingly to meet the business need i've listed few of the examples here so

these are different types of requirements which

we'll be covering in this video i just listed it here to

give you a view of the requirements so number one

sales department needs a digital channel for allowing customer

customers to book their movie tickets online basically it's expanding on the

case study

1. HOW DO YOU DEFINE A REQUIREMENT?

As per BABOK v3 *"A requirement is defined as a usable representation of a need".*

Examples:

- Sales Department needs a digital channel for allowing customers to book their movie tickets online.
- The System shall display the available seats for a movie show.
- The System shall allow the customers to select the available seats.
- The System should respond within 2 seconds of a user's input
- A customer can book a maximum of 10 tickets at one time

The nature of the representation may be a document (or set of documents), but can vary widely depending on the circumstances.

then the system shall display the available seats for a movie show

systems shall allow the customer customers to select the available seats

a system should respond within two seconds of a user's input

a customer can book a maximum of 10 tickets

at one time so these are all different statements

as i was stating earlier you know these are all different types of requirements

which we'll be covering shortly the nature of the

representation may be a document or set of documents and it

varies depending on the circumstances and the methodology used in developing a

solution we're going to cover this in question

number nine so stay tuned

question number two what is the difference between a

2. WHAT IS THE DIFFERENCE BETWEEN A BUSINESS AND A FUNCTIONAL REQUIREMENT?

Business Requirement

- Business requirements are representation of business needs, goals, objectives and outcomes.
- It represents the **"What"**
- **Example**:

Sales Department needs a digital channel for allowing customers to book their movie tickets online.

Functional Requirement

- Functional requirement describes what the system must do to achieve the business requirements.
- It represents the **"How"**
- **Example:**
  - The System shall display the available seats for a movie show.
  - The system shall allow the customers to select the available seats.

business and a functional requirement this is one of the tricky question

which is asked in the interview i'll try to simplify it

using the below two tables first off business requirement business

requirements are basically representation of a business

need goal objective or outcomes it represents

the what example sales department needs a digital

channel for allowing customers to book their

movie tickets it's very high level and it just

represents what is required by the sales department

it doesn't give guidance on how it can be achieved

it just represents the what functional requirements

on the other side they describe what a system must do to achieve the business

requirements it represents the how example

the system shall display the available seats

for a movie show the system shall allow the customers to select the available

seat ideally it talks more on how

to meet the business requirement and you can see it kind of ties back into the business requirement

question number three what is a non-functional requirement

so this is this question can be asked as a standalone question

or it can be also stated as can you tell the difference between a functional

and a non-functional requirement so we're going to cover that in this slide

non-functional requirement is a quality requirement or a constraint

to the solution so it covers the following aspects

so first one is performance so what should be the response time

for a system to respond to a user's input so that is captured as part of a

non-functional requirement related to

3.WHAT IS A NON-FUNCTIONAL REQUIREMENT?

Non-functional requirement is often used for quality requirements and constraints.

It describes the following aspects

- Performance
- Security
- Reliability
- Usability
- Maintainability
- Portability

Example: The System should respond within 2 seconds of a user's input (Performance)

[1440.0 - 1560.0]

performance second one would be security how

secure the system or the solution should be

third one would be the reliability so there are a few applications or systems

which should be up all the time so it can we can state

that the system should be available 99 of the time

so this would be a reliability uh non-functional requirement which can be

captured then the next one would be usability how

uh how easy it is for the users to use the

system on the solution which we're developing the next one would be

maintainability how easy it can to maintain this

solution and on the last one would be related to portability so these are some

few aspects which we are going to document as part of as a non

nfr which is non-functional requirements for the solution which is being

developed so let's look at an example the system should

respond within two seconds of a user's input so which

is a performance nfr so as we discussed

uh in the previous slide regarding the functional requirement for the system to display the available seats so if you try to put it

together so a customer should be able to click on

a movie show and within two seconds the system should

show them with a list of available seats so that's how we are

you know tying it together to have a great customer experience

question number four what is a business rule

this is a question where most of the people get it wrong

uh so let me try to simplify this as per babblock version three a business

rule is a specific testable directive that serves as a

criterion for guiding behavior shaping judgments

or making decisions that's a little complex

4. WHAT IS A BUSINESS RULE?

As per BABOK v3 *"A business rule is a specific, testable directive that serves as a criterion for guiding behaviour, shaping judgments, or making decisions"*

Example: A customer can book a maximum of 10 tickets at one time

This business rule in turn gives raise to functional requirements like restricting the seats which the customer can book.

Example: The System should not allow the customers to select more than 10 available seats.

[1560.0 - 1680.0]

definition but to simply put a business rule

is a criterion or a constraint which has to be

followed by the solution or the system which we are

building so for example the xyz cinemas they had a business rule that a customer

can book only up to a maximum of 10 tickets at a single time

while calling up the customer care or standing

in the uh line at the ticket counter so this ensured that you know there are

plenty of tickets available for everyone so this business rule has to be

taken into consideration while uh developing

this digital or solution digital channel so this gives rise to a functional

requirement for restricting the number of seats which a customer can book at a

single point of time so for example it can be stated as such

like this the functional requirement that

the system should not allow the customers to select more than 10

available seats so this is a restriction which we are

capturing as part of a functional requirement which was

basically divide sorry derived from a business rule question number five what are the requirement elicitation techniques you

have used in the past i can bet you 100 percent that this

question will be asked in each and every business

analyst interview the reason as i stated earlier

elicitating requirement is one of the key skill and query responsibility

of a ba and the interviewer would definitely love to hear

how well you have done it in the past and also what are the different

techniques which you have used i've listed most of the commonly used

techniques in this slide and we're going to cover

uh them one by one the first one is the workshop this is one of the highly

recommended technique for gathering high quality

requirements in a short span of time i've already made a video on how to run

a successful workshop

5. WHAT ARE THE REQUIREMENT ELICITATION TECHNIQUES YOU HAVE USED IN THE PAST?

This is one of the most commonly asked question and below are the commonly used requirement elicitation techniques.

- Workshops
- Interviews (Individual and Group Interviews)
- Observation (Passive & Active)
- Document Analysis
- Focus Groups
- Brain Storming
- Process Analysis
- Prototyping
- Survey or Questionnaire

[1680.0 - 2040.0]

and gather requirements in less than one session

you can check out in the link below in the description link below

so uh taking example of xyz cinemas if you want to

uh perform a you know capture requirement

so using workshop technique then you have to invite all the key people or

smes from the sales department you know customer

care department ticket counter finance so all the key

people from different departments who are involved in this

particular digital solution so you can get everyone into a single

session in a room it can be a few hours or even

it can be a day if they are spread across it can be done

by a video conferencing or web conferencing so you have all the

participants and you can get the requirements uh on their views on

how the digital solution would be and it can be captured and you know for

further solution development second one is the

intro interview technique so in case if you're not able to get

all these different people from different departments at a single session then you can schedule separate interview sessions

with each of them and try to gather the

requirements which they need from this digital

solution so it can be done on an individual basis and if that

two or more people available it can be done as a group

interview as well so again this is also one of the commonly used

technique for capturing uh requirement or elicitating requirements

the top one would be observation uh it can be passive or active so observation

if you take an example uh you can walk down to the ticket

counter and and you can see how the staff is getting the request from

the customer and issuing the tickets like it can show

which seats they want uh how the customers select so all these

things can be observed and it can be translated

uh as a requirement for the digital channel to kind of mimic this uh

process so there as i stated that two types of pa

ah observation passive and active passive is

you just stand there and observe and try to gather as much information

or requirements and active as you stand there observe but now you can ask question to the staff who's issuing the tickets or

who's doing it's like why are you doing it this way is

there a reason you know it provides more insight and it

can be kind of translated to the requirements

for the digital channel the fourth one would be the

document analysis so this can be the documents which are available on the

process it can be the procedures it can be the business rules so the

business rule which we kind of spoke about in the previous question

would be uh you know would be found out from this document analysis technique

and it can be translated to a functional requirement

the next one would be the focus groups and the brainstorming

they're more similar to workshops and it's again

done in a similar way brainstorming is more of

taking one item and trying to get the ideas and the views from people and

kind of ranking it them and then translating into requirements

and also the priority of them the next one would be

the process analysis so the process analysis is

looking at the looking at the end-to-end process if it's already one if it's already there if not creating one and then

meeting up with the stakeholder and showing them okay this is the process

flow what all the uh things you need from a

digital solution which you are building okay so this is also a good way of

capturing the requirements looking at the end-to-end process so you

don't miss out on anything the next one would be

prototyping again if let's say if you want to look at the

detailing of the digital solution you can do a mock-up

of the screen navigation flow and then you can walk up to the stakeholders and

ask okay in the screen what all the elements

do you need is this better or do you need a

different color to kind of sync up with your brand so all those

detailing uh can be achieved using the prototype

technique the last one would be surveyor questioner

this is again used only if you want to collect

the response from a huge number of stakeholders for example

if you want to get a view of which of a feature would be beneficial

for the customer so you can just draft few of the questions and send it across to the entire

sales department or customer care department and then they can

select the options and then you can get it back and that can be used

for framing the requirements and also prioritization

so these are some few uh techniques which i've covered

definitely this is a question which would be uh coming up

so this can be used by you know you can answer these questions

by using some experience from your previous projects

question number six what is the difference between verification

and validation of a requirement another tricky question

so verification refers to ensuring that the requirement meets the quality

standards that is whether the requirement is clear

is it consistent with other requirements there's no contradiction

whether the requirement is complete whether it is

testable whether it is unambiguous and also whether it's understandable to

all the stakeholders involved the development team the

testing team so it ensures that the the quality of the requirement is

is good enough for the uh the engineering team to proceed with it validation on the other hand refers to

6. WHAT IS THE DIFFERENCE BETWEEN VERIFICATION AND VALIDATION OF A REQUIREMENT?

Verification

- Verification refers to ensuring the requirement meets the quality standards and is fit for purpose i.e
- Whether the requirement is clear
- Consistent
- Complete
- Testable
- Unambiguous
- Understandable to stakeholders involved

Validation

- Validation on the other hand refers to whether the requirement is aligned to the
- Business need
- Goal or
- Outcome
- and whether it supports the delivery of needed value.

[2040.0 - 2160.0]

whether the requirement is kind of aligned to the business need

goal or outcome and whether it really

supports the needed value so let's say in our

example if we take a requirement which talks about allowing the customers to

book refreshments uh over a digital channel it's a good

requirement and you know it it kind of

satisfies the verification criteria but uh whether is it aligned to the

the business need or the goal of a digital channel to low customers to book

tickets no it's a good feature but it's not

really aligned to that particular high level business

requirement hence you know when the validation process takes place this

kind of requirement is termed as low priority and can be

revisited once the the key requirements are delivered

question number seven what is rtm or requirement traceability matrix

so this is one of an important tool or technique

which is used to trace requirements so this provides backward and forward

traceability as shown in this diagram and it helps faster impact analysis and reliable assessment

to ensure that all your business requirements are covered

so if you look at this example uh rtm or requirement disability matrix

so the business requirement uh will be mapped to

the stakeholder requirements uh sql requirement one and two

so in our example if you if you talk about the digital channel for allowing

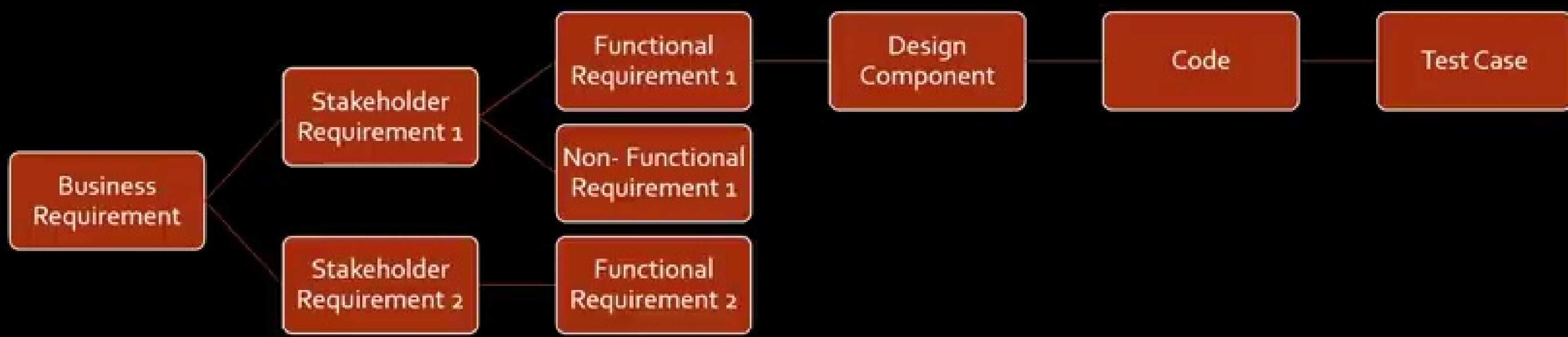
customers to book tickets the stakeholder requirement

number one can be related to the customer facing

screens and how they can how it allows and the other stakeholders who can be

7. WHAT IS RTM OR REQUIREMENT TRACEABILITY MATRIX?

It is a matrix used to trace requirements. It provides forward and backward traceability (as shown below). It helps faster impact analysis and reliable assessment to ensure all the business requirements are covered.



[2160.0 - 2340.0]

involved would be the backend team or the back office

operations team and what are the requirements from their

side to process the customers online booking so that's how

the different stakeholders will have a different set of requirements so the

first level of mapping would be with respect to the business requirement

and the stakeholder requirements and then the stakeholder requirements

would be mapped to the functional requirements

and also the non-functional requirements which we spoke about

and then the functional requirements or non-functional requirements in turn

would be mapped to this design component okay in order to deliver this

functional requirement what are the design components required

so if you take an example of the screen to show the customers the list of

available seats so the design would involve uh different

screens and also the the the logic for

uh showing up the available seats so so that all comes under the design and

then the design component maps to the the

code so in which a particular language

the the co the code is there it may be java.net

or it can be any other new technologies like python

so all of this programming comes under the code and it is mapped to the

design component and once the code is kind of completed and then it's maps to

the test case so the test case would ensure that

the code which is developed works accordingly to the

requirement so this kind of gives an end-to-end

mapping to ensure that a business requirement is

kind of developed and tested so it's a very useful tool and

this is one of the key things which also use on a day-to-day basis and it

can be asked in an interview

hello there requirements prioritization this has been a challenge for every

business analyst and it is going to be a challenge in the

future as well because the business stakeholders they

want all the requirements delivered as soon

as possible immediately possibly in the single release we know that's not

going to happen if you're having trouble convincing the

business on the requirements prioritization or you would need a technique or a guidance on

on the prioritization of the requirements this is the video for you

in this video we're going to cover the four key requirement prioritization

techniques which will help you to communicate with

the business and get the highest business value items

delivered first so we are going to cover these

REQUIREMENTS PRIORITISATION TECHNIQUES

In this Video, You are going to LEARN the ***4 KEY Requirements Prioritisation Techniques***

[2340.0 - 2400.0]

four key thing four key prioritization techniques

so a lot of cover we can get started but before i do

i just wanted to tell you that this is one of the video

in the business analyst techniques video series so i've listed the other videos

in the description box so please feel free to go and check it

out and also if you haven't already subscribed to our

youtube channel or you're seeing the video for our video for the first

time i will request you to go and hit the subscribe button and also

the bell icon so that you'll be notified when we do a new video

we do a weekly video on business analysis techniques

tools concepts and also the interview questions so let's get started

on the requirement prioritization techniques

as always we'll be using a case study and

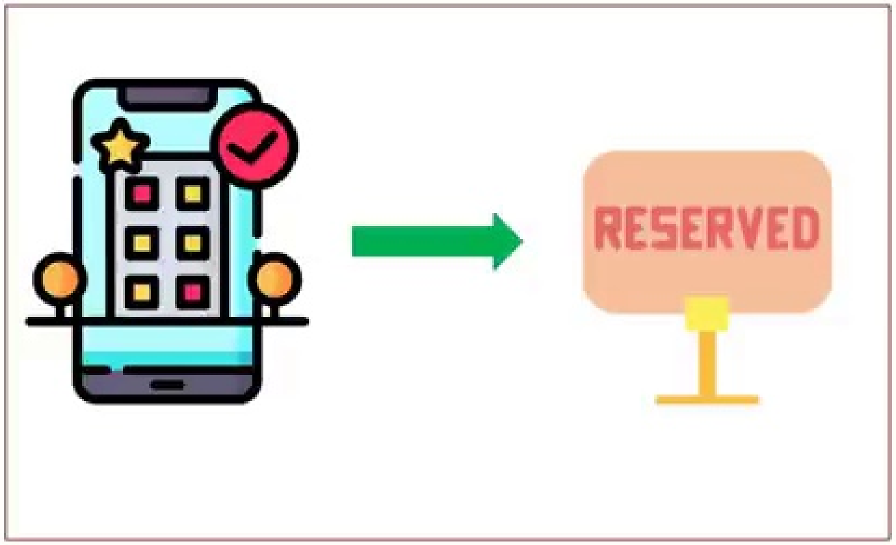
using the case study we'll be driving the concepts of requirement

prioritization again this is a case study which we have

used in several of our videos because it's very simple and easy for everyone

CASE STUDY

A Movie Chain named "**XYZ Cinemas"** is looking for a mobile app which will allow their customers to book **movie tickets** online



to understand but if you want me to use a different

case study open to suggestions please feel free to comment your case

study idea in the comments section and we will pick it up for the

next videos so in this case study a movie chain named

xyz cinemas they're looking for a mobile app

which will allow their customers to book movie tickets online simple as that

they don't want the customers to stand in the queue they just want

the customers to use their mobile app book it and what

enjoy the the movie so the features of the app which

which the client is looking for are registration customer registration

login feature the ticket booking booking ticket feature and seed

selection so ability for the customers to select

the seats in the theater online payment

and again number six is more of uh ordering uh refreshments like popcorn

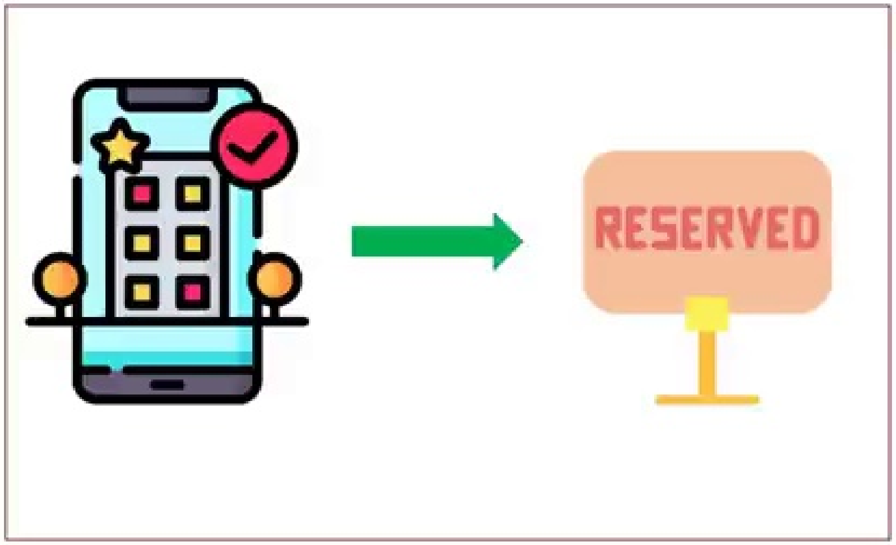
coke if in the app itself so that they don't

have to stand in the

[2460.0 - 2520.0]

CASE STUDY

A Movie Chain named "**XYZ Cinemas**" is looking for a mobile app which will allow their customers to book **movie tickets** online



#	Features of the App (Requirements)
1	Register
2	Log In
3	Book Tickets
4	Seat Selection
5	Make Payment
6	Buy Refreshments
7	Refreshments reserved to seat

[2460.0 - 2520.0]

line for buying these and the seventh feature they're looking for is

once the refreshments popcorn or coke are ordered

it can be delivered to the seeds where the customers are booked using this

particular online app so it's a very good feature

set uh making the customer's life easy so this

is the features so let's say how how we will be using

the requirement prioritization to deliver these features uh released by

release i i know it's good to have everything at

one shot but again we know it's not feasible so let's see

how we can use a different requirement prioritization technique

to prioritize and deliver these in a release wise

okay let's get started with the first requirement

requirements prioritization technique called moscow

it's one of the most commonly used technique

worldwide the requirements are basically

REQUIREMENTS PRIORITISATION #1

- **MOSCOW** is one of the most commonly used technique where requirements are classified as

  - MUST (Mandatory)
  - SHOULD (Of high priority)
  - COULD (Preferred but not necessary)
  - WOULD (Can be postponed and suggested for future execution)

[2520.0 - 2580.0]

classified into must should could and would must are your

mandatory requirements without which there is no point in even

having a release so they are the highest priority items

which has to get in the next comes the should they should

are basically they're also high priority items

but even if they're not delivered in a release

there are workarounds through which uh you know

the same functionality can be uh can be satisfied

and then we have the good and wood so basically good and wood are

nice to haves it's it's good to get them into release but if

you know if you're not able to make it that's okay we can defer it to the next

release so let's see how we can apply this

moscow to our example case study so if we if we

prioritize the requirement requirements so the registration the login

and the book tickets are the must you know it's

REQUIREMENTS PRIORITISATION #1

- **MOSCOW** is one of the most commonly used technique where requirements are classified as
  - MUST (Mandatory)
  - SHOULD (Of high priority)
  - COULD (Preferred but not necessary)
  - WOULD (Can be postponed and suggested for future execution)

Requirements	Prioritisation
Register	MUST
Log In	MUST
Book Tickets	MUST
Seat Selection	SHOULD
Make Payment	SHOULD
Buy Refreshments	COULD
Refreshments reserved to seat	COULD

[2580.0 - 2760.0]

know it's the key key things like the purpose of

the app is for the customers to book the tickets

online and the registration and login

are a pretty precursor basically in order to book the tickets right whom

are we booking against if they generally build do you even create an

account and then uh the seed selection and make payment

agree they're again high priority requirements but without

the ability for the customer to select the seats or make online payment

they can still book the seats uh online right the seats will be randomly

assigned based on the best possible uh you know fit for the

number of seats and also the payment they can walk in

and pay the cash i understand it's not a you know best

customer experience but you can still go hard if you just

have the book ticket feature and the registration login

working fine seed selection and make payments can be

handled as a workaround you know with the with

the cash as we just uh talked about and then we have the buying of the popcorn coke and having them delivered to their seat

yeah it's really you know it's really nice to have

but it won't stop the release because the purpose of the app

is not to uh for the customer to order refreshments

but it's basically booking the tickets online

so that is the purpose that's the reason this these two things will become

good so now if we have this list sorted mastered and could it's better

when you have a discussion with the it okay you know what these are are must

these are should could and you know if if we have that clarity

it's it's both good for the from an idea perspective to get the built-in also

it's good from a business perspective because we are

uh highlighting to the business that the higher value items are being

delivered first so it's a win-win in either way

okay moving on to the next technique on our list

the next technique is called ranking so these are again another

commonly used technique basically this comes into place

when let's say we have like 10 must and then the problem again now comes is

it would have bandwidth only for let's say seven of them so again we are in a fix as we have stated in the previous

technique all the must should make it to the

release but now we are going to prioritize further so

that is where this technique comes into play which is called ranking

here you rank those requirements from a scale of one two

two three four five six and so on and the smallest rated requirements has to

go in first so if we apply this technique to

REQUIREMENTS PRIORITISATION #2

- **Ranking** is another commonly used technique where you rank requirements on an ordinal scale, you give each one a different numerical value based on its importance.

our case study it would look something like this so the

registration is first then the login we have the book tickets functionalities

number three then the seed selection make payment by

refreshment refreshment server to the seat

so this is another another way or another technique of basically ordering

uh ordering the the requirement uh requirements or the product backlog

because sometimes what will happen is if you go to the business and we still

explain them you know must should then could

they will again tell you know what all these tens are must

so it will be again a bottleneck will be a difficult situation

so in that scenario you can use this technique okay we understand these are

must let's try to rank them when we rank them

they'll be much more clarity on the highest value or higher value items

so that again this clarity will help to get those higher value items

delivered again a very useful technique and used again commonly worldwide

REQUIREMENTS PRIORITISATION #2

- **Ranking** is another commonly used technique where you rank requirements on an ordinal scale, you give each one a different numerical value based on its importance.

Requirements	Prioritisation
Register	1
Log In	2
Book Tickets	3
Seat Selection	4
Make Payment	5
Buy Refreshments	6
Refreshments reserved to seat	7

[2820.0 - 2880.0]

okay let's start to look at the requirement prioritization number

technique number three the canon analysis so again this is a different

view of looking at the requirements and we're going to look at it

exclusively from the customer's perspective who's going to use the

product so here there are three factors one is

the basic factors performance factors and excitement

factors basic factors are something like if you

don't have the feature in the app then the customers are straight off

disappointed they won't even use the particular app or an application

and then we have the performance factors so which are basically

the drawing factor for the customers to use the

application or the app and then they are the the next one is excitement feed

factors so these are basically your differentiator from the competitors

and your usp or unique selling

REQUIREMENTS PRIORITISATION #3

- **KANO Analysis**

Another Technique for prioritisation of requirements, based on the satisfaction of the stakeholders.

- Basic factors (synonym: Dissatisfiers)
- Performance factors (synonym: Satisfiers)
- Excitement factors (synonym: Delighters)

[2880.0 - 2940.0]

proposition so customers will be like very excited to use the app

or the application because of these particular

features so let's try to apply the canon analysis

to our case study so it looks something like this

the registration login book tickets pretty

basic without them there is no point even even using the app because if

you're not able to book the tickets why are we even using the app

and then seed selection and making online payment

yep it would be a you know customers would be really happy to use this

because they have the ability to select the

seats and they don't have to stand in us in a line again to pay for the

cash so they'll be happy to make an online

payment just then get onto the theater just walk in and

then the refreshments and the refreshments

sir to the seat that would be an excitement uh factor

basically the the reason for uh uh you know the

[2940.0 - 3000.0]

REQUIREMENTS PRIORITISATION #3

- **KANO Analysis**

Another Technique for prioritisation of requirements, based on the satisfaction of the stakeholders.

- Basic factors (synonym: Dissatisfiers)
- Performance factors (synonym: Satisfiers)
- Excitement factors (synonym: Delighters)

Requirements	Prioritisation
Register	Basic
Log In	Basic
Book Tickets	Basic
Seat Selection	Performance
Make Payment	Performance
Buy Refreshments	Excitement
Refreshments reserved to seat	Excitement

[2940.0 - 3000.0]

the the reason for this is basically well again there is a queue for buying

refreshments so if you're able to do that using the

app then it's like you just walk in after doing the booking

the you you've selected the seats you made the online payments

and then when you arrive uh at the time of your choosing

you're getting your popcorn coke you don't have to stand anywhere

no line nothing everything is taken care so that is basically

you know it the customers will be excited to use this particular

feature and because of this there will be more people

being driven into this particular cinema so it

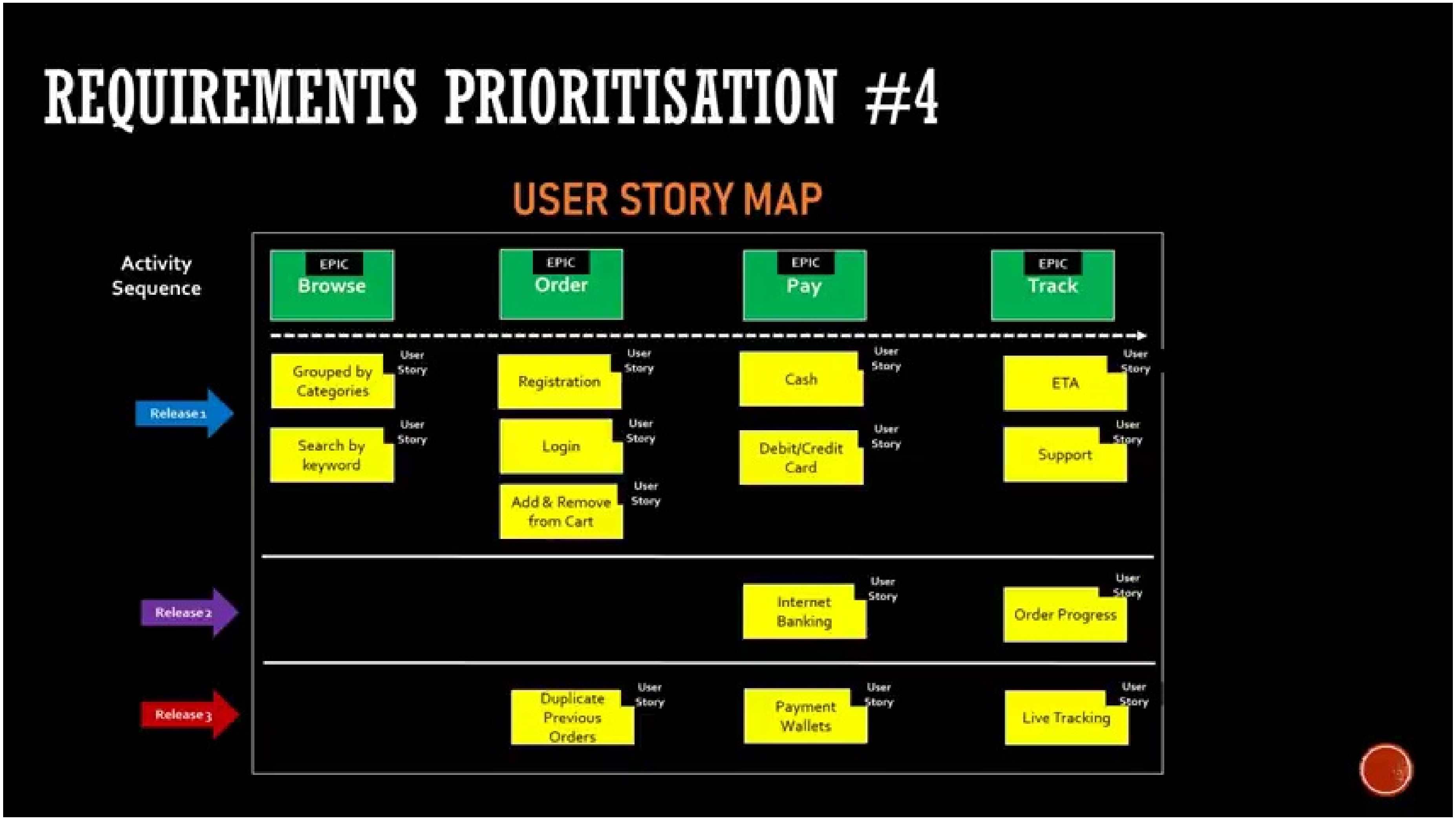
will increase the revenue so so these are some things it's a basically a

different lens of doing the prioritization so it's

called the canon analysis and it is used it's looking mostly from the customer's

perspective

[3000.0 - 3180.0]


REQUIREMENTS PRIORITISATION #4
USER STORY MAP
Activity Sequence
EPIC Browse
EPIC Order
EPIC Pay
EPIC Track
Release 1
Release 2
Release 3
Grouped by Categories
User Story
Search by keyword
User Story
Registration
User Story
Login
User Story
Add & Remove from Cart
User Story
Cash
User Story
Debit/Credit Card
User Story
ETA
User Story
Support
User Story
Internet Banking
User Story
Order Progress
User Story
Duplicate Previous Orders
User Story
Payment Wallets
User Story
Live Tracking
User Story

and the last technique we have on the list is called

user story map so basically i've i've covered thoroughly taking in

another case study in one more video i'm going to link it in the description

box so please go and check it out where you will be uh shown how to build

a story map from scratch and then to do the prioritization so

it's basically a visual representation of your entire product backlog from

the the activity sequence of a user so in our example would be the customer

when they order the book the tickets online

and the time they you know they walk into the movie theater watch the movie

and then get out so this is a basically a customer journey we call it

and there will be tasks below it so those would be your you know the the

user stories so basically if you put this in a map

like some somewhat we show this this is a basically an example of

a online home delivery ordering service so you will be able to visualize it

better and the business will be able to visualize

it better because they will be able to see the end-to-end picture rather than a

sequential list and then we can go again and you know check with the business okay this is how it is

can can you please you know which would be the highest benefit

we can put put put the put the requirements

in so the release one as we see here it's called the mvp or the minimum

viable product so that is like without which you cannot

even you know go in and then similarly the other requirements are prioritized

to release to release three it's a similar to what we have seen uh

in you know in the previous techniques but again this is more

visual and gives an end-to-end view for the business

which the other techniques won't give so again it's a very useful technique for

them to understand and provide the uh you know the priorities

so you're basically assisting them to see the end-to-end feature and which

will be really appreciated so these are the four techniques and uh

what we are going to do is i provided a link in the description

for kind of downloading a quick cheat sheet so you can download it keep it for

your reference and start using it in your day-to-day

job when you're dealing with the requirements and prioritization

hello there in this video we are going to cover questions pertaining to requirement gathering or elicitation

which is one of the key skills for a business analyst

in the previous video we discussed identification

and types of stakeholders which is the first key step for business analyst

post onboarding to a project once the ba has the list of stakeholders

the next step would be to engage them using different requirement gathering

sessions to gather the requirements we will cover

the techniques used for gathering

[3180.0 - 3240.0]


PREFECT
BA
BUSINESS ANALYST
INTERVIEW QUESTIONS & ANSWERS
REQUIREMENT
GATHERING

[3180.0 - 3240.0]

the techniques used for gathering business requirements

in this video and will focus on techniques for functional requirements

in the next video so let's get started with the

video as always we will use a simple case

study which will make the concepts easy to

grasp ravel is a ba working with a client

running a restaurant called wagon gardens the client is looking for

a mobile app which will allow their customers to book a table

moving on to question 1 what are the requirement elicitation techniques

you have used in the past this is one of the most commonly asked question

and listed below are the commonly used requirement elicitation techniques

some of them are document analysis workshops interviews

observation focus groups brainstorming process analysis

1. WHAT ARE THE REQUIREMENT ELICITATION TECHNIQUES YOU HAVE USED IN THE PAST?

This is one of the most commonly asked question and below are the commonly used requirement elicitation techniques.

- Document Analysis
- Workshops
- Interviews
- Observation
- Focus Groups
- Brain Storming
- Process Analysis
- Prototyping
- Survey or Questionnaire

prototyping survey or questionnaire we will discuss these techniques in

detail in the upcoming questions based on your answer

the interviewer will ask deep dive questions on the techniques

which you would have mentioned that you have used so make sure

you tell the technique which you have used

question 2 what is the first elicitation method you would use

the answer in my view would be document analysis

this involves reading the existing documents available

related to the project which you are working on

this will help to provide context and background while engaging with the

stakeholders through other elicitation techniques

this will help you to identify the current state and the problems faced in

the current business unit process and others going back to our

case study rahul our ba on the project can request

2. WHAT IS THE FIRST ELICITATION METHOD YOU WOULD USE ?

Document Analysis

- Organisation Chart
- User Manual / Standard Operating Procedures
- Design & Technical documentation
- Problem reports
- Business rules document
- Previous requirements documents

for and look into the below documents before

engaging with the stakeholders organization chart this would give the

background of the people and business unit structure as vegan

garden restaurant has several branches the organization chart would provide

information on number of branches and names of the

key people in each branch user manual and standard operating

procedures this would give rahul a view of how the

current table booking process works and which system is used by the staff

so rahul will be familiar with the current systems and have a better

understanding while speaking with the stakeholders

rahul can also look at design documents technical documents

process flows problem reports business rule documents or any

previously captured requirement documents

which would help as stated earlier in understanding the current state

and context of the new project let us look at question number three in

your opinion what you think is the best elicitation

method there is no right or wrong answer you can answer based on your experience in my view the best elicitation method

is the workshop technique as you can gather high quality business

requirements in a short span of time with a variety

of stakeholders the workshop technique involves getting

all the key impacted stakeholders from different departments together for

an extended period of time like a day or two to go over the project

details and understanding from each of them what

they are looking for as an outcome since we have the key

stakeholders present any conflict can be resolved impacts can

be identified and can easily gain agreement from all

the stakeholders at the same place

3. IN YOUR OPINION WHAT YOU THINK IS THE BEST ELICITATION METHOD ?

WORKSHOP Technique

we will discuss this technique in depth in the next question

question number four can you tell me about a time when you conducted a

workshop if you have answered that you have used

the workshop technique then interviewer might ask this question

to get an insight into your experience for every requirement elicitation

technique as mentioned in baboch version 3

it has three phases prepare conduct and post the session

let us consider the workshop in context with our case study

rahul rba is going to use the workshop technique

for gathering the business requirements for the online table reservation system

first off rahul needs to prepare for the workshop which includes

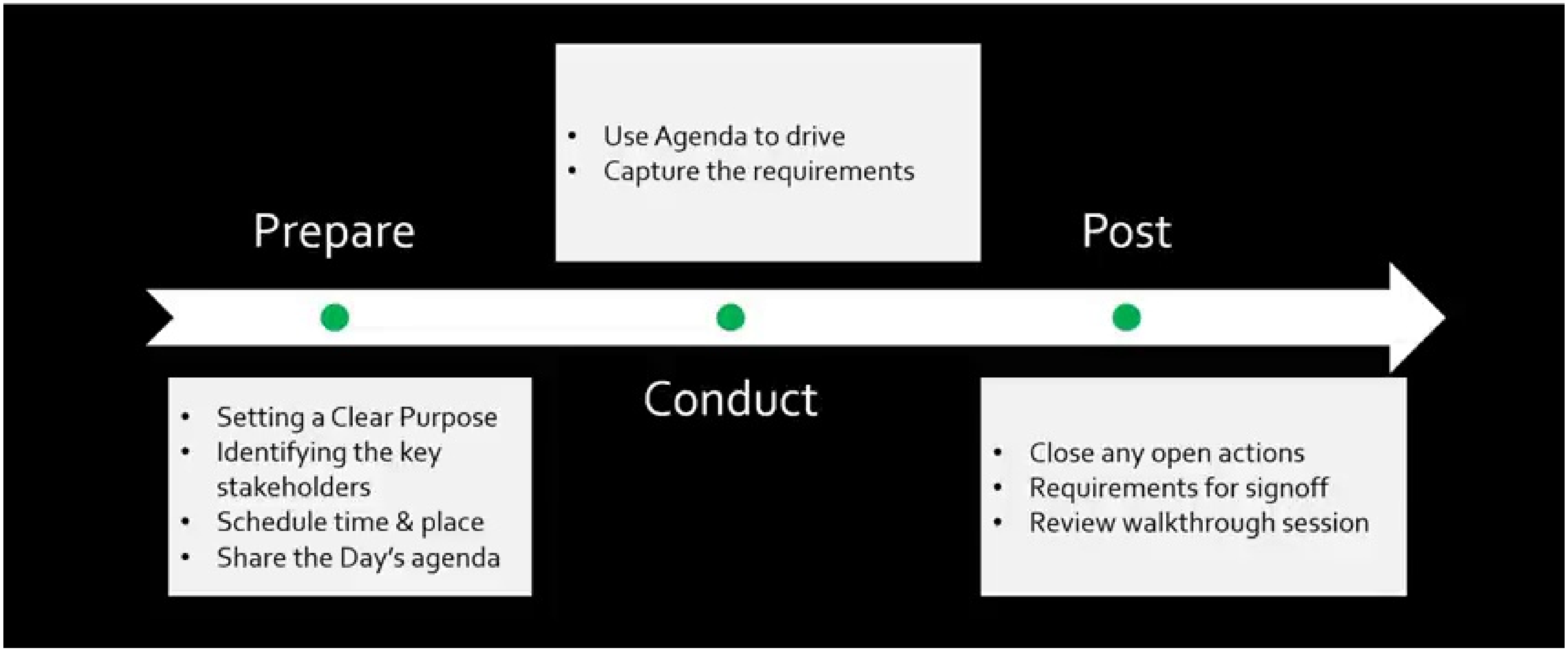
setting a clear purpose which is to gather business requirements for the

table reservation system identifying the key stakeholders and

ensuring they are available to attend the

workshop the key stakeholders would

4. CAN YOU TELL ME ABOUT A TIME WHEN YOU CONDUCTED A WORKSHOP?



[3480.0 - 3660.0]

include the sponsor who is the owner of the restaurant

the business managers from different branches and

senior operations staff who are involved in the table booking process currently

once he has the list of the key stakeholders he would schedule

a place and time convenient for all the key stakeholders

usually workshop is a full day or two days event

the venue should have all the facilities like whiteboard projector

adequate seating etc and refreshments like coffee snacks should also be

arranged rahu chooses his company's conference room which has a seating

arrangement for 15 plus people and invites the key stakeholders there

for a full day workshop he has also arranged for lunch and other

refreshments next off rahul would make and share the

agenda with the attendees agenda will have sessions or activities

for that day so that the stakeholders come prepared

sample full day agenda would be like this

9 to 9 30 introductions can happen 9 30 to 11 15

walk through of the current process 11 15 to 12 break 11 30 to 1 discussion on the target process design

1-2 lunch break 2-4 gathering the business requirements for

the target 4 state 4 30 they can have a short break

and again 4 30 to 5 they can have a playback session

the first stage is key if the preparation is good then conducting the

workshop is pretty easy moving to the second stage conducting

the workshop the stakeholders meet at the venue on

the day of the workshop and rahul uses the agenda shared earlier

to drive the workshop and will try to adhere to the agenda as

close as possible as the workshop progresses rahul

documents the discussions requirements and actions if help is

available one can also use them for documentation

during the workshop they are referred to as crime

the last stage is post the workshop which would

include activities like closing out any open actions

raised during the workshop rahul can then share the captured business

requirements for sign off to the stakeholders

if required rahul can arrange a review session with the stakeholders to walk through the requirements captured for obtaining a sign off

moving on to the next question question number five

what are the challenges faced while using the workshop technique

and how would you mitigate it this is another follow-up question

asked on workshop the major challenge would be non-availability of the key

stakeholders

5. WHAT IS THE CHALLENGE FACED USING WORKSHOP AND HOW WOULD MITIGATE IT

Major Challenge - Non-Availability of Key stakeholders

Mitigation

- Importance of the workshop
- Rescheduling
- Asking for a deputy of the person
- Covering off with individual interviews

[3660.0 - 3720.0]

getting all the required people together for a day or two

is by far a difficult task some mitigation would be the below

approaches number one explaining the importance of

the workshop and how it will help to shape the system

which they are trying to build number two rescheduling to a suitable

time so that everyone can attend number three

in case a key person is not available then asking them to send their deputy

or a representative from their team if still we are unable to get everyone

together then covering off with the key stakeholders individual

interview is an option which will cover in the next

slide next question question number six can you tell me

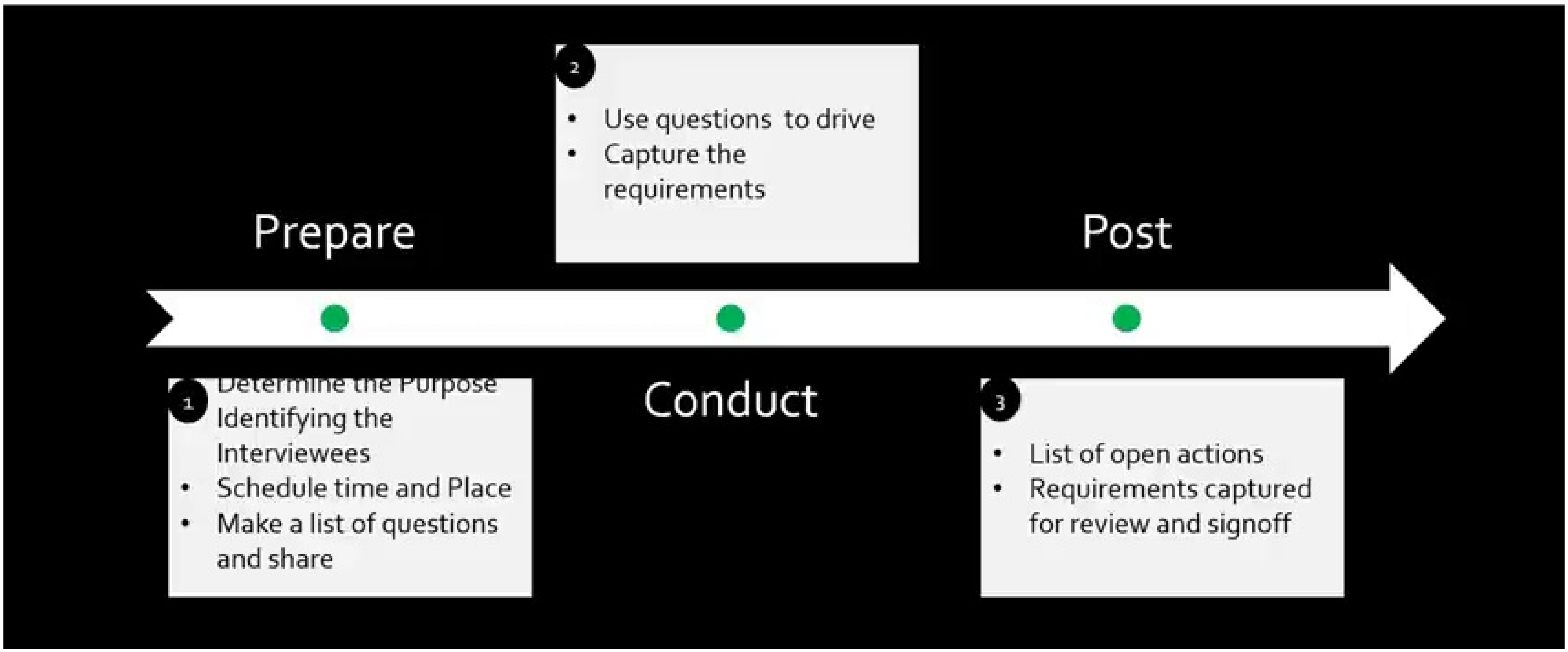
about a time when you conducted an interview if you

have answered that you have used the interview technique

then interviewer might ask this question to get to know more about your

experience

6. HOW WOULD YOU CONDUCT AN INTERVIEW?



[3720.0 - 3900.0]

like we spoke for the workshop the interview elicitation technique has

three phases prepare conduct post decision

let us continue with our case study and say one of the key stakeholder jim

who is the manager of customer support could not attend the workshop

rahul would then use the interview technique for sharing the outcome of the

workshop and gather any missing business

requirements from the customer support perspective

first off rahul needs to prepare for the interview which includes

setting a clear purpose which is to gather business requirements from a

customer support perspective schedule a place in time convenient for

jim to attend next off rahul would make a list of

questions like what the customer support staff

would like to see in the new system for answering the customer queries

what are the functionalities required in case there is change required by the

customer and so on and shared these questions in

the meeting invite to jim so that he can speak to the team up

front and have the answers ready as stated earlier first stage preparation is always the key if the prep is good

then conducting the interview is pretty easy

moving to the second stage it was agreed to have a discussion

on the conference call and both rahul and jim

joined the call for the interview rahul briefly touched upon the outcome of the

workshop and then used the questions shared

earlier to drive the interview process rahul used active listening techniques

and made notes on the discussions requirements and open

actions once all the questions were covered

rahul thanked jim for his time and informed that he will share the

minutes of meeting and also the requirements captured

for his review and sign off post the workshop

rahul shared the minutes with open actions

and also shared the requirements captured for review

and sign off moving on to the next question

question number seven can you tell me about a time when you conducted an

observation session if you have answered that you have used

observation technique then interviewer might ask this question to get to know more about your experience

like we spoke for the previous two techniques

the observation elicitation technique also has three phases

prepare conduct and post the session let us go back to our case study one of

the open actions in the workshop was for rahul to capture a time and motion study

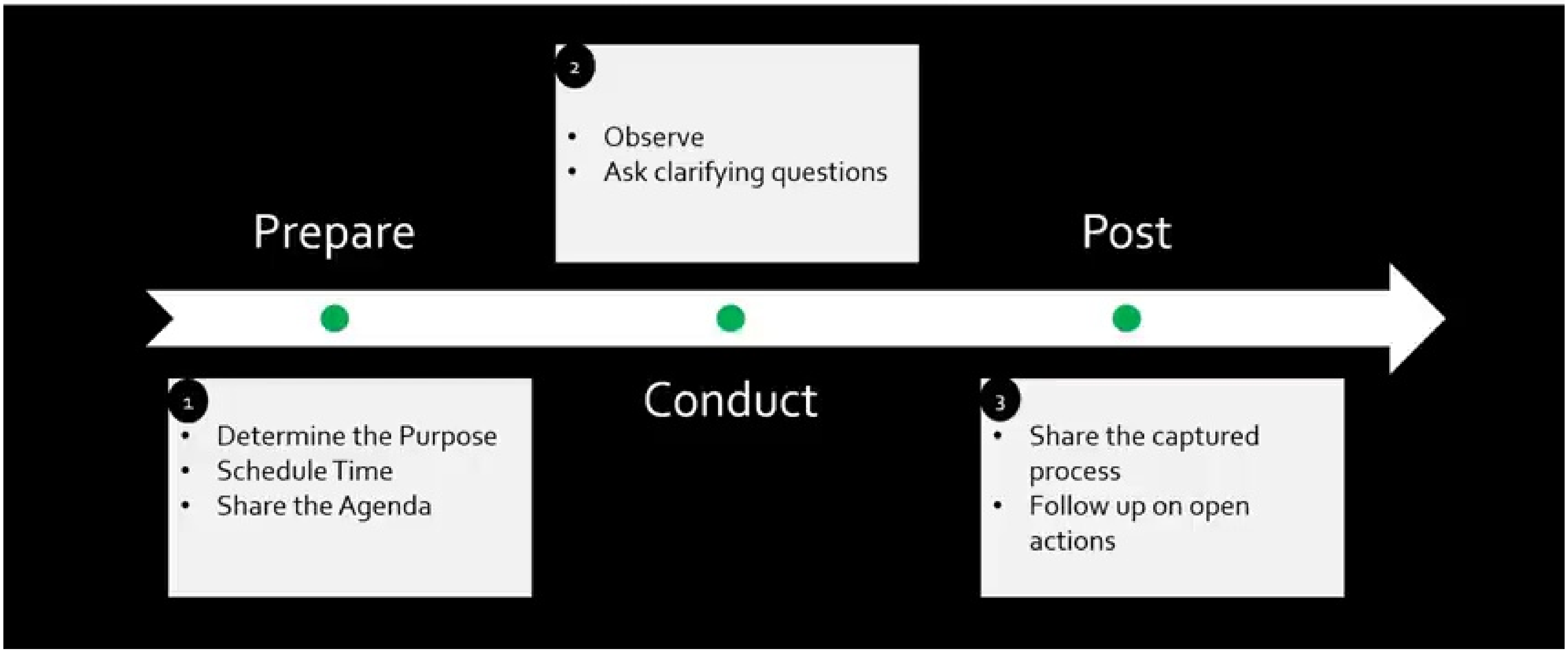
that is how much time does the current reservation process take

and also document the current steps taken by the staff to complete

the booking rahul is going to use the observation technique for completing

these two actions first off rahul needs to prepare for the

7. WHEN AND HOW WOULD YOU CONDUCT A OBSERVATION ?



observation session and he follows the following steps

setting a clear purpose which is to document the detailed process

used by the staff now and do a time and motion study

identifying the participants with the help of one of the branch managers

and scheduling a convenient time for the session

share the agenda with the participants up front so that they are prepared for

the session as always first stage is the key if the

prep is good the rest follows easily moving to the second stage rahul meets

the participants at their workplace at the scheduled time and briefs them

on the required outcome and the reason for the same

rahul uses passive observation technique he captures the start time when

a call is made by the customer and end time when the booking is made

in the current system it is around 3 minutes

he then asks the branch manager for a staff to make a note of the time

from today so that the average time can be benchmarked

and used for presenting back to the sponsor who wants to know

this he also observes couple of staff and makes note on the steps taken by the staff for making the booking from the time when the customer

calls and the booking is done on the system

once the staff completes the booking he asks couple of clarifying questions on

the doubts he had on the process he then thanks the participants for

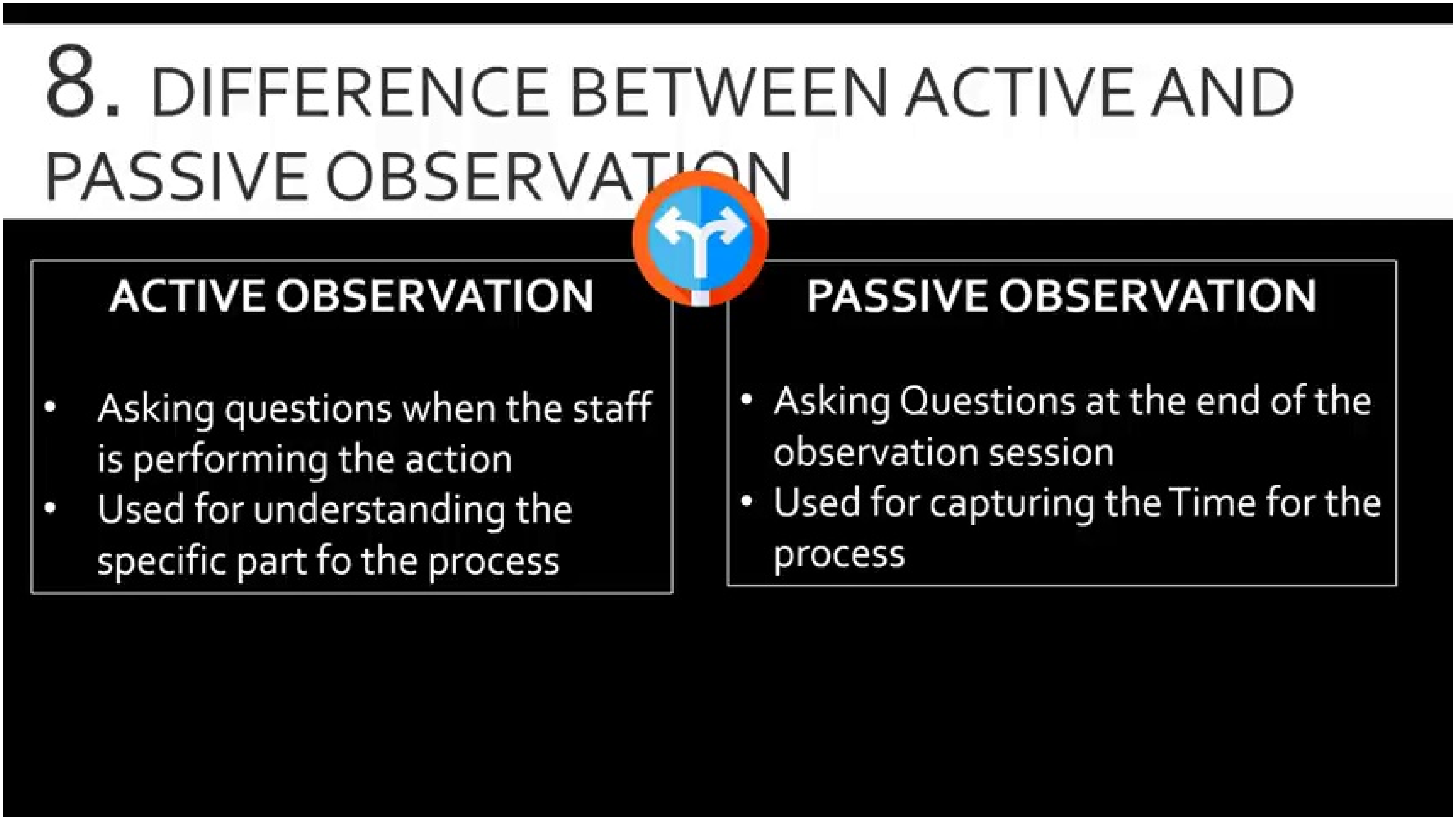
their time and heads back to the office the last stage is to ensure what he

captured is right he converts the steps into process

diagram and sends it to the staff for review

and also follows up on the open action for the average time for booking process

from the manager question number eight another follow-up


8. DIFFERENCE BETWEEN ACTIVE AND PASSIVE OBSERVATION
ACTIVE OBSERVATION
• Asking questions when the staff is performing the action
• Used for understanding the specific part fo the process
PASSIVE OBSERVATION
• Asking Questions at the end of the observation session
• Used for capturing the Time for the process

question on observation what is the difference

between active and passive observations there are two

types of observations first one active observation when the

staff is performing the steps in the process if you have any questions

you stop the staff and ask clarifying questions when they

are performing that step to gain insights point number two

passive observation you make a note of all the questions

and wait for the staff to complete all the steps in the process

and then ask your questions active observation is used when you are

more interested in specific part of the process whereas

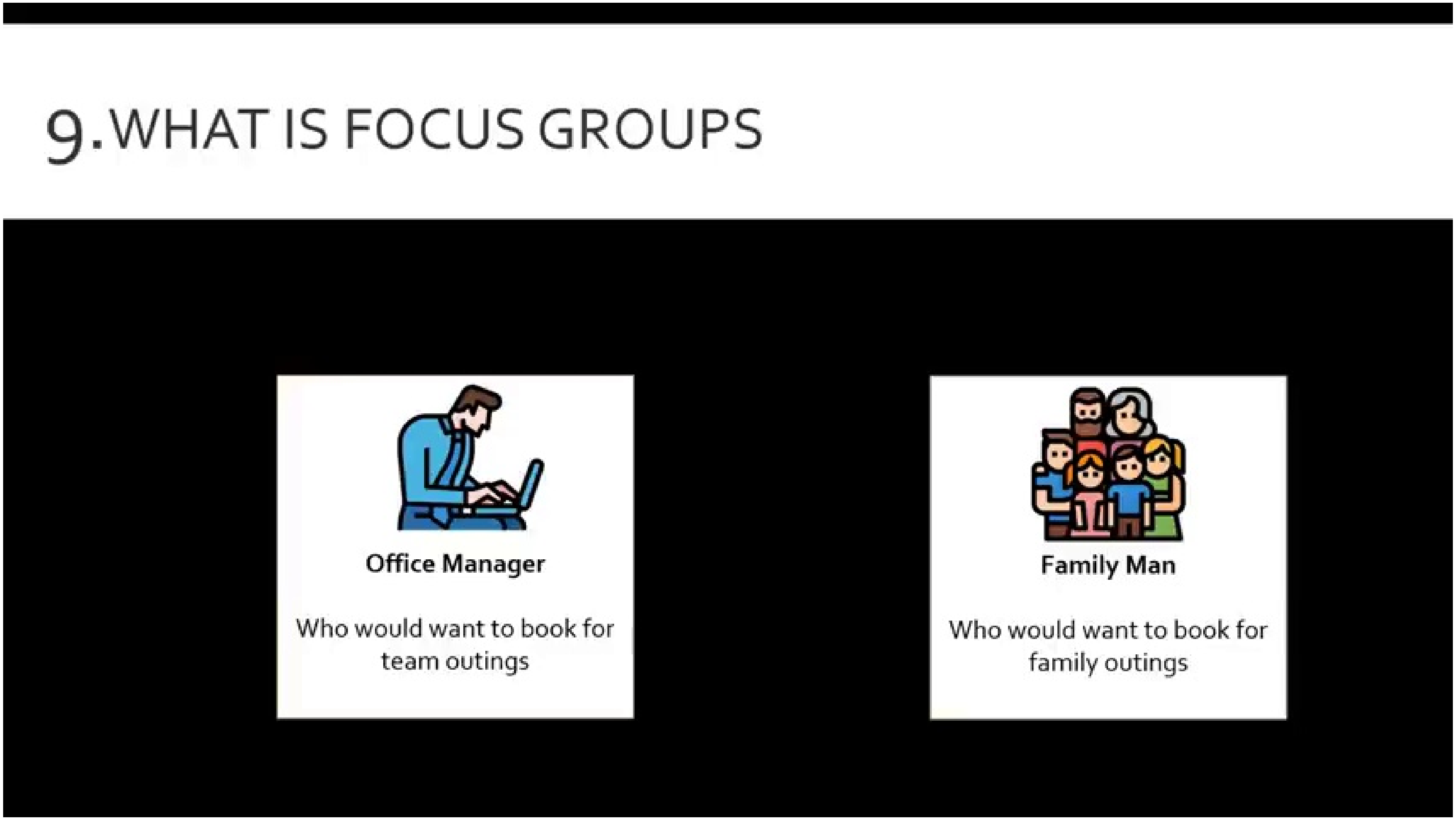
passive is generally used to capture the metrics of the time taken to complete

the process and for benchmarking question number

nine what is focus group and how to conduct one this is similar to the

workshop you get the key people together at the

same place to get their thoughts and


9. WHAT IS FOCUS GROUPS
Office Manager
Who would want to book for team outings
Family Man
Who would want to book for family outings

opinions going back to our previous video where we discussed about personas

which are fictional characters who represent the typical customers

they are helpful to understand the customer's need and build the product

accordingly based on brainstorming with the internal

team the requirements would have been locked on what these personnels would

need identifying and validating the needs of

the personnels are very important to ensure

we are building a product which satisfies their need

focus group is one such technique to use for that

let us take two personas as example first one the office manager this is a

typical manager who has number of team members reporting to him

there would be quarterly or sometimes monthly team outings

and the manager is responsible for looking for fun places

to have a team lunch or dinner their needs are quick snapshot of the service

offerings and also the receipt of the bill emailed

to them so that they can do claims for

reimbursements as all the outings are built to the company second one family man one who wants to book on weekends

for brunch lunch or dinner he does not care about the digital copy of the bill

but is very keen on services offered for the kids

and the seating arrangements if you see just going at a high level we

have got two requirements first one soft copy of the e bill to be

emailed as a pdf second one service offerings should be

shown in the booking app or the website again these are just assumptions and has

to be validated focus group is one of the way to

validate the assumptions made rahul can get the details of their

previous regular customers from both the categories

office manager and family men and arranged for a focus group session with

them to go over the feature of the new online

booking system he also provides perks for participating

in the session by giving them free lunch or dinner

coupons at the restaurant again similar to the workshop technique

agenda can be shared upfront to these people

so that they are prepared during the session

rahul uses the agenda and goes over the list of business requirements captured to get their thoughts on each one of them

rahul makes a note of the participant's feedback

once all the items in the agenda are complete then rahul thanks the

participants post the focus group session rahul

compiles the report based on the insight received and shares

with the key stakeholders this would help to understand which

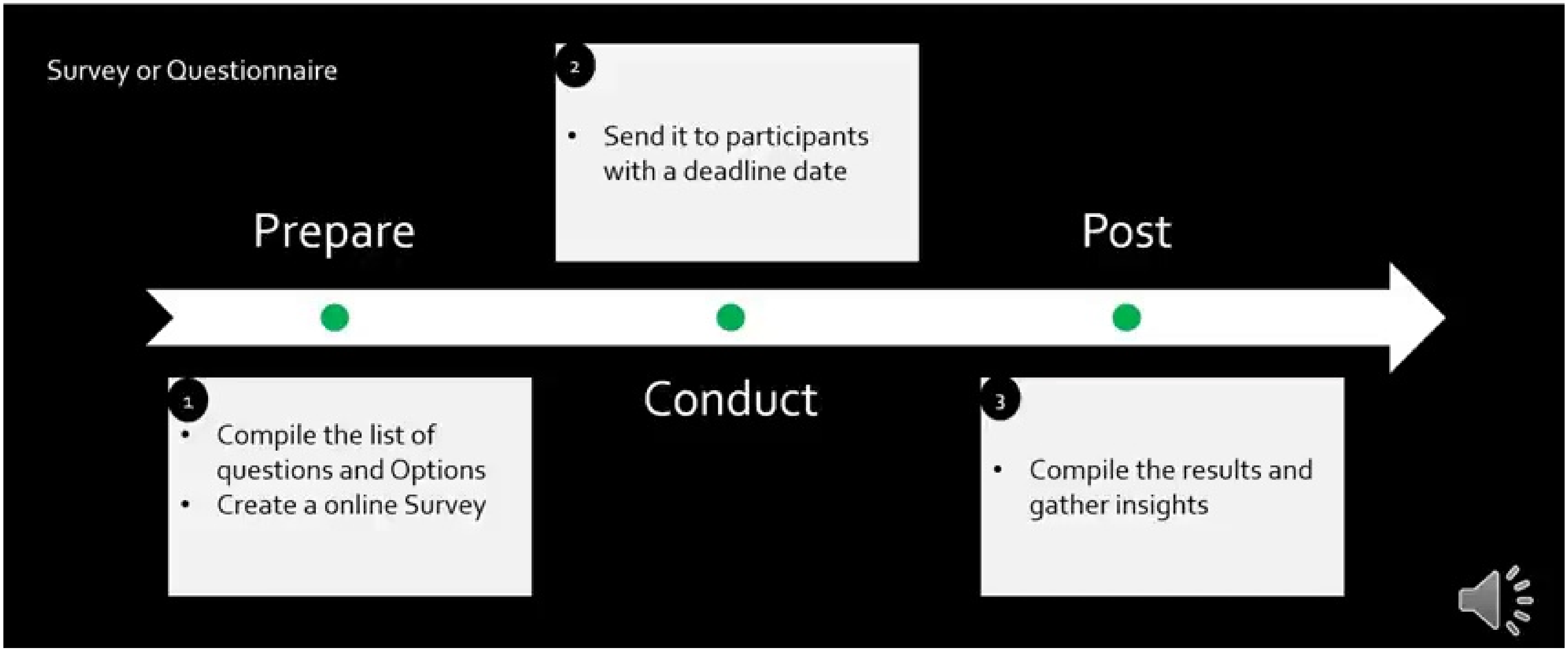
business requirements are key to the target audience and which can be

discarded or be prioritized let us look at question

number 10 how can you gather requirements from a

large number of people

10.HOW CAN YOU GATHER REQUIREMENTS FROM LARGE NUMBER OF PEOPLE?



[4260.0 - 4380.0]

or they can ask you to tell about a time when you used

survey or questionnaire technique answer is survey or questionnaire

technique we cannot use any of the techniques we

spoke about earlier due to the sheer volume continuing with

our case study rahul wants to get a view on the

thoughts of the vegan gardens existing customers

on the new online booking system before starting the bill to ensure their

requirements are satisfied going back to our three stages in

prepare stage rahul would compile a list of question

and answer options to send out to the participants

it is important to have options for each question

and not have a free text field as it will be difficult to interpret the

answers sample questions can be like do you

prefer a mobile app or a web app for making the booking

do you want to receive reminders on your reservation

using the questions rahul will create an online survey

and get the survey link in conduct stage rahul sends an email to thousand plus existing customers of the restaurant to help to take the survey he can also

provide perks to the customers like discounts

for participating in the survey and it is very important to give a deadline for

the customers to complete the survey otherwise we cannot close the activity

post the deadline date rahul can review the results of the survey

and compile insights and log them as business requirements

hello there do you have a business analyst interview coming up shortly

if so this is the video for you in this video we're going to look at the top

9 interview questions asked related to the requirement documents

as you're already aware eliciting and documenting the requirements

are one of the key aspects of a ba role

[4380.0 - 4440.0]


PREFECT
BA
BUSINESS ANALYST
INTERVIEW QUESTIONS & ANSWERS
[TOP 9] INTERVIEW QUESTIONS
ON REQUIREMENT DOCUMENTS

[4380.0 - 4440.0]

so the interviewer would be definitely

interested in understanding the requirement documents which you have

created in your past projects we have a lot to cover so let's

get started i can assure you that they're going to

be couple of questions from this video which will be asked in

your next business analyst interview we're going to look at the brd frds

their contents and structure we're going to also discuss

on rtm epic user stories their format and also the acceptance criteria so it's

going to be a informative video so make sure you watch

it till the end and also if you have not already

subscribed to our channel please go ahead and subscribe to our

channel right now so that you will be notified and you won't miss

out on any of our future videos

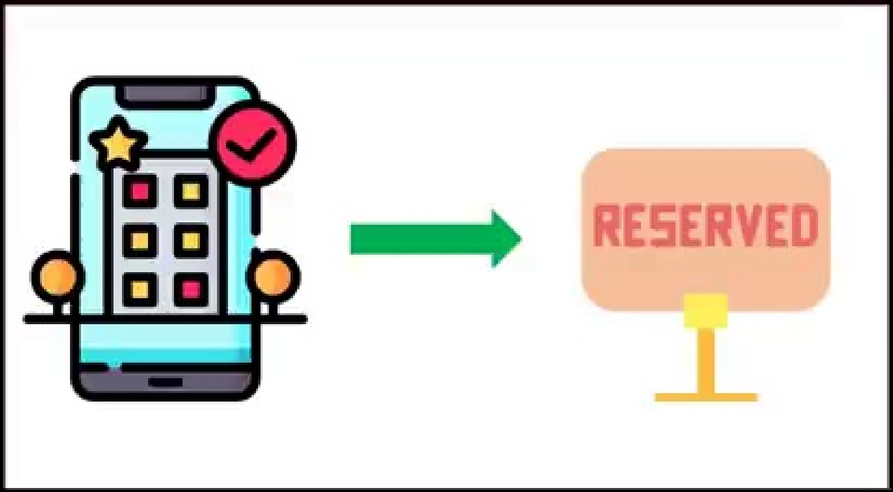
to make it easier for grasping the concepts and the answers

we're going to use a case study with this case study

a movie theater chain called xyz cinemas

CASE STUDY

A Movie Theatre **"XYZ Cinemas"** is looking to build a digital channel for allowing their customers to book their movie tickets online.



is looking to build a digital channel for allowing the customers to book their

movie tickets online rather than calling up the customer care

or standing in the long queues and getting their tickets

at the ticket counter so we are going to use this

uh example case study for answering all the questions

okay let's get started question number one what are the different documents you

are prepared for capturing requirements this question i would say is a sure

short one and it is asked in almost all the

business analyst interviews i've listed the majorly used

documents it varies from company to company

but these are the common ones so the first one is the brd

which is the business requirement document the purpose of this document

is to capture the business requirements and the core business context

of a particular change initiative the second one is the

1. WHAT ARE THE DIFFERENT DOCUMENTS YOU HAVE PREPARED FOR CAPTURING REQUIREMENTS?

DOCUMENT	PURPOSE
Business Requirement Document (BRD)	To capture the Business requirements
Functional Requirement Document (FRD)	To capture the Functional and Non-functional requirements
Use Case Document	To document the Use cases
Activity Diagrams	To document the Flow of Events
Wire Frames	To Document the Mock ups
EPICs/User Stories	To Document the requirements for Agile Methodology
Requirement Traceability Matrix (RTM)	To Trace Requirements

functional requirement document which is the frd the purpose is to capture the

functional and non-functional requirements

and it kind of maps back into the business requirements

then we have the use case document again the purpose would be to document

the use cases uh which details the interaction between

an actor and the system or the solution which we are trying to build

and then we have the activity diagrams so this

uh documents the flow of events uh the in

the interactions uh between the user and the system and also the

detailed step-by-step flow which basically which will help the

it team to build the solution which we're

looking for and then we have the wireframes

so the wireframes are basically used uh to provide

a view of how the screen should should be looking for the customer so it

will be the look and feel the colors and also the various user interface

items so all these things would be mocked up

into the wireframes and then we have the epics and user stories so all the documents which we just spoke about are used in the traditional waterfall

model but in case if a project is using agile

the requirements are captured in epics which is again the high level

requirements and then the user stories which are epics are

broken down into user stories so and all the use cases activity

diagram wireframes are all you know converted into supporting

models and they are basically attached to the user stories

for the epics to provide more context and a better understanding of what is

required to the it team so that they can build it accordingly

and the last one common one which is used is the rtm

which is the requirement traceability matrix it is basically used to

trace the requirements backward and forward right from the business

requirements to the test case and vice versa

we're going to talk about all of these in details in the further slides

moving on question number two what are the contents of

brd or the business requirement document again this is a

a question asked to gauge your depth of experience of

preparing such kind of documents so you you can use example to provide the contents of the brd

and i've listed few of the uh components here but again it varies from

company to company project to project but these are the few

uh common uh building blocks so the first one would be the executive summary

so if you looking at our example this would summary would state that the

business xyz cinemas is looking for a digital

channel for the customers to book their movie

tickets and the business context will provide why they are looking for this

change initiative

2. WHAT ARE THE CONTENTS OF BUSINESS REQUIREMENT DOCUMENT (BRD) ?

- Executive Summary
- Business Context
- Current State (AS-IS)
- Target State (TO-BE)
- Scope
- Business & Stakeholder Requirements
- Assumption
- Dependencies
- Business Rules
- Glossary

[4680.0 - 4920.0]

well here in this context it's just to make it more convenient for the customer

to book online rather than standing up in the long queues or calling up

uh other customer care and you know waiting for it to be confirmed

so that is the customer convenience and also if you look it from

at the staff perspective uh this can help to free up

for some of these steps were doing these rules and they can be allocated to

uh you know other priorities other opportunities

and then there will be a current state and target state current state will be a

basic business process flow like what's happening now when the customer comes in

uh goes to the ticket counter and similarly what happens when they call up

the uh customer care and the target state will be how the

customer with the the target state process flow will show

the how the customer will be using this

digital solution to book the tickets and how they will be

permitted into the cinema halls you know the end-to-end business process

flow how the target state would be so this will give more contacts to all

the stakeholders involved and also to the engineering team i.t and the testing team uh the

development testing team to understand what is being done and why is why it is

being done and then the scope the scope

section would actually have uh what are the things

which are in scope for now so let's say if you're looking for the solution

whether we wanted to be limited only to you know the web web app or a web login

or do we want to also develop a mobile app

where the customer can book their ticket so this would be

the scope and it should be pretty clear what is in scope and what is out of

scope and then comes the business and you know

the stakeholder requirements so these are the requirements

which are are you know needed to achieve the target state so this

talks about this can talk about the requirements related to

the customers uh able to book their tickets online

and also uh the cancellations uh what are the things the customer can do with

the online channel and also similarly on the

staff side it can be like how the staff can identify these book

tickets how they can let the customer into the hall so all of these requirements would be under these sections and then the next

one would be the assumption so what are the

assumptions for this initiative so one of the assumption i can think of is

once this channel is available the customers will start using it

you know that's a basic assumption and then the dependencies what are some

things which have to be in place for this thing to work and then the

business rules if there's any rules for example like

the they might have a rule that only a maximum of 10 tickets can be

booked at one time so this is a business rule this

can be translated and documented uh for a functional requirement and you

know ensure that the digital solution also uh

withhold like holds this business rule true and then the

last section would be a glossary which will just summarize

all the abbreviation acronyms used in the whole document so just to give a

view of the person who is reading the document understand it

better so these are some common sections in a brd

moving on question number three what are the contents of a functional requirement

document or frd so this is similar to our previous question again uh they want to understand your depth of knowledge in preparing such

documents so quickly gonna list out all the common

sections which is uh you know used in drafting uh frd

so first one would be the purpose again what is the purpose of this particular

document uh how it's how it you can borrow

some context from the brd to put it here similarly the scope section again can be

borrowed from the brd what is in scope what is out of scope so it's

very clear and then comes these functional and

non-functional requirements so these are the system related

3. WHAT ARE THE CONTENTS OF FUNCTIONAL REQUIREMENT DOCUMENT (FRD)?

- Purpose
- Scope
- Functional Requirements
- Non-Functional Requirements
- Assumptions
- Supporting Models (Use Case Diagram, Activity Diagram, Mock-ups)
- Glossary

[4920.0 - 5040.0]

requirements and here you'll be document documenting what

the system should do in our example if we take this would

talk about how the customer should be able to see

the list of shows the list of seats which are available

for on each show and where they can select the seats and

also make an online payment so these are basically a translation of

the business requirements uh into this is the functional

requirements which which basically again what you want the

system to do and these are all linked back to the

business requirements similarly a business rule which we spoke

about the maximum of 10 seats can be booked that also can be translated to a

functional requirement ensuring only 10 seats can be booked online and then we

come to the non-functional requirements so these are the

requirements related to the performance the security stability of this online

solution so one such example is responsiveness uh

we want the solution the system to respond within two seconds

of the user's input so for example user selects a date within two seconds we should be the customer should be able to see the next

screen so that's one example of it then the assumptions

we just spoke about and then the major chunk of this

document would be the supporting models which will provide

more context to the engineering team and helping them to understand how we

want the solution to work so that they can build it accordingly and you know

tested it as well so this is about the use case

diagrams activity diagrams mockups which we just spoke about

earlier so all of these would comprise a you know will be part of a vr sorry

frd and then the last one is a glossary

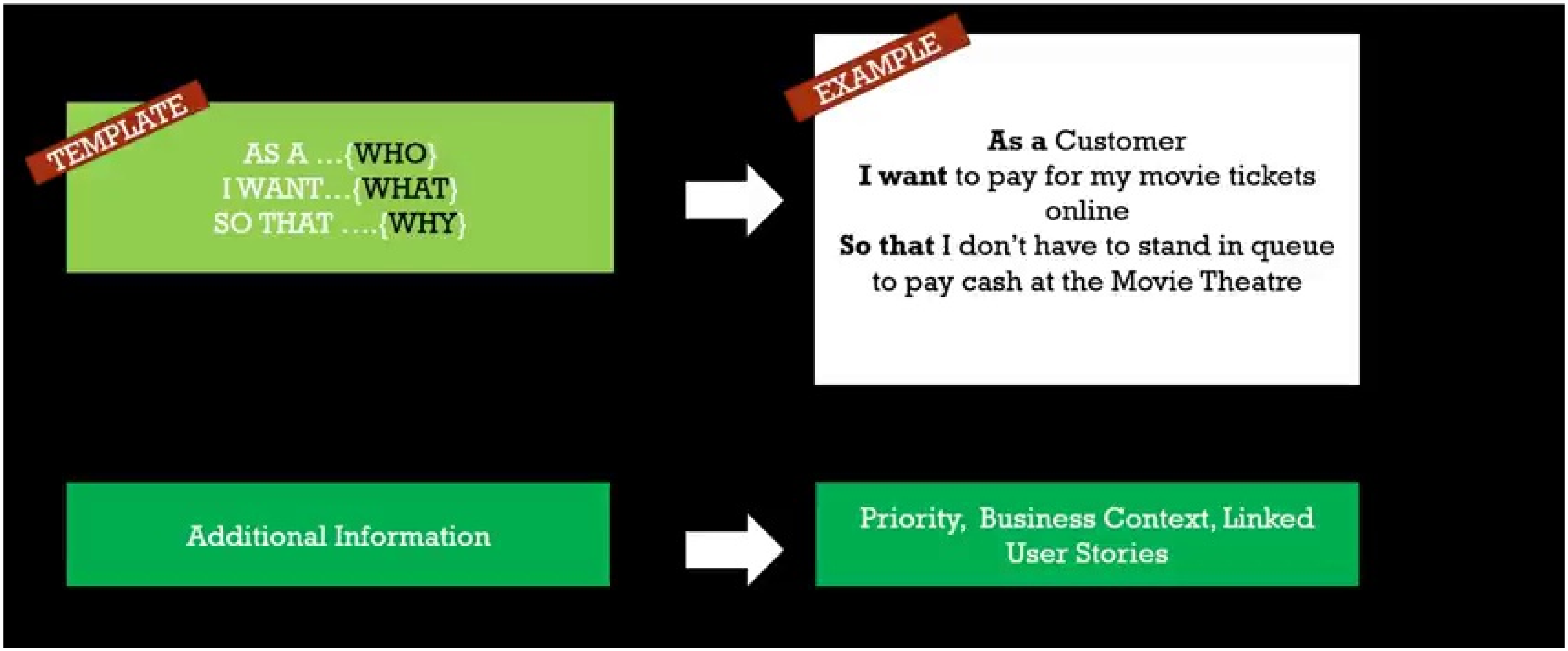
again just to provide more context on the

acronyms and of the abbreviations used question number four what is the format

and contents of an epic so far we discussed about the waterfall

methodology and the documents used

4. WHAT IS THE FORMAT AND CONTENTS OF AN EPIC?



[5040.0 - 5160.0]

methodology and the documents used when you come to agile it's very

document light and all the requirements are captured in

the form of epic or user stories epics are tileable and

then they are broken down into detail user stories

so i've listed uh this down the key components of an

epic in this slide ideally in essence what an

epic has is who what and why who requires it

what is required why is it required so this is kind of a format

which is you know used to capture the requirements

so a template which are provided which is a commonly industry-wide

format which is used across as a who requires it

i want what is required so that why is it required

so that's a format if you look at an example

as a customer i want to pay for my movie tickets online

so that i don't have to stand in queue to pay cash at the movie theater

so this is a again a customer convenient convenience

requirement where we're talking about the ability for the customer to pay online for the movie tickets which they have booked

so it captures the requirement in this particular format and it also has some

additional information like priority what is the priority of the requirement

is it a must should or record or if you're using ranking it can be ra

you know prioritizes one two three four etcetera etcetera so it all uh helps in

the prioritization of the backlog so that the highest value item is delivered

first and then this has the business contacts

so it provides more context on why this particular requirement is uh

you know listed in first place so all the things which we spoke about in brd

so those things can be added here as a business context

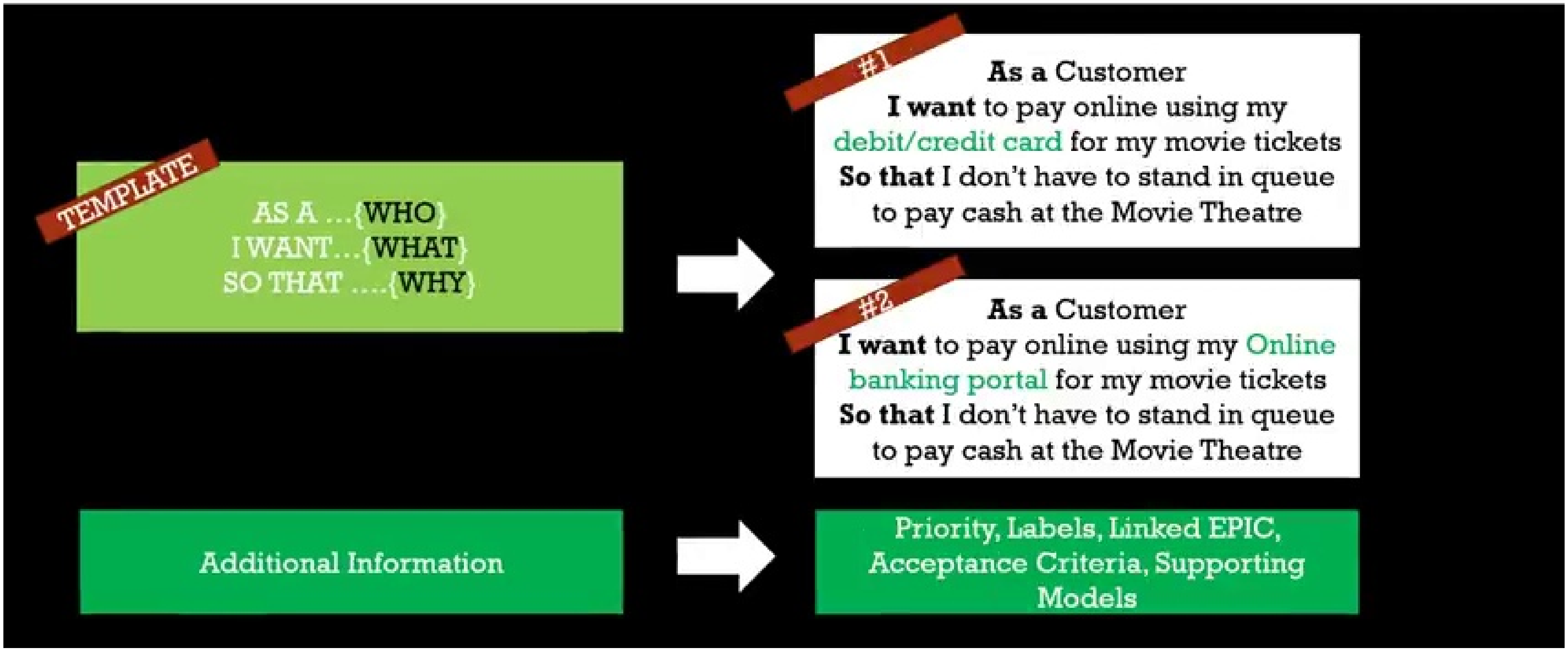
and then it has links to the detailed user stories so

if you look at an epic it gives a high level requirement of what is

required in the next slide we will speak about

the detailed user stories

5. WHAT IS THE FORMAT AND CONTENTS OF AN USER STORY?



[5160.0 - 5280.0]

question number five what is the format and contents of an user story

so we are building upon from the previous question which

you know which is epic and these are the detailed user stories

so the format of a user story is very similar to the

epic who what and why so what i try to provide as an example is the

epics the epic spoke about how the customer should be able to pay online

and in these two user stories we are breaking down it further

so if you look at the first one as a customer i want to pay online using

my debit or credit card for my movie tickets again

he wants to avoid standing in queue the second user story talks about

customers ability to pay online using the online banking portal so for example

they don't use a credit card they want to use their

online banking net banking portal so this breaks down the epic

into more details of the channel which the customer wants to use

we can still have more user stories like the mobile

valids paypal etc etc so this kind of gives you a view how an

epic is kind of linked to the user story and what is the format and the user story also has like additional information like the priority

similarly must should could or high medium low again one two three four

ranking and then it will also have the epic

which is linked to and then the acceptance criteria which

will uh we speak about uh in the next slide and also the

supporting models so the use cases activity diagrams the

mockups which we spoke earlier all of them would be created and

attached to the user story as a supporting model to

provide more context and more information to the

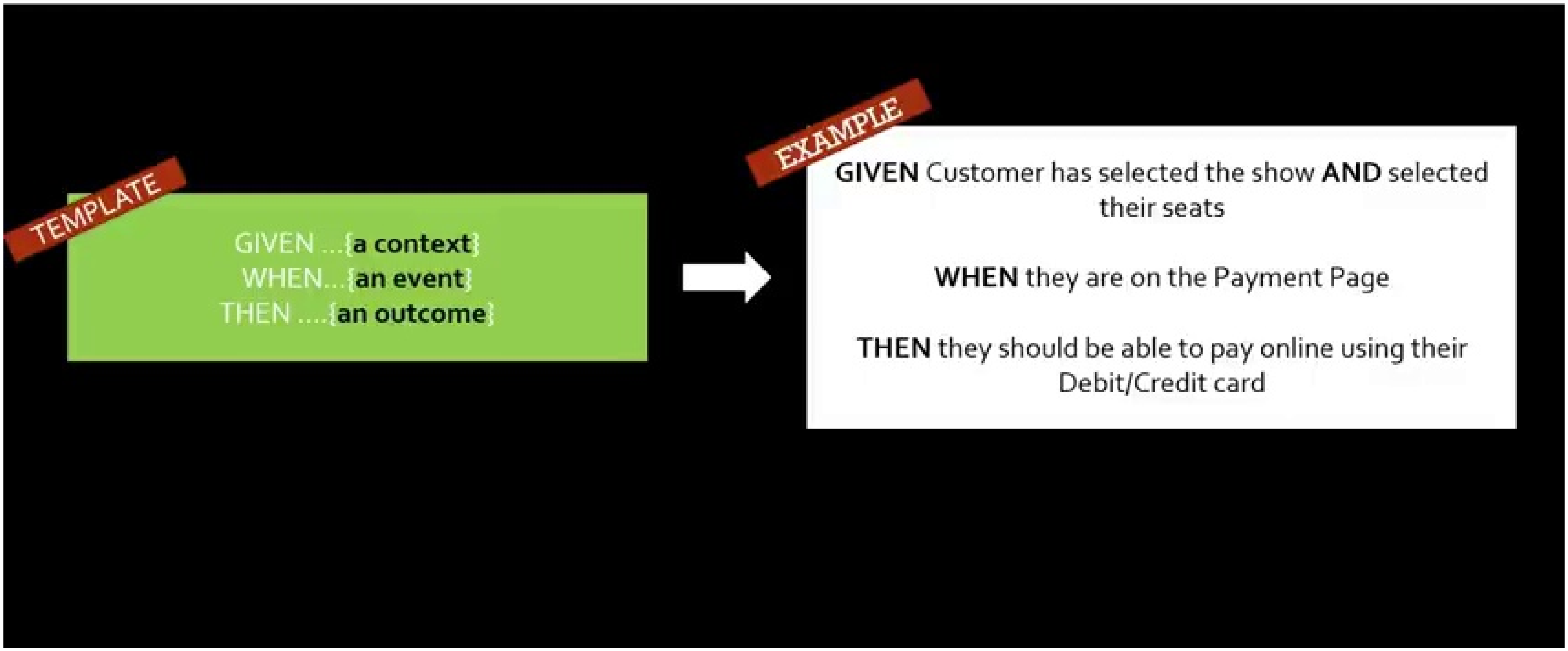
engineering team to build the solution question number six what is an

acceptance criteria and its former as discussed in the

previous question acceptance criteria is a for is a part

of our user story

6. WHAT IS AN ACCEPTANCE CRITERIA AND ITS FORMAT?



and it's a very important part it basically

uh states the condition or outcome which has to be satisfied in order for a re

uh for a solution to be acceptable to the business stakeholders

so it's very key in terms of coming up with the

qa test scripts and also the uat test scripts

so so it's a very vital component of a user story when we look at the

template or the format so usually the acceptance criterias are also given

as a one line statement in an example demonstrate that the

customer is able to pay using their debit or credit card

but that is there is high level statement on in order to make it

more robust and ensure that everybody gets

a clear understanding this is the format which you see on the screen it's

based off bdd behavior driven development

so the format is given a context when an event happens then what is the

outcome which is expected if we translate that

to an example based on the user story which we just

discussed given customer has selected the show and selected their seats when they are on the payment

page of the digital solution then they should be able to pay online using

their debit or credit card so it clearly spells out what are the

uh what is the context what is the event and then what should

happen so it's very clear to everyone the developers and also the testing team

what the outcome we are looking for in what condition

and it ensures that we build a solution according to the

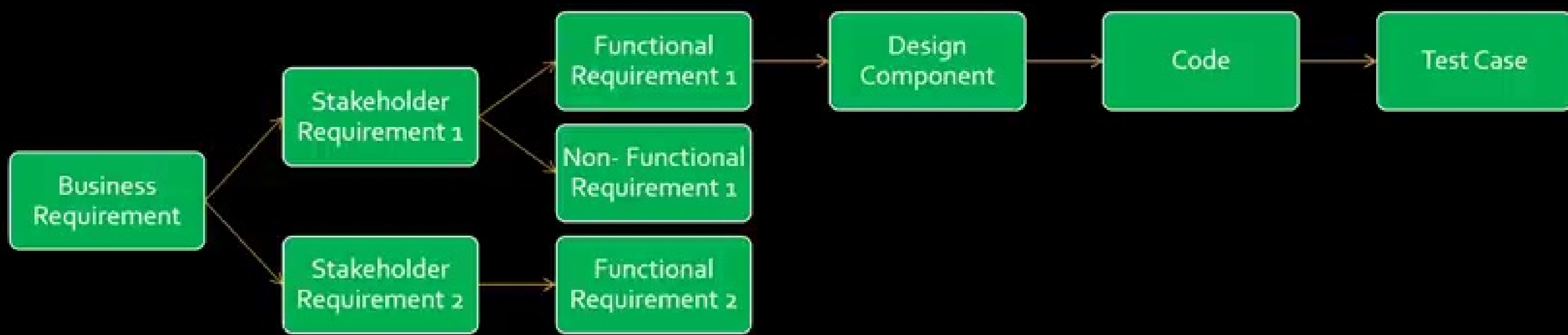
uh business requirements question number seven what is rtm or

requirement traceability matrix so this is one of an

important tool or technique which is

7. WHAT IS RTM OR REQUIREMENT TRACEABILITY MATRIX?

It is a matrix used to trace requirements. It provides forward and backward traceability (as shown below). It helps faster impact analysis and reliable assessment to ensure all the business requirements are covered.



[5400.0 - 5580.0]

used to trace requirements so this provides backward and forward

traceability as shown in this diagram and it helps

faster impact analysis and reliable assessment

to ensure that all your business requirements are covered

so if you look at this example rtm or requirement traceability matrix

so the business requirement will be mapped to

the stakeholder requirements uh sql requirement one and two

so in our example if you if you talk about the digital channel for allowing

customers to book uh tickets the stakeholder requirement

number one can be related to the customer facing

screens and how they can how it allows and the other stakeholders who can be

involved would be the backend team or the back office

operations team and what are the requirements from their

side to process the customers online booking so that's how

the different stakeholders will have a different set of requirements so the

first level of mapping would be with respect to the business requirement

and the stakeholder requirements and then the stakeholder requirements would be mapped to the functional requirements

and also the non-functional requirements which we spoke about

and then the functional requirements or non-functional requirements in turn

would be mapped to this design component okay

in order to deliver this functional requirement

what are the design components required so

if you take an example of the screen to show the customers the list of

available seats so the design would involve different

screens and also the the the logic for

showing up the available seats so so that

all comes under the design and then the design

component maps to the the code so in which a particular language

the the co the code is there it may be java.net

or it can be uh any other new technologies like python

so all of this programming comes under the code and it is mapped to the

design component and once the code is kind of completed and then it's

maps to the test case so the test case would ensure that

um the code which is developed works accordingly to the requirement so this kind of gives an end-to-end mapping

to ensure that a business requirement is kind of

test developed and tested so it's a very useful tool and this is

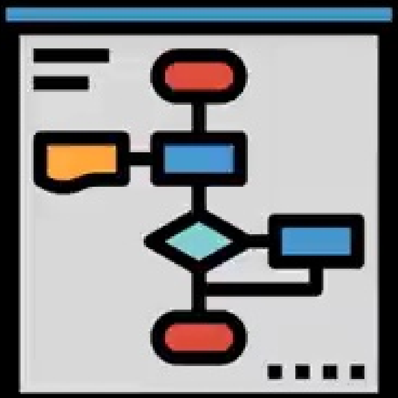
one of the key things which also use on a day-to-day basis and it

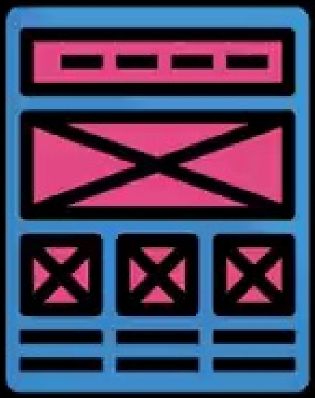
can be asked in an interview

moving on question number eight what are the different visual models

8. WHAT ARE DIFFERENT VISUAL MODELS YOU HAVE CREATED FOR DOCUMENTING REQUIREMENTS ?

- Use Case Diagram
- Activity Diagram
- Wire Frames
- Prototypes
- Business Process Flows
- Data Flow Diagrams





you created for documenting requirements so this is another key questions which

keeps getting repeated in the business analyst

interview so i've listed the major ones used but

there are much more uh visual models uh

which have been used so i'll be creating another video only

dedicated to this but in this video i'm just going to quickly cover of the

commonly used ones the first one is the use case diagram

which uh kind of documents the interactions between the

user and the system which we are building what are the different things

a user can do functions with the user can

perform using the system then there is the activity diagram

which again captures uh the interaction between the user and the system in a

very detailed way let's say example if the if the customer

selects on uh the particular show what happens what is the screen which is

shown to the customer uh let's say it is in the seed selection

let's say customer proceeds without selecting a seat

then there should be an error message which should be thrown so all of these things are kind of captured as part of the activity diagrams

and then it comes the wireframes so this is basically the look and feel of the

screens so how the screen should look what are

the colors what are the components which are which

should be available to the customer in the screen

so all of this visual part are handled using the wireframes then we

have the prototypes which is similar to the wireframes but this kind of gives

a journey in a visual way if the customer clicks on

one button on one screen then what is the next screen which is popping up

they click on this what is the next screen which is popping up it's kind of

you know it's a storyboard which is very easy for the developers to visualize

while they're building the solution and also for the testers

to test the solution and then we have the business process flows

it's the end-to-end flow basically what happens

uh when the event is started who are the actors you know they are

depicted by swim lanes what are the actions which are taken by

the customers by the staff on the on the

business side so all of these things are visually represented as part of the business process flows the last one

key key one is the data flow diagrams uh basically these are

uh more of a technical in nature which shows how

the data flows from which is the source and how it's get getting captured in the

backend database so these are some key things and commonly used

visual models if you feel there are any any similar ones which are very key and

used widely please comment in the comment box and

i'll pick it up while i'm creating the other video

moving on to the last question question number nine what are the tools you have

used for documenting requirements so this is one of those tricky questions

where the base might not be prepared while facing

the interview so i've just listed it out here so

predominantly most of the requirements are captured using

the ms office tools if you are following the waterfall model

word the frds and brds are captured in the word document

and the the powerpoints can be used for presenting these key

parts to the stakeholders for either sign off or you know just to present

and get their views on and then excel is used for the requirement traceability so it's it's mo it's more or less all the

business analysts work heavily on ms office and then

there's a sharepoint where all these

9. WHAT ARE TOOLS YOU HAVE USED FOR DOCUMENTING REQUIREMENTS ?

- MS OFFICE (WORD, Power Point, Excel)
- Sharepoint
- JIRA, Confluence
- Requisite Pro
- MS VISIO, ARIS, LUCID Char
- MOCKUP Tools (Balsamiq, MS PAINT)

documents are commonly uh maintained so it's like requirements

management is done using the sharepoint which all these documents

which we spoke about if you're using waterfall but if you're

using agile methodology i think most of the things are on jira

uh the epics are created on jira the user stories are created on jira

acceptance criteria is documented as part of the user stories

and all the supporting models like we spoke about the mock-ups

the use cases activity diagrams all will be

just part of the jira and confluence is also used uh extensively

uh where i want to make uh provide more notes or more context so

jiran confluence are the key tools in the agile methodology and there is

this require requisite pro this is also one of the

requirements management tool um which will which is which which is

used and then we have the vizio and

eris so these are the business process modeling tools so

you can create business process models using that and visio is extensively

you know it can be used for your activity diagram use case diagrams any type of diagrams and you know the mock-ups

can be created uh using visio powerpoint and also

ms paint and then if you want to go a little high-tech on

the tools for capturing the business process

models and all the different uh diagrams the visual models i think

lucidchart is one tool which is uh which have all the pre-built

templates and can be used readily uh uh readily and it can be uh

you know it can save a lot of time and then we have

ballismic this is also it's a mock-up tool

and it's basically used for creating all these web-based mockups and mobile

phone app mock-ups so these are the things which

uh you know commonly used again please

comment in the comment box if there are any other tools which you

think i've missed out here hello there welcome to this video in

this video you're going to discover the top 10 commonly asked questions

in interviews on scrum agile methodology if you have an interview coming up

shortly then this is a video for you

question one what are the events ceremonies in agile methodology so there are four key uh events and we're going to cover those in detail

in the upcoming slides but i'm just going to provide an

overview of these four events in this particular question

so we have a sprint planning which happens

during the beginning of the sprint and then we have the daily scrum

which happens daily during the duration of the sprint

and then we have sprint review and sprint retrospective

1. WHAT ARE THE EVENTS/CEREMONIES IN AGILE METHODOLOGY (SCRUM) ?

[6000.0 - 6060.0]

towards the end of the sprint so we're going to cover all of these

events in detail so stay tuned number two so this is again another

commonly asked question is the composition of the scrum

team so ideally the scrum team comprises of

three main roles which are listed in the slide one is the product owner

two is the scrum master and third one is the development team the development

team includes the developers uh the testers

or any other i.t stuff so all these three roles comprises of a

scrum team question number three so this question

relates to the artifacts in scrum as you know scrum methodology

is basically very light in documentation but these are the three

major are kind of used in the process so first one is the product backlog so

3. WHAT ARE THE ARTIFACTS IN SCRUM?

The Major Artifacts in Scrum are listed below:

#	Artifacts
1	Product Backlog
2	Sprint Backlog
3	Product Increment Contains (Software Package, Release Notes and User Manuals)

[6060.0 - 6180.0]

this contains all the things which relates to the

doubler for the product the epics the user story the defects

any other ideas so all of this goes into the

product backlog and then we have the sprint backlog

so as i was speaking in the question one about sprint

planning so the items which deliver most value to the customer based

on urgency or based on other factors so all these items are

transferred from product backlog to the sprint backlog

which becomes the scope of that particular sprint and which is

used throughout the sprint the third artifact is basically the product

increment which is delivered in that sprint it can

it contains the software package the release notes

and the user user manuals on how to use the functionality

which was delivered in that particular sprint so

that summarizes the three major artifacts used in the scrum

methodology question number four is what is velocity

so ideally it is ability of the scrum stream to deliver valuable product increment so it's basically calculated based on

the story points of the backlog items which

were delivered in that sprint or we can term

it as done in that particular sprint so let's

say for an example 41 story points worth of

product backlog items were delivered in or completed in sprint

one so then the velocity of that scroll scrum team can be termed as 41.

let's continue the example let's say in sprint to the team

uh completes uh 42 then they're going to average out 41 and

42 and then use that as a variable in the sprint planning

4. WHAT IS VELOCITY?

- It is the ability of the Scrum team to deliver valuable product Increment in a Sprint.
- It is calculated at the end of the sprint by adding up the story points of the Product Backlog Items which are **DONE** . This is useful during the Spring Planning Meeting.

Example: Product Backlog Items with 41 Story Points are completed in Sprint 1, then Velocity of that Scrum team is **41**

as a variable in the sprint planning meeting basically this kind of gives an

idea of what the team can deliver in a particular sprint and it's used for

planning so that's the main use of velocity

question number five what is the use of a sprint burn down chart or what is a

sprint burn down chart so again this is one of

the artifacts used uh in the process to kind of

track how the progress is with respect to the sprint goal and then

kind of adapt to achieve the goal which was planned in

the beginning of the sprint so if you look at the example chart

which is given here uh it's a two week sprint let's say it's

14 days worth of for days it's tracking and then

the yellow line kind of for tracks the story point which needs to be

completed on a daily basis to achieve the

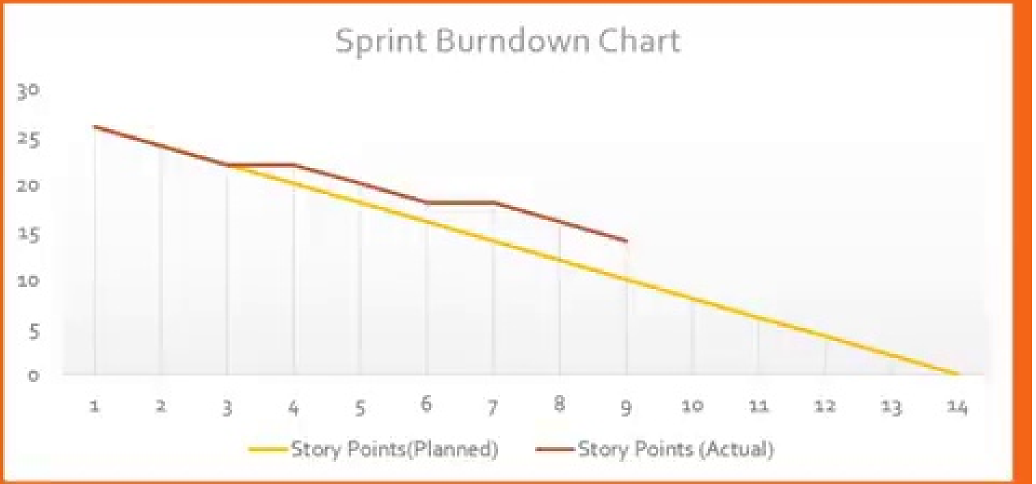
sprint goal and then the red kind of

5. WHAT IS A SPRINT BURNDOWN CHART?

The Scrum team uses the Sprint burndown chart for inspecting the progress with respect to the Sprint Goal and adapting the plan to achieve the Sprint Goal.

Example: The sample burndown chart provided on the right provides a progress of actual completed story points versus the The planned story points.

Using this view, The Scrum team can adapt the plan to complete the Sprint goal.



signifies what is the actual so it's basically giving a plan

versus actual view and then during the daily scrum meeting this chart can be

referred and the team can adapt or adjust accordingly to

complete this part particular sprint goal so again it's a very useful

metric for tracking progress question number six

so i was telling we'll discuss more in detail of the events so this is the

first of the four events in scrum process

so which is a sprint planning meeting so a lot of interviews will ask

what actually happens in those meetings so

so what the basically the purpose of this meeting is just to craft

a sprint goal and also plan to achieve it

so the participants would include the scrum team

uh the development team scrum master and

6. DESCRIBE WHAT HAPPENS IN THE SPRINT PLANNING MEETING ?

Purpose	Participants
To craft a Sprint Goal and a plan to achieve it	Scrum Team (Development Team, Scrum Master, Product Owner)

INPUTS

- Product Backlog
- Velocity
- Product Increment

Activities

- Craft the Sprint Goal
- Create a Plan

OUTPUTS

- Sprint Goal
- Sprint Backlog
- Sprint Burndown Chart

product owner and then they will use the product backlog and then pick okay

these are the product backlog items let's see what

should we target for this release so for example if it's a

the team is building a ticket booking app for a movie

theater chain so maybe they would have delivered the basic functionality of

login registration and booking the tickets

but they wouldn't have the functionality of seat selection

by the customer so that can be one of the major functionality which they can

target in the sprint and that can go that can be the goal of

like that can be the sprint goal and then that goal can be broken down

into the user stories and epics which will populate this

print backlog and also the velocity is used as an input

to kind of determine what the team can kind of complete in that sprint so

it's as we discussed in the previous slide if the team can complete 41

story points worth of uh items then in the next print also they can use

that as a guiding parameter and then they can keep okay let's we can only do

for 41 uh let's see what we can fit in those things yeah and then using all this uh

input so the output will be the sprinkle as i was just telling in the example

the seat selection feature can be a sprint goal and then the sprint backlog

all the epics and the users user stories related to that particular functionality

can be included in the backlog and then a

sprint burn down chart which we just looked in the previous slide

can be charted with the plan planned story point completion

throughout the sprint process yep

and the question number seven is the next

item or which is the even which is the daily scrum meeting

7. DESCRIBE WHAT HAPPENS IN THE DAILY SCRUM MEETING ?

Purpose	Participants
To review team's progress on Sprint Goal and adjust the plan to get there	• Development Team • Scrum Master • Product Owner (Optional)

explained basically they would ask to explain what happens in the daily

scrum meeting so this is a daily scrum or it's also termed as a stand-up

meeting so the purpose is just to review the

team's progress on the sprint goal and not just the plan

to get there the development that the participants

mainly would be the development team and the scrum master product owner is

kind of optional so it's good to include the

product owner but again he or she is optional

so the inputs would be the sprint backlog okay these were the items the

user stories and the tasks which are outstanding for this

particular sprint and also the sprint burn down

chart how how is the team progressing so the progress would be inspected and if

there's any impediments or was telling about the blockages

uh it can be a technical issue or a environmental thing or

well various factors which will be blocking progress so those can be

identified and then um

usually a follow-up call or a follow-up meeting would be set up to work on resolving those impediments usually it's all driven by

a scrum master oh my question number seven question

number eight is basically uh describe what happens in sprint

review meeting so this review meeting happens at the

end of the sprint and ideally the purpose is to just

showcase the work which was completed in the sprint to the stakeholders this

meeting will have extended stakeholder list along with the

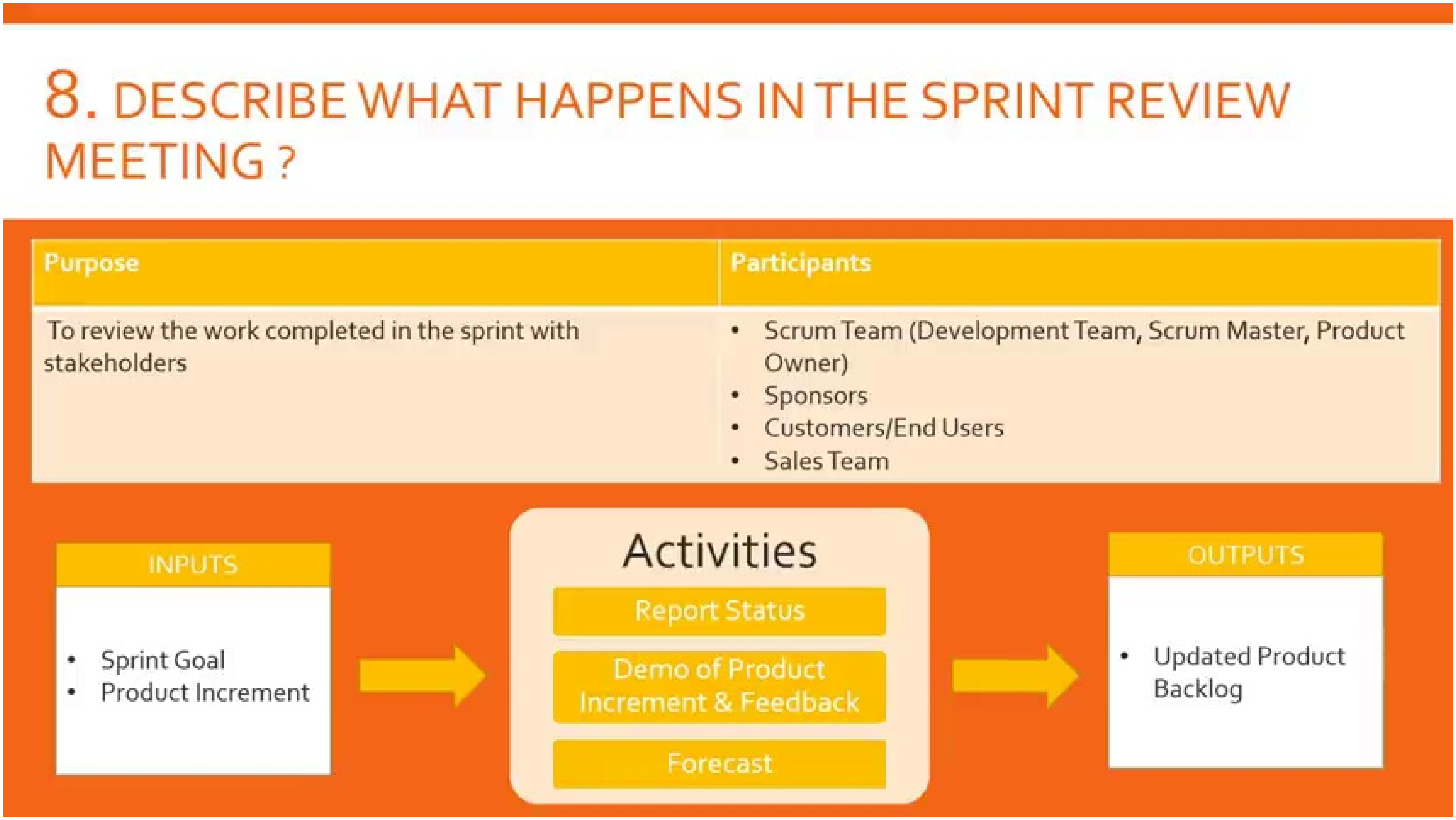
scrum team which will include the sponsors the customers

or the end users and also the sales team they would like to see

how the product is shaping up and they also can provide their feedback

so the input again would be the goal so example we spoke about

like seed selection feature and then


8. DESCRIBE WHAT HAPPENS IN THE SPRINT REVIEW MEETING ?
Purpose
Participants
To review the work completed in the sprint with stakeholders
• Scrum Team (Development Team, Scrum Master, Product Owner)
• Sponsors
• Customers/End Users
• Sales Team
INPUTS
• Sprint Goal
• Product Increment
Activities
Report Status
Demo of Product Increment & Feedback
Forecast
OUTPUTS
• Updated Product Backlog

[6540.0 - 6600.0]

how the feature which was developed so the usually it will be done by the

product owner they'll just showcase or demo this particular

functionality to this extended audience and then get their feedback like are

they happy with it or if there's any improvements or any enhancements which

can be done it would be noted down and it'll be

added to the product backlog so that was mainly happens in this

review meeting again the product owner also provides a

status report and also a forecast of what would be coming in the next

prince if yeah and also when there is a release

planned so all those things kind of gets

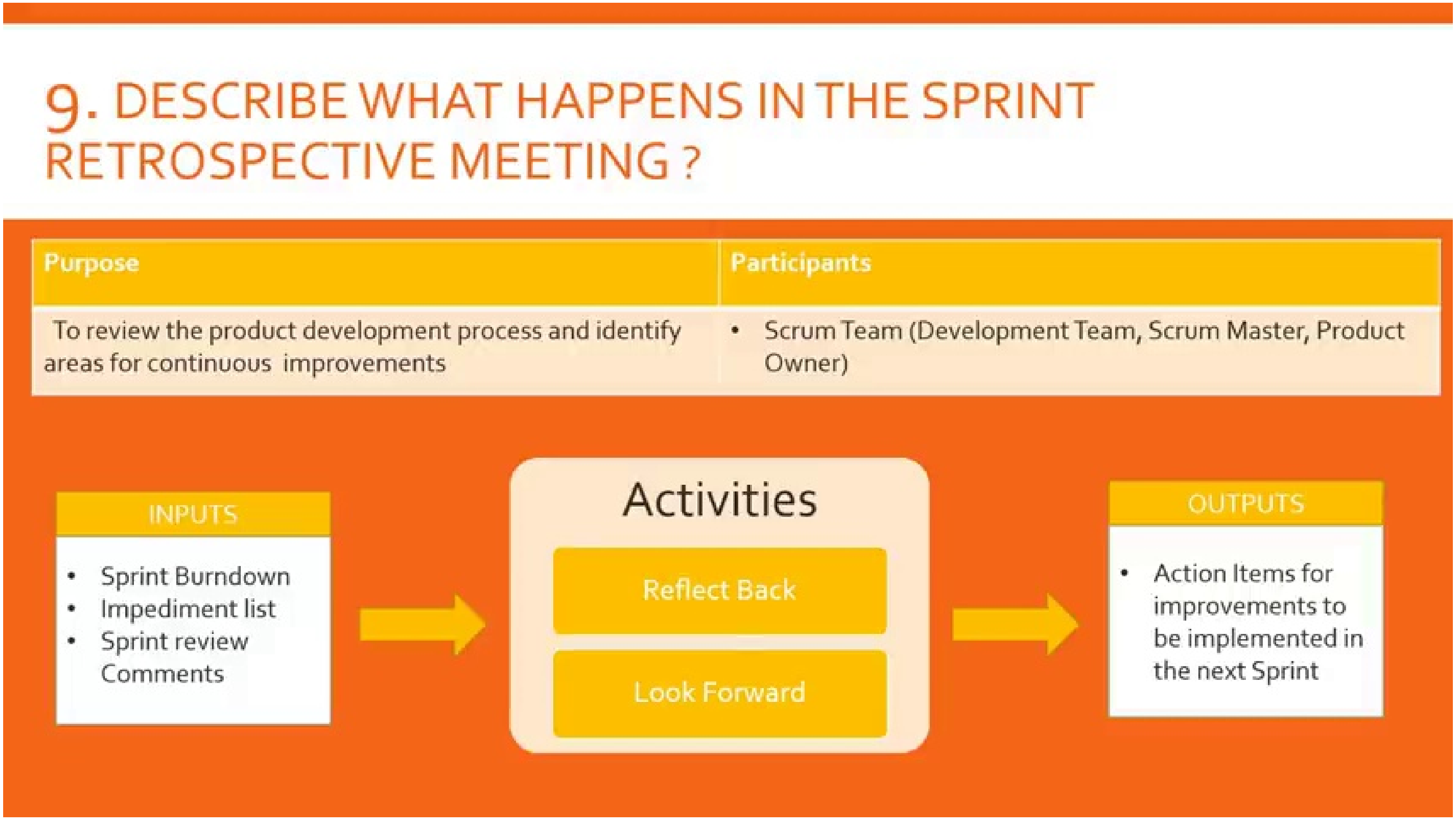
discussed in this particular meeting and we'll move on to question

number nine so this is the last major event

in the scrum methodology which is print retrospective meeting

so here basically it's the participants or the scrum team

themselves the development team the


9. DESCRIBE WHAT HAPPENS IN THE SPRINT RETROSPECTIVE MEETING ?
Purpose
Participants
To review the product development process and identify areas for continuous improvements
• Scrum Team (Development Team, Scrum Master, Product Owner)
INPUTS
• Sprint Burndown
• Impediment list
• Sprint review Comments
Activities
Reflect Back
Look Forward
OUTPUTS
• Action Items for improvements to be implemented in the next Sprint

scrum master product owner the main agenda is to identify how we

can make the product development process better simple yeah so they look

at all the uh impediment list that's the main thing

so that they can be prepared in the next print and also the review comments which

were provided by the stakeholders in the review meeting so

those things can be kept in mind uh while working on the next sprint

and also the burned on especially the progress uh

and how how what where like what what things can be done better

in order to hit the plan so it's more of a looking back reflecting back and also

looking forward so those outputs would be the action items for

improvements which can be implemented in the upcoming sprints so that there's

a better process question for this particular video is

again it's what is definition of done this is one of a

tricky question which is asked and basically it's an exit

10. WHAT IS DEFINITON OF DONE?

It is an **exit criteria** agreed by the Product Owner and Development team to consider a Product Backlog Item done and ready to be shipped.

Example:

The Login Feature is a Product Backlog Item then it should be coded, tested, reviewed and accepted by Product Owner and deployed to termed as **DONE**

[6660.0 - 6720.0]

criteria which is agreed with the product owner and the development team

for marking a backlog item

has been completed and it's ready to be shipped so example login feature

or one of the features which we discussed the

seed selection feature yeah it can be only termed as done if it is

coded tested reviewed and accepted by the product

owner so this is one of the terminology for an item to be

termed as completed so let's say if the one of the item is only coded

and tested you cannot term it as done all these factors which have been

pre-agreed should be completed in order for an item to be

complete termed as done hello there do you have a business

analyst interview coming up shortly if so this is the video for you in this

BUSINESS ANALYST INTERVIEW QUESTIONS & ANSWERS

[TOP 15] INTERVIEW QUESTIONS ON ACRONYMS

[6720.0 - 6780.0]

video we're going to discuss the top 15 commonly asked interview

questions on acronyms or ba terminologies

used in business analysis ranging from crud sipoc rfq rfi

cots and much more we're going to take the term expand it and provide

its usage with an example so that this will help you

to answer the questions in the interview process

we have a lot to cover so let's get started

question number one what is invest invest stands for

independent negotiable valuable estimable small

testable the inverse guidelines are used in agile methodology while writing the

user stories the above criteria ensures a

well-written news stories let's look at it again independent it

talks about the user story being independent of

other user stories dependency between user stories create

1. WHAT IS "INVEST" ?

INVEST Stands for

- Independent
- Negotiable
- Valuable
- Estimable
- Small
- Testable

- The **INVEST** guidelines are used while writing User Stories. The above criteria ensures a well written User Story.

[6780.0 - 6900.0]

complexity and wherever possible we should maintain uh user story

independent of the others negotiable this talks

about having a conversation with the team and

trying to work out the details of the story

accordingly valuable the this talks about

the user story should be creating value to the end user

be the customer or be the staff or working with application

if it doesn't deliver any value then there is no

purpose for user story to be on the backlog in the first place so

to ensure that the user story creates some value

to the end user estimable so this talks about how the user story

should be written so that the development team

can help i can you know look at the story and come up with

estimates it can be a ballpark but yeah it should be able to

estimable by the development team so that it helps in the prioritization

process and the release planning small wherever possible the story should

be broken down into uh the smallest part of it and it should not be combined with other features so wherever possible

it should be limited to a single requirement

from an end user or from an internal staff

so it becomes easy for development testing and maintenance the

last part is testable so by looking at the user stories the

testing team should be able to come up with their

test scripts and help in their testing process

ideally the acceptance criteria helps in this place

acceptance criteria as part of the user stories can be created

sorry translated into test cases and can be used by the testing team

question number two what is crud crutch transfer create read update and delete

2. WHAT IS "CRUD" ?

CRUD Stands for

- Create
- Read
- Update
- Delete

- These are the 4 basic functions to be considered in software development while dealing with data. This can also be used for drafting Requirements.

Example: Requirements of a Online Food Ordering App	
C	Customer should be able to place an order
R	Customer should be able to view their order
U	Customer should be able to update their order
D	Customer should be able to cancel their order

[6900.0 - 6960.0]

so these are the four basic functions to be considered in software development

while we're dealing with data and this the same uh

thread can be used for drafting you know high level requirements

if you're looking for an example uh and you're i'll be tasked to do a

requirements for an online food ordering app even before you are meeting

the business you can just come up with these requirements using crud

c stands for create so customer should be able to place an order

r stands for read customers should be able to view their order

and u stands for update customer should be able to update their order and d

stands for delete customers should be able to cancel their order

so it's a very good technique to uh ensure that the data is handled

end to end right from creation up to deletion

question number three what is what so what stands for strength

[6960.0 - 7140.0]

3. WHAT IS "SWOT"?

SWOT Stands for

- Strengths
- Weaknesses
- Opportunities
- Threats

It a strategic planning technique used to help an organization identify their strengths, weaknesses, opportunities, and threats and evaluate a company's competitive position.

[6960.0 - 7140.0]

weakness opportunities threats it's a strategic planning

technique used to craft out strategies let's try to look at this with an

example one of your clients is a business owner

and sorry restaurant owner and he has a come

to your consulting firm seeking help on how to

uh you know how to create a strategy to combat a new restaurant which has

come down the corner so you can use swot and help out craft

that strategy so let's let's look at it first we identify what

is the strengths of the client so

the bus the restaurant uh has been for a while

and it's very appreciated for its uh taste and also it is highly economical

and there's huge flocks of crowd are you usually coming during the lunch time

uh during the office hours to grab a bite so that's the strength if you look

at the weakness the restaurant closes at uh 8 p.m

uh due to la you know not not many office

going people kind of hang out at that particular restaurant

whereas a new restaurant which is coming up is open till 11 a.m so if anyone after 8pm wants to kind of uh you know hang out they can go to the

new restaurant so that's a weakness so one of the strategical point to

combat it is maybe open the closing time of the

restaurant next and the closing time of the restaurant

maybe to 10 or 11 and you know see how it works out

and then the opportunities so this new restaurant bringing up it opens up

for opportunity one of the opportunities which you can think of is

the client's restaurant is in indian cuisines while the new restaurant is

chinese so maybe can just have a conversation

with the restaurant owner and try to see if you

can cross cross serve maybe they can promote

your restaurant i can tell you if you're an indie

restaurant you can go down the rounder and you can do the same

vice versa what's happening is collectively you're trying to

in collaboration you're trying to grow each other's business

the threat is the new restaurant um happens to be better and it's able to

serve faster than i think you

this particular business will be taken out of going on question number four what is uml this is a very

commonly asked question in the interview sessions

uml stands for unified modeling language it's basically a standardized modeling

language for visualizing and documenting the artifacts

of the software programs most commonly used uh

4. WHAT IS "UML" ?

UML Stands for

- Unified Modeling Language

It is a standardized modelling language for visualizing, documenting the artifacts of software programs.

[7140.0 - 7200.0]

uml diagrams are the activity diagrams use case diagram sequence diagrams so

basically these diagrams provide a view to the

development team how the interaction between the user and

this system should be which will help them to visualize and

come up with the solution accordingly

question number five what is the difference between rfi

rfq and rfp this is one of the commonly asked confusing question

in the interview process i'm just going to try to simplify it in this particular

slide rfi stands for request for information

all we're doing here is reaching out to the different vendors and trying

to understand what are the services or the capabilities

which the vendor can deliver only that nothing much

just reaching out and trying to understand the services

which they provide rfq stands for request for code

5. WHAT IS THE DIFFERENCE BETWEEN "RFI" "RFQ", "RFP"?

RFI Stands for

- Request for Information

It is a formal elicitation method intended to collect information regarding a vendor's capabilities.

RFQ Stands for

- Request for Quote

It is used for obtaining the cost from the vendors for delivering your requirements.

RFP Stands for

- Request for Proposal

It is a requirements document provided to the vendors when an organization is seeking a formal proposal.

[7200.0 - 7320.0]

this is usually uh used when you know what you want you're reaching out to the

different vendors to understand what the cost involved in

delivering the solution for that for that particular requirement so this

involves reaching out to the different vendors

just telling them what you need and trying to get the code from

them for comparison the last one is rfp this is the one which is commonly used

this involves a kind of a business stay a business

need or a problem statement you reach out to vendors and you give

them that and you ask them to come back with their proposal

and the cost so the proposal would basically involve the approach

the tools which they'll be used are using to solve

the business problem statement or achieve the business need

and also the cost involved so rfp is one of the most commonly

used but there there are uh companies which do use rf i and rfq

as well question number six what is cods cots

stands for commercial off the shelf code system

are developed and maintained by external organization and they are just implemented as part of the business to meet their business need

or solve a problem statement rather than

developing their own in-house software system for example

a business needs a customer relationship management platform

instead of developing an in-house solution they can go and

get sap crm zoho crm or salesforce similarly if they want to send out

emails to their customers they can use a vapor get response

etc so the idea here is instead of using the time

developing in-house system the business can use a readily available

software and they can get started to address

their business need or

6. WHAT IS "COTS"?

COTS Stands for

- Commercial off-the-shelf

COTS systems are developed and maintained by external organizations and are implemented to meet a business need rather than developing the software systems in-house.

[7320.0 - 7380.0]

resolve a problem statement moving on to the next question what is

wbs wbs stands for work breakdown structure

this is a process of decomposition of the task and effort required to complete

a project or an objective so from a ba prospective

let's say you're tasked with the requirement

gathering for a particular initiative so at a high level

the initiative will result in a requirement

document maybe in form of use stories or brd

or fl you know the functional requirements so

in order to break down and make it more easy for managing

and reporting maybe you can split that requirement gathering sessions from

a customer facing view and then you can have

requirement gathering session with department e department b

and department c so you're basically

[7380.0 - 7440.0]

7. WHAT IS "WBS" ?

WBS Stands for

- Work Breakdown Structure

WBS documents the decomposition of tasks and effort required to complete a project or objective.

breaking down the requirement gathering process across and

having some timelines to it and also then

crea having a process of documenting the requirements and getting the required

sign off so all of these act activities can be

broken down and then into small components

it can be planned and managed accordingly so they

provide some more visibility and easy for the individual performing those

activities to accomplish question number eight what is cpoc sipoc

stands for suppliers input process inputs process outputs and

customers cpoc diagram is used for defining the

scope of a process improvement initiative and also helps to

understand the current state and then to work out

on the process improvements so cpoc

8. WHAT IS "SIPOC"?

SIPOC Stands for

- Suppliers
- Inputs
- Process
- Outputs
- Customers

SIPOC Diagram is used for defining the scope of a process improvement initiative.

ideally basically talks about who the suppliers are

what are the type of inputs they provide to a process

raw materials data etc and then what is the process which

converts the inputs to the required outputs what are the

required outputs and who are the ultimate users of those

outputs so it's in a in a simple line uh in a table or a diagram can

understand what's happening currently and can work on the process

improvements accordingly question number nine what is jad chad

stands for joint application development chat sessions are similar to workshops

or where you have a variety of stakeholders ranging from

the customer the end user smes business stakeholders business

analysts developers all collaborating together for capturing

high quality

[7500.0 - 7560.0]

9. WHAT IS "JAD"?

JAD Stands for

- Joint Application Development

JAD sessions are workshops involving variety of stakeholders like Customers, End-User, SMEs, Analysts and Developers collaborating to capture high quality functional requirements and to provide the developers with a good understanding of what the business wants the system to do.

[7500.0 - 7560.0]

high quality functional requirements basically you

want to uh the end result of this particular

session would be what the what is that the system should

do in order to accomplish the business

requirements so that's the whole agenda for this

particular sessions and this provides a a good understanding

to the development team uh what is required and also some

business context on why it is required so that it will help

them to develop the solution accordingly

question number 10 what is bpmn bpmn stands for business process model

annotation bpmn is a methodology or an industry standard language used

for visually represent representing the business process in the

form of diagrams so the business user or a technical

developer if they just look at this business process model they will be

able to understand or what is the flow of events who does

[7560.0 - 7680.0]

10. WHAT IS "BPMN"?

BPMN Stands for

- Business Process Model and Notation

Business Process Modeling Notation (BPMN) is a method of visually representing the business processes in the form of diagrams.

[7560.0 - 7680.0]

what so usually the business process models are in the form of swim lanes

uh one actor and all the activities for that actor are confined to a swim lane

so if you're taking an example you have actor one and actor two let's say

customer uh and a ticket provider for a movie

tickets so customer walks in hands over uh informs the

the ticket counter which show and how many tickets

he or she wants to buy and then the ticket provider will

just show them the screen and as ask the customer to pick the seats once

the seats are being picked picked by the customer uh

the ticket provider confirms the ticket and then uh charges informs the customer

how much the ticket is and once the customer pays

the money the ticket is printed out and handed over to the customer

so this back and forth interaction can be easily represented in a business

process model and let's say if a business is trying to take this

journey to a digital channel where the customer can book

their tickets using phone or you know online

then this particular process model can be used to model the interac the interaction by the developers

and it's pretty easy it's all there in a process model it's easily understandable

and can be used accordingly for the development

question number 11 what is dfd dfd stands for data flow diagram

so dhp is a visual representation of flow of data

through a software system again this really helps

the development team uh during the development process

so let's say if you're working on a reporting requirement uh

you can provide a view of how the data is captured

and where it is stored so let's say example the customer data is captured

through the you are the front-end screens and it

is stored in one particular database similarly the transactional

11. WHAT IS "DFD"?

DFD Stands for

- Data Flow Diagram

DFD is a visual representation of the "flow" of data through a software system.

data are recorded in another database and then how which are the

fields you can try to capture from which database so you can

you can provide this view in a data flow diagram

and this will really help the development team to come up with a

required solution for the report

question number 12 who is an sme sme stands for subject matter expert

smes are invaluable resources for understanding how the current processes

work so uh they are actually either uh you know experts in their own niche

or on field for example if you're looking

at a particular part of the business the first point of

contact uh would be an sme because they know

inside out they've been in the system for a few years they may

be uh senior team members of the team or

12. WHO IS AN "SME"?

SME Stands for

- Subject Matter Expert

SMEs are invaluable resources for understanding how the current process work.

[7740.0 - 7800.0]

business architects or sometimes even the business analysts who have been

working on that particular uh process for a while would be an sme

the smes are really key during the requirement

gathering phase uh when you're eliciting

requirements they are the point of contact to provide how the current

process is and what are the things they would

require to make it better

question number 13 what is rtm rtm stands for requirement reasonability

matrix it's basically a matrix used to trace

requirements it provides the backward and forward

traceability and it helps in a faster impact analysis

and unreliable assessment to ensure all the

business requirements are designed developed and tested so let's

look at an example in the below diagram we have a business

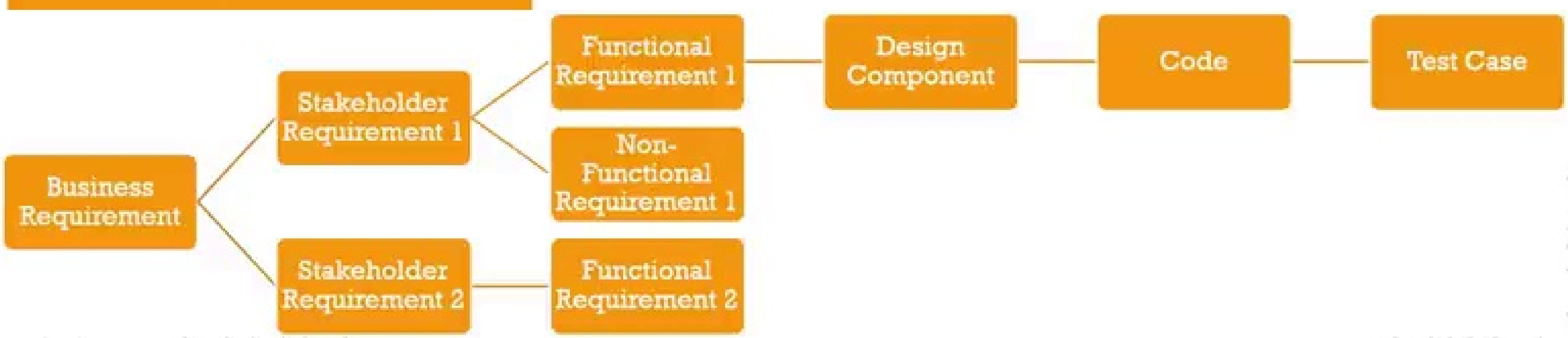
requirement

13. WHAT IS "RTM"?

RTM Stands for

- Requirement Traceability Matrix

It is a matrix used to trace requirements. It provides forward and backward traceability. It helps faster impact analysis and reliable assessment to ensure all the business requirements are covered.



[7800.0 - 7860.0]

it's a map to the stakeholder requirements one and two

and the stakeholder requirements is further mapped to the functional

requirement and non-functional requirement

and then the functional requirement in turn is mapped to the design component

which traces to the code whichever language it can be

written in java.net python and then the particular code then it maps up to a

test case so if you just look at this particular

diagram and metrics you can ensure that a business

requirement here on stakeholder requirements here is is

is designed developed and tested so this provides

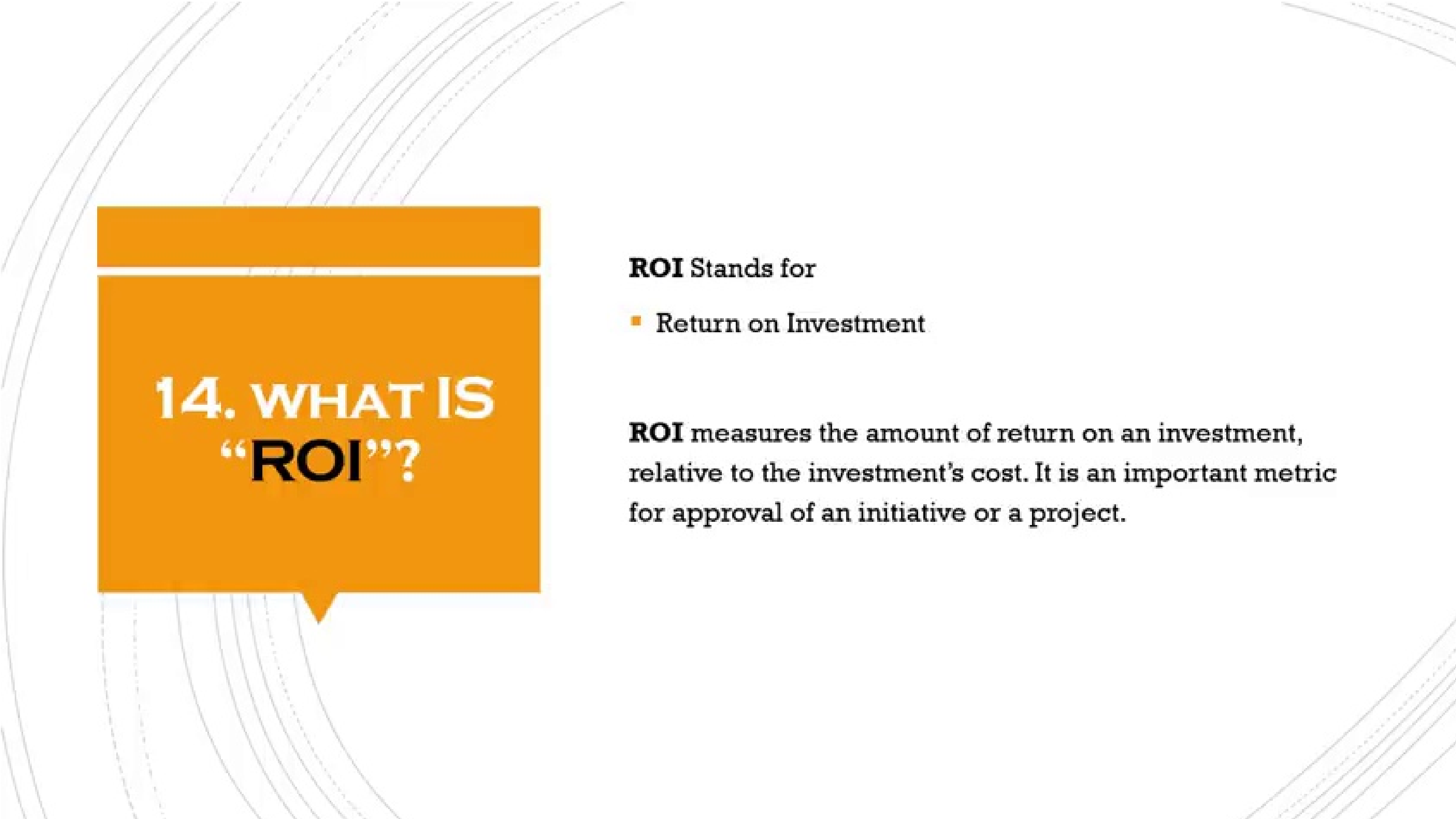
an end-to-end view and ensures that everything is covered

question number 14 what is roi roi stands for

written on investment this is a very important

metric and it measures the return of investment relative

to the investment cost and this is a


14. WHAT IS "ROI"?
ROI Stands for
Return on Investment
ROI measures the amount of return on an investment, relative to the investment's cost. It is an important metric for approval of an initiative or a project.

again as i state it's a very important metric for approval of a project or an

initiative let's take an example if there are a

certain number of business use user perform users

performing a certain activity and let's say on an yearly

basis that amount is around hundred thousand

dollars spent year-on-year for that particular

activity and there is a proposal for automating that part and the

cost for implem implementing the solution would be let's say 50 000

and then year on year maintenance cost of ten thousand dollars

so if you look at a five-year uh time frame

without implementing this solution the cost would be around five hundred

thousand dollars a hundred thousand dollars a year on

year but if we implement the solution the total of cost for five years would

be hundred thousand dollars uh fifty thousand

dollars for first year and then ten ten ten ten for

the subsequent years sorry it's 90 000 so when you're looking

at five year time frame with implementation of the solution it's

90 000 without implementation of the solution

it's 500 000 so there's a clear benefit

of 410 000 uh saved due to implementing this particular

proposed solution so when you present these figures to the business it's easy

for them to take a decision for providing the

funding and go ahead for a project or initiative

moving on to the last question question number 15

what is uat i believe most of you guys already know

know the answer but i just wanted to cover it off

the uat stands for user acceptance testing

uat is performed by the business end users

of that particular application and they check whether

the developed software works in line

15. WHAT IS "UAT"?

UAT Stands for

- User Acceptance Testing

UAT verifies whether the developed software works inline with the business requirements for the end user. It focuses on the user-facing aspect of the software and are carried out by the end users.

with the with their business requirements

and the business analyst role in this part would be to

assist the end users to perform uat uh by helping them with the test cases

desk scripts defect arising a defect defect

management or defect resolution and also to clarify whether a certain

request which is raised during uat whether it's part of

the initial requirement or is it a scope creep

hello there do you have a business analyst interview coming up shortly

if so this is one of the videos for you in this video we're going to cover the

top 11 into week questions asked on sql queries

you may be wondering why would they ask sql query

in a business analyst interview if you are appearing for a

role of a system analyst it business analyst

or in a techno functional role then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INTERVIEW QUESTIONS & ANSWERS
[TOP 11] INTERVIEW QUESTIONS
ON SQL QUERIES

definitely there will be questions on sql so this video will help you

prepare for the interview and also having a techno

functional expertise is always considered a plus

during the hiring process so we have a lot to

cover let's get started before we proceed further i would

request you to please go ahead and subscribe

to our youtube channel if you have not already done so and also please go ahead

and click on the bell icon so that you will be notified when we will be

uploading a new video in the business analyst

interview series we are planning to upload 10 more videos

so please go ahead and click on the bell icon so that you're notified whenever we

upload it okay let's get started as we usually do

we look we take a case study and then answer the questions using the case

study so in this case study we are going to

have

CASE STUDY

A Table named ORDERS with the below fields and values

Order #	NAME	CATEGORY	VALUE	CITY	MODE
1	John Doe	Mobile Phone	225	New York	Credit Card
2	Jane	Laptop	600	New York	Paypal
3	Smith	Tablet	450	Washington D.C	Cash
4	Tom	Laptop	1000	Seattle	Cash
5	Richard	Laptop	750	New York	Credit Card
6	Rahul	Tablet	350	Baltimore	Credit Card
7	Will	Laptop	750	Baltimore	Credit Card

have a company e-commerce company which is

selling electronics like mobile phone laptop on

tab tablet and this is a particular

table in the database called orders which kind of

records who's the customer what are they ordered

what is the value of the order in which city they awarded and also the

mode of payment is it cash paypal or credit cards so we're going to use

this table and then we're going to derive the the queries and also look at

the results question number one how do you retrieve

all records from a table so this is one of the most commonly

asked and the basic question anyone will ask you an

interview so the sql query for that is select star from table name so

in our example the table name is order so that's why it's select star

from orders and the result would be all

1. HOW DO YOU RETRIVE **ALL RECORDS** FROM A TABLE ?

SQL Query

```
SELECT * FROM ORDERS;
```

RESULT

Order #	NAME	CATEGORY	VALUE	CITY	MODE
1	John Doe	Mobile Phone	225	New York	Credit Card
2	Jane	Laptop	600	New York	Paypal
3	Smith	Tablet	450	Washington D.C	Cash
4	Tom	Laptop	1000	Seattle	Cash
5	Richard	Laptop	750	New York	Credit Card
6	Rahul	Tablet	350	Baltimore	Credit Card
7	Will	Laptop	750	Baltimore	Credit Card

the rows and the fields which we saw in the

table would be displayed

question number two how do you retrieve only

custom name and order value fields so the select star

displayed all the fields from the table now the interviewer will be checking

your knowledge on how would you retrieve certain fields

which are of interest to you so here the customer name and the order

value so the sql query for that is select name

which style which is for the customer name and value which is

for the order value from orders the table

the result would be as such so now if you see the result will have only

two fields or two columns corresponding to the customer name

and the order value it won't show all the

fields which are you know from the table

2. HOW DO YOU RETRIVE ONLY **CUSTOMER NAME** AND **ORDER VALUE** FIELDS ?

SQL Query

```
SELECT NAME, VALUE FROM ORDERS;
```

RESULT

NAME	VALUE
John Doe	225
Jane	600
Smith	450
Tom	1000
Richard	750
Rahul	350
Will	750

so this will help to uh focus while you're doing the analysis

when you're looking for only certain values uh

certain fields and their values

question number three how do you retrieve only customers with

order value more than five hundred dollars so this is again

some conditionality is being uh placed into the question so the sql

query for this is we're going to select the name and

the order value from the table but we're going to add a conditionality

which is where value is greater than 500 so what

this will do is it will only filter out the rows with

a order value more than 500 dollars so from our previous example we had

seven rows but now there's only four rows displayed

because only four rows for these four uh

customers the other value is greater

3. HOW DO YOU RETRIVE ONLY CUSTOMERS WITH **ORDER VALUE MORE THAN 500$**?

SQL Query

```
SELECT NAME, VALUE FROM ORDERS WHERE VALUE > 500;
```

RESULT

NAME	VALUE
Jane	600
Tom	1000
Richard	750
Will	750

than five hundred dollars again this will

help you i will performing the analysis and

that's why these are the questions which the interviewer will

ask so that to kind of uh gauge your depth

under understanding in the sql queries question number four how do you retrieve

only customers with order value more than 500 and from ordered from

seattle which is a city so again building upon from the previous question

here we are further fine tweaking the conditionality

and getting a narrower result so the sql query for this remains the

same as what we saw in the previous question

only the additional thing is where value is 500 and city equal to seattle so and

city equal to clt will be the additional part

in the sql query which will give us a result as such uh

where we had four rows from the previous

[8340.0 - 8400.0]

4. HOW DO YOU RETRIVE ONLY CUSTOMERS WITH ORDER VALUE MORE THAN 500$ AND FROM SEATTLE ?

SQL Query

```
SELECT NAME, VALUE FROM ORDERS WHERE VALUE > 500 AND CITY = 'Seattle';
```

RESULT

CUSTOMER	AMOUNT	CITY
Tom	1000	Seattle

[8340.0 - 8400.0]

query but this query will return only one because this is only

a row which satisfies both this condition where the value is greater

than 500 and also the customer ordered from

seattle so that's why we're again fine tuning it

so these are all again conditional conditional questions which

will be asked to gauge your understanding on sql queries most of the

time it will be based on scenario they won't just ask

can you give me an example with this and that how do you filter

it'll be most on a business scenario so that they will they

they understand that you understand the concept of how do you

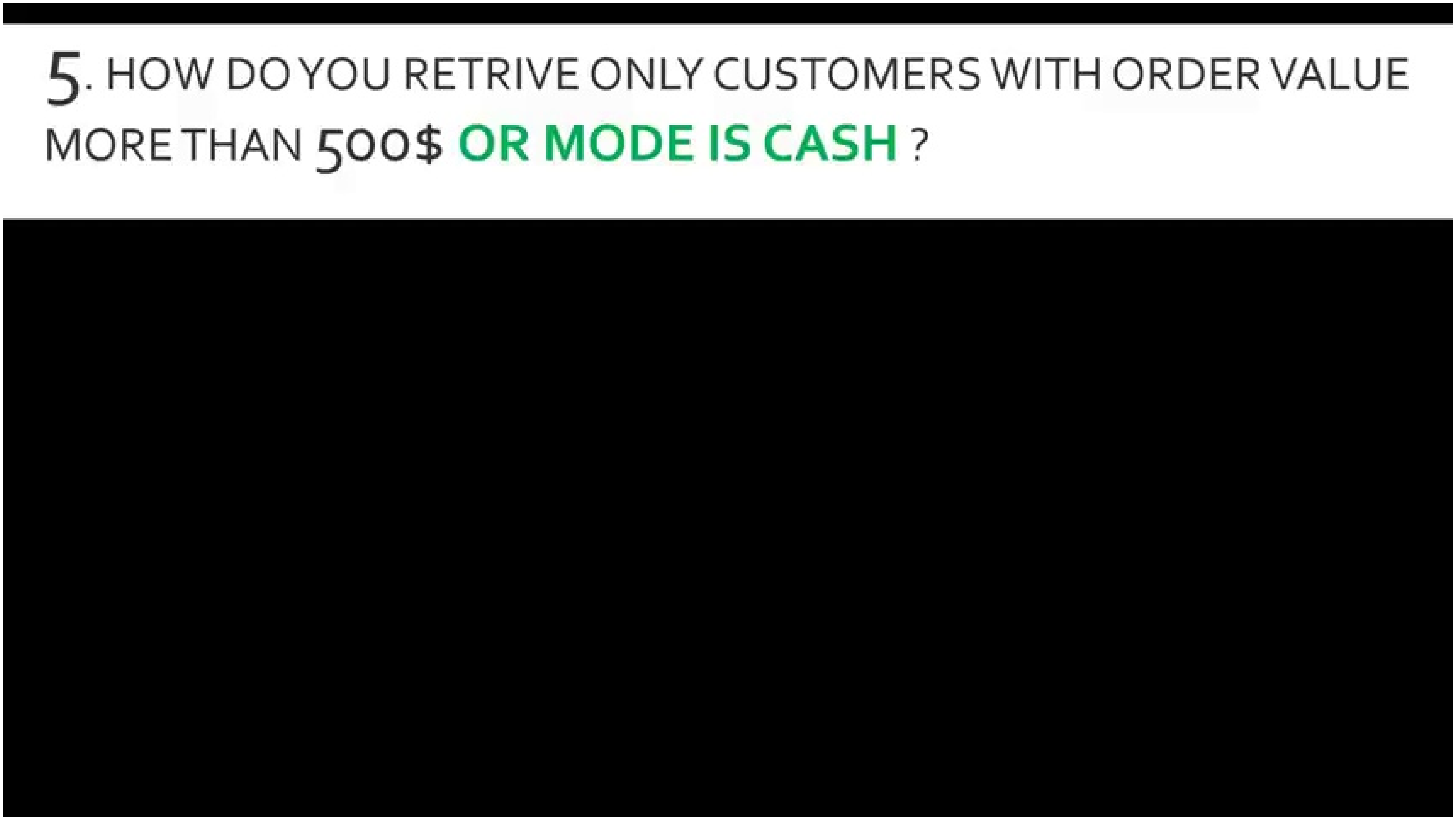
take a business query and business requirement

and translate into a sql query moving on question number five so again

we are asking how do you retrieve only

customers with order value more than 500

[8400.0 - 8460.0]


5. HOW DO YOU RETRIVE ONLY CUSTOMERS WITH ORDER VALUE
MORE THAN 500$ OR MODE IS CASH ?

[8400.0 - 8460.0]

or more is cache again these are all conditionalities

but here it's our conditionality either this

or that so we'll look at the query it is the same as what we saw previously

the only change is after value is greater than 500 we have

a r clause and then mode equal to cash so we are

interested in customers with order value more than 500 or was

paid in cash so the query will return as such if you

see there are five rows here and i want to point out

the row number two smith even though his order value is

less than 500 which is 450 because his cache mode the mode is cache

the sql query will return this particular result

moving on question number seven so here uh the question would be how do

you retrieve customers

6.HOW DO YOU RETRIVE ONLY CUSTOMERS WHOSE ORDER VALUE IS **BETWEEN $100 AND $500**

[8460.0 - 8520.0]

whose order value is between 100 and 500. so this is a range question

i think we covered values now this is a range

so the sql query for this is again name value from orders

but we're going to use a clause called between

so we're going to use a where value between 100 and 500 so what this sql

query will basically retrieve is all the order values

ranging from 100 to 500 and the result would kind of look like this

so these are the three records which are having a value

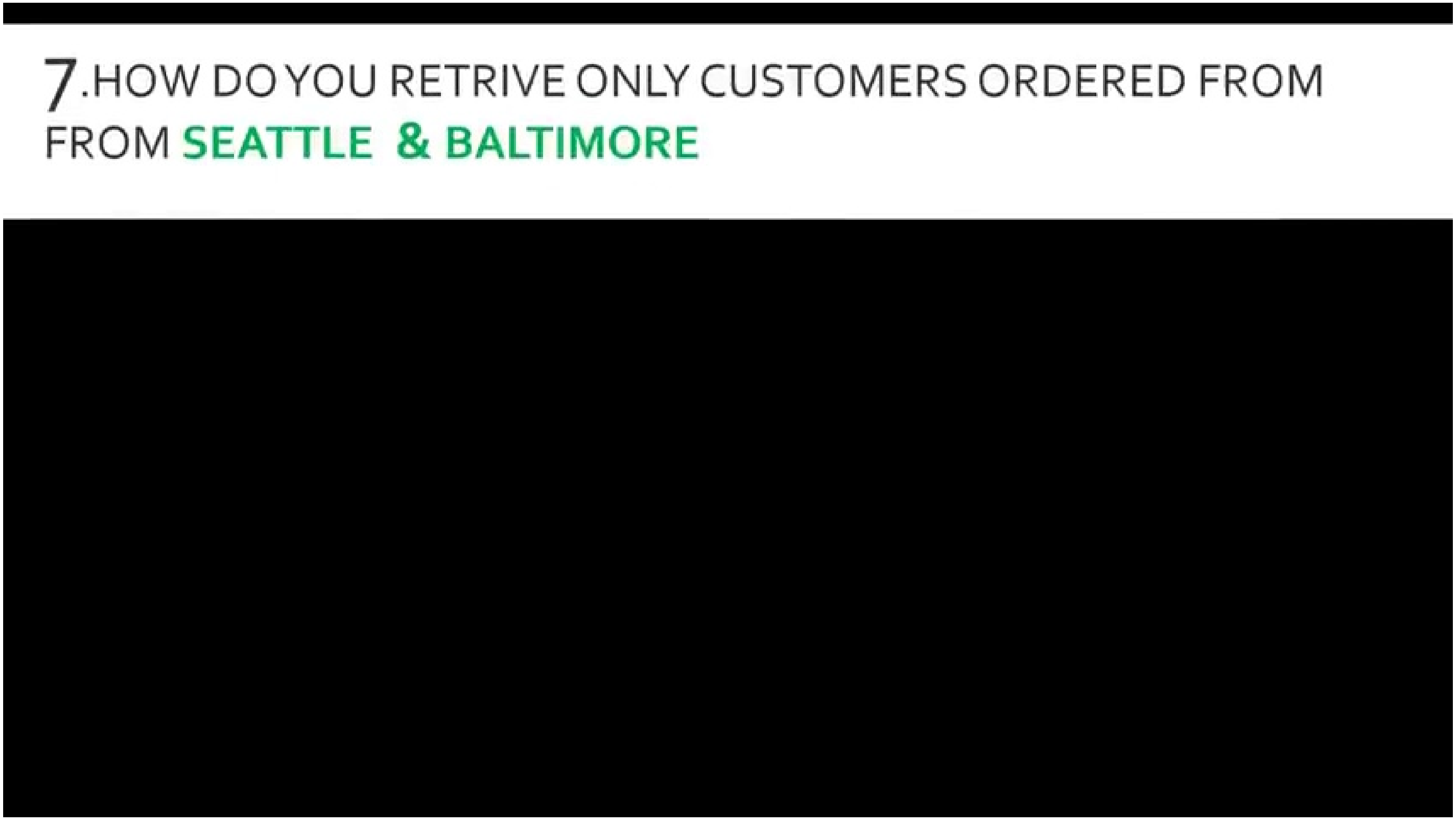
greater than 100 but lesser than 500 so this is again

really useful when you're doing the analysis and also translating the

business requirement into functional specs and also sometimes

the itbas provide inputs to the technical spec and that's where

all these queries will come in handy


7.HOW DO YOU RETRIVE ONLY CUSTOMERS ORDERED FROM
FROM SEATTLE & BALTIMORE

[8520.0 - 8580.0]

pushing forward question number seven how do you retrieve only customers

ordered from seattle and baltimore so the previous

question was more of a range and this question is uh values

if the value equals to this or that how it will happen

so one of the uh syntax we can use is the in in syntax

so we select name city from orders remain the same but the where

conditionality changes with city in seattle baltimore

so which will result the records or the rules

of of customers ordered from seattle or baltimore

okay moving on question number eight so this is a very interesting question

how do you find the total number of rec orders

so the interviewer might just ask how do you find total number of orders in the

database so the syntax for that is count star

8. HOW DO YOU FIND THE **TOTAL NUMBER OF ORDERS** ?

SQL Query
SELECT COUNT (*) FROM ORDERS;

[8580.0 - 8640.0]

so if you hit select count star from orders it will give you

the number of records from the table so in our case study or example we had

seven records and that's the reason the result would have

written seven question number nine how do you insert a

order to the table so this is so we all the queries we

looked at till now is more of fetching the data so this query would be

insertion or addition of a order of a record to the table

so let's let's see the sql query for the same

so this is a query insert into orders which is the table name and we're

going to list on all the fields of the particular table order number

name category value city and mode and then we are

going to input the values which we are going to

add to these particular fields using the

9.HOW DO YOU **INSERT A ORDER** TO THE TABLE ?

SQL Query

```
INSERT INTO ORDERS (ORDERNO, NAME, CATEGORY, VALUE, CITY, MODE )
VALUES (8,  'Jane', 'Mobile', 300, 'New York', 'Cash' );
```

[8640.0 - 8700.0]

values syntax and then we give order number is

8 name of the customer is jane the

category of purchase is mobile value of the purchase is 300 city from

the purchase where the purchase is made is new york

and the mode of payment is cash so this is a query once

the query is executed the result would look like this the

table would have an additional row which is the last row or order number

eight and all the parameters which we have

supplied as values will be added to that particular row of

the table question number ten how do you update

an order value so we looked at fetching the records

then we looked at how we add a record to a table

let's say we have added a record to a table but the value is not

correct it's incorrect due to an error so

we can use the sql query with update to update it to the correct value

10.HOW DO YOU **UPDATE A ORDER VALUE** ?

SQL Query

```
UPDATE ORDERS
SET CITY = 'Baltimore'
WHERE ORDERNO = 8;
```

[8700.0 - 8760.0]

so the syntax would be something like this update

orders set city equal to baltimore so the city we had entered as part of

the insertion was new york but which was incorrect

actually the customer ordered from baltimore so now that's why we are

updating it using set city is equal to baltimore

where order number is eight so this order number

or where order number is equal to eight is the clause

basically it'll search for this particular record we know it's unique

because order number is unique and then it'll look for

the city and replace whatever value with baltimore so post the execution of

this query order number eight would look something

like like this everything will be the same

except the city would be updated from new york

to baltimore question number 11 the last question in

this video how do you find customers with minimum

11.HOW DO YOU FIND THE CUSTOMER WITH MINIMUM AND MAXIMUM ORDER VALUE

and maximum order value so is this again an

uh query for analysis so if you want to find what is a minimum order value

the syntax is select min value which is the field name from

orders so this would result in 225

because this is the minimum order value in the orders table similarly if you

want to look at what is the maximum value we want to

find out what the maximum order value then the syntax is similar select

instead of min it will be max value which is a field

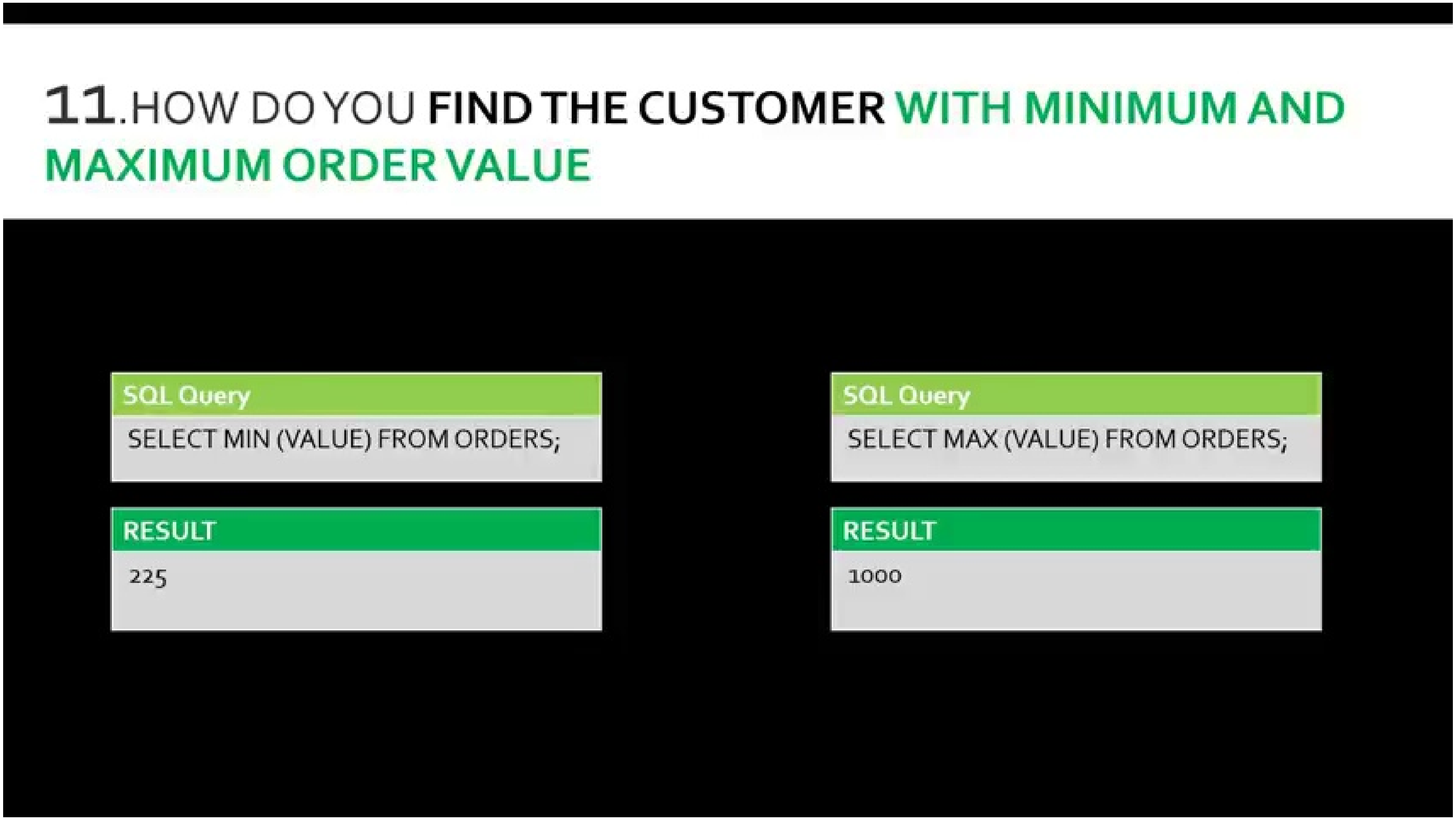
from the orders table and the result would be thousand so if

you've seen earlier 1000 is the highest order value placed

by a customer till now and that's the reason thousand

would be written so again these are all um kind of uh

analysis queries uh and it and it can be comes in handy during the analysis


11.HOW DO YOU FIND THE CUSTOMER WITH MINIMUM AND MAXIMUM ORDER VALUE
SQL Query
SELECT MIN (VALUE) FROM ORDERS;
RESULT
225
SQL Query
SELECT MAX (VALUE) FROM ORDERS;
RESULT
1000

phase so that's about it from a questions and answers

perspective so it's only 11 questions again

as i told earlier these are all very simple queries

but if you don't get this right you won't progress further in the interview

uh the interviewer might not be even interested to ask more so

i know these are basics but it's good it's uh you know

always good to revise the basics and in the next two videos i'll be covering

most of the more advanced sql queries and also some more concepts

of sql like rdbms or the different types of

keys primary key for foreign all those things i'll be covering in the next set

of videos so please make sure your you subscribe

to this uh youtube channel and click on the bell

icon so that whenever we load it you'll be notified

question number three what are the different levels of testing

BUSINESS ANALYST
INTERVIEW QUESTIONS & ANSWERS

[TOP 9] INTERVIEW QUESTIONS
ON TESTING

this is one of the question asked to gauge your knowledge of different types

of testing across the software development

life cycle let's look at it

i've summarized it in this particular diagram

so the first level of testing is called the unit testing

and it is done by the developers so once they've written the code

they check if everything works fine as per the requirement

the second level of testing is called sit

or system integration testing so once the unit testing is successful

it's deployed to the sit region and sad environment and then the the

testers would be performing the system integration

testing just to ensure the connectivity works

and all the test cases and test scenarios which have written against the

requirement works well and the thirdly the third level of

testing is called uat or user acceptance testing so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INTERVIEW QUESTIONS & ANSWERS
[TOP 9] INTERVIEW QUESTIONS
ON TESTING
Unit Testing
SIT
UAT
Live Testing

this is done by the business users so these are the end users of the

application which is being developed and these are the users who would have

provided the requirements in the first place

so they will be doing it or there will be a representative from the business

team who will be doing it on their behalf

so they'll be checking whether the application develops satisfies

their requirements and once everything is successful

then the the code moves to the production environment

so the go live or the deployment of production

usually happens on a weekend and once the code is deployed to production

there will be a couple of people from again from the business team

the end users will be checking whether the code works fine in the live

environment so there's no hiccups there's no

at least the basic critical test cases would be executed by them to ensure

everything works fine so this type of testing is called live testing

there are different names to it but the concept remains the same

so these are the different levels of testing i hope it helps on understanding the concepts involved

there in this video you're going to look at a

variety of topics uh from business analyst role in testing

creation of test plan rtm test scenarios and test case creation

and also the different testing tools used

and also we're going to look at all these questions from a

view of a business analyst so this is a really a different view

and all the other videos which we have on testing interview and questions and

this talks in specific and in relation to a

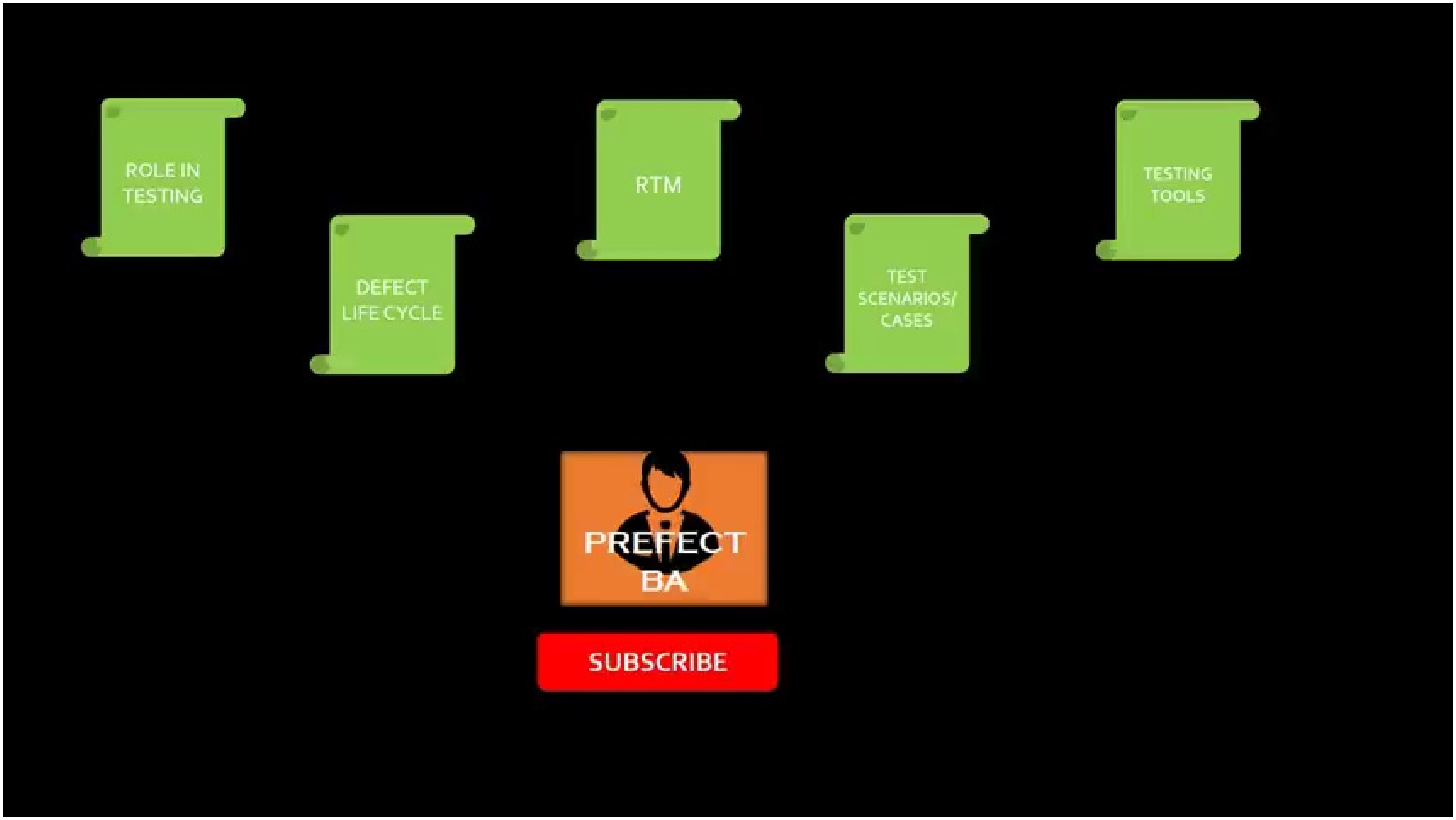
business analyst and also if you have not already

subscribed to our channel i would request you to please go ahead and

subscribe to our prefix ba youtube channel so that you're notified

when we come up with the next video we have a lot of cover so let's get started

[9060.0 - 9120.0]


ROLE IN TESTING
DEFECT LIFE CYCLE
RTM
TEST SCENARIOS/ CASES
TESTING TOOLS
PREFECT BA
SUBSCRIBE

[9060.0 - 9120.0]

to make it easier for grasping the concepts and the answers

we're going to use a case study in this case study uh

a movie theater chain called xyz cinemas is looking to build a digital channel

for allowing the customers to book their movie tickets online

rather than now calling up the customer care or standing

in the long queues and getting their tickets at the ticket

counter so we are going to use this uh example case study for

answering all the questions question number one what is the role of

a business analyst during testing phase this is a sure short

question and ninety percent of the time this

question would be asked in the interview so there are two

major testing phases uh one will be the site system

integration testing the other one will be the uat user

acceptance testing so we're going to

1. WHAT IS THE ROLE OF A BUSINESS ANALYST DURING TESTING PHASE?

look at the rules and responsibilities of a

business analyst during these two key testing phases so let's start with

sit so the first key responsibility of a

business analyst would be the walkthrough of the requirements

to the testers so the business analyst will explain

what the requirement is answer any questions from the tester so they

understand what is being required and now what is

being developed and then the testers will go back and

come back with the test scenarios and test cases and that

is a second task for a business analyst to review them and ensure that they have

got the scenarios and the test cases right

for all the requirements which leads us to the third point which

is checking requirements traceability we're going to talk about more on this

in the subsequent slide when we talk about the requirement

and traceability metrics but here just to

this step is done to ensure that all the requirements

are having a subsequent scenario or test

1. WHAT IS THE ROLE OF A BUSINESS ANALYST DURING TESTING PHASE?

SYSTEM INTEGRATION TESTING (SIT)

- Requirement Walkthrough to Testers
- Review of Test Scenarios & Test Cases
- Checking Requirements Traceability
- Checking validity of Defect raised before assigning to Development Team
- Articulating Business Impact & assisting in defect prioritisation

case and then the other key part or key role

is when the test execution happens once the defect has been locked

by the uh the testing team it is assigned to the to the business

analyst first to ensure that the defect is valid before it you know

gets assigned to the development team if it is an invalid defect like invalid

scenario or the testers might not have understood

it correctly then it can be rejected by the business

and less than and there so that the time of the development team is not

wasted so it's like a different triage it's done by the business analyst

the last key thing is articulating business

impact and assisting in defect prioritization let's say there are like

10 defects and there will be a question asked what is

the priority of the defects because we might not be in a position to

fix everything by the development team then

it becomes a responsibility of a business analyst

to get the business impact for all those defects

and then assign the priority one two three so that it makes it easier for the development team to get it done and if there are further defects it can

be pushed over to the next release which are not very

critical or high so that's on the site coming to the uat i think most of the

things what we discussed holds good for uat as well the

walkthroughs the reviews or traceability validity of

the defects and articulating business impact

along with that this is where there would be additional things

asked by a business analyst that is here creation of the test scenarios and

test cases so as you know the uat is done by the

business users and they are not very uh equipped with testing concepts

or you know testing or they might not have that time

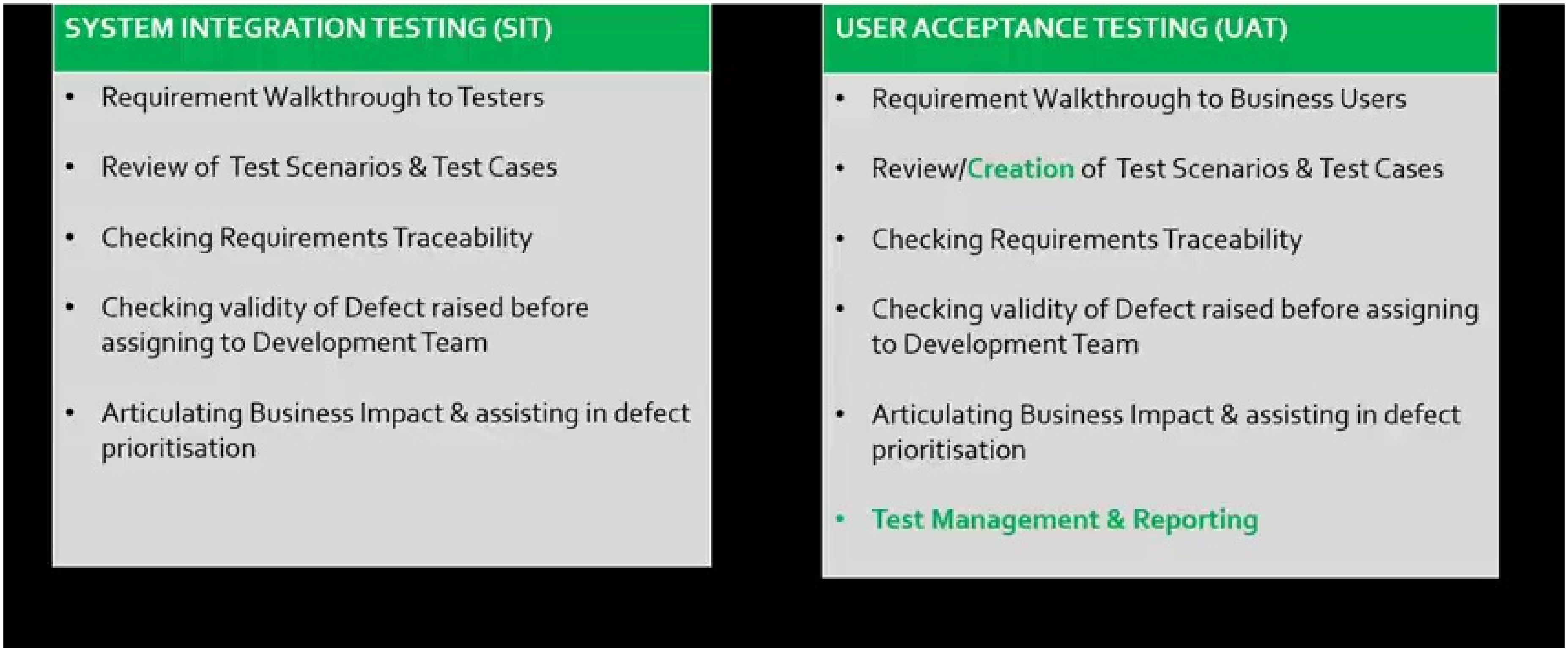
because they are doing you 18 addition to their day job

so there will be a request rise for the business analyst

to create the test scenarios and test cases so this is where

[9300.0 - 9360.0]

1. WHAT IS THE ROLE OF A BUSINESS ANALYST DURING TESTING PHASE?



your knowledge of scenarios and test cases will come in handy

and the other one would be this management and reporting

again due to the lack of bandwidth by the business use users

so the management like the test planning creation of schedule strategy

environment setup all of those things would come as a

responsibility of a business analyst and also the daily reporting and

ensuring the high priority defects are being resolved

all those management is being asked by to the to be done by

the business analyst ideally these were a traditional role of

a test manager but nowadays the trend has been the

business analysis are being asked to pitch in

so having knowledge of these will give you edge

over the other candidates in the interview process

question number two what is functional and regression testing

i know there are a lot of different types of testing sanity testing load

testing performance testing etc etc

2. WHAT IS FUNCTIONAL & REGRESSION TESTING ?

but with respect to business analysts these are the key

or two key types of testing which is functional and regression

so let's look at them quickly first one is functional testing

this refers to testing of functionalities developed

as part of that current release so these are the new functionalities which are

delivered and testing of those functionalities is

referred to as functional testing regression testing so this refers to

testing of the existing functionalities and to ensure that they still work fine

post addition of these new functionalities to the application so

this is usually done at the end of the test cycle let's try

to look at these with an example

so again the example refers to our case study and

the new release delivers the online payment functionality to the customers

so prior to this release customers were using the application to book movie

tickets post booking the tickets they would use

to get a confirmation and then they used

2. WHAT IS FUNCTIONAL & REGRESSION TESTING ?

FUNCTIONAL TESTING

Refers to testing of functionalities developed as part of current release.

REGRESSION TESTING

Refers to testing of existing functionalities and ensuring that they work fine post the deployment of the new functionalities or bug fix.

Example:

The new release delivers the online payment functionality. Post this release the customer can make online payments for the movie tickets which they have booked using the online application.

[9420.0 - 9480.0]

to give the confirmation to the ticket counter and pay

make the payment either using cash debit card or pay mobile balance at the ticket

counter suppose this release the customers can

make online payments through the application itself so they

don't have to take the confirmation go to the ticket

counter and all of those things so it's much more simplified and a better

customer experience right so let's look at what is

functional and regression testing in this example functional testing so

this refers to the online payment functionality which is

being deployed as part of the current release

so it's a new functionality so testing of that is known as

functional testing regression testing so testing of the

functionalities which were already existing which is like registering

login seat selection for the movies so all of these are existing

functionalities and they still need to work post the deployment of the online

payment functions functionality so testing of those

existing functionality

2. WHAT IS FUNCTIONAL & REGRESSION TESTING ?

FUNCTIONAL TESTING	REGRESSION TESTING
Refers to testing of functionalities developed as part of current release.	Refers to testing of existing functionalities and ensuring that they work fine post the deployment of the new functionalities or bug fix.

Example:

The new release delivers the online payment functionality. Post this release the customer can make online payments for the movie tickets which they have booked using the online application.

Functional Testing : Testing of online payment functionality

Regression testing : Testing of registering, login , seats selection functionalities in addition to online payment functionality is referred to as regression testing so these these are the

key uh types of key to uh two types of testing and which would be

asked by the interviewer question number four what is a test

scenario a test scenario refers to a particular

functionality which needs to be tested as simple as that so test scenarios

uh can be created using use cases if your project is using waterfall

methodology or acceptance criteria if your project

is using agile methodology so if the business asks you can you

create the scenarios there's no need to panic all you have to

do is translate the use cases acceptance criteria to test scenarios as

simple as that let's look at a couple of examples to

give a wider context so again these

examples are taken from our case study so test scenario number one

4. WHAT IS A TEST SCENARIO ?

- A Test Scenario refers to a Particular Functionality which needs to be tested.
- Test Scenarios are created using
  - Use Cases (Waterfall)
  - Acceptance Criteria (Agile)

Example

Test Scenario 1 : Check the search functionality for the movies

Test Scenario 2 : Check the availability of seats for a particular movie.

Test Scenario 3 : Check for the online payment functionality.

check the search functionality for the movies so this scenario basically talks

about where the customer can enter a keyword

and the appropriate movie appears in the listing test scenario

number two check the availability of seats for a

particular movie so this is where the customer logs in

selects the movie the timings and then goes to a screen where it shows

which seats are available or which seats are not

for selection so the seats which are available maybe in white and the seats

which are not available can be grayed out just scenario number

three check for the online payment

functionality so this is a functionality where the customers can

pay using credit card debit card paypal or any mobile ballots so if you see

all these scenarios test scenarios are basically

either use cases or acceptance criteria so

if a need arises for you to create a test scenario

it's as simple as translating the user's use use cases or acceptance criteria

question number five what is the test case or the components of test case so this question uh is another commonly asked one

so test case is defined as a series of actions executed to verify a particular

functionality so basically this is an extension of the

test scenario so these are the steps taken uh by the

tester to verify whether the test scenario is

as per the expectation so let's look at it using an example

so if we you look at the test scenario which was check the availability of

seats for a particular movie let's see how a test case for it looks

like so there will be a test case name so can

we test the seat availability display and then this table and the

columns are pretty key here so it has the step number description

expected result actual result pass fail defect id so

5. WHAT IS A TEST CASE / COMPONENTS OF TEST CASE?

A Test Case is defined as a series of actions executed to verify a particular functionality .

Example: Test Scenario1 : Check the availability of seats for a particular movie.
Test Case : Test the seat availability display

Step No	Step Description	Expected Result	Actual Result	Pass/Fail	Defect Id
1	Enter the XYZCinemas URL	XYZCinemas website should open in a browser			
2	Search for a particular movie	Searched movie should be displayed with the name and image.			
3	Click on the movie name or image	The timings list should be displayed			
4	Click on a particular time.	Seating arrangement should be displayed with available seats in white and reserved seats greyed out.			

[9660.0 - 9780.0]

this answers what are the components of a test case

if asked the these are the key information key

columns there can be additional columns used by the sit testers but

again if if if it's from a uat perspective and

you're preparing a test case this is more than sufficient

so let's look at the example so step number one

and the description so the description is like enter the xyz cinema url

what is the expected result this xyz cinema's website should open in a

browser and step number two search for a movie

expected result is the search movie should appear with an image

and the name step number three uh click on the movie

uh name or image once it is clicked the expected result will be the timing

should be displayed and then the last step is to click on

the particular time and here is where the the key

uh test key expected result is which is the seating arrangement should be

displayed with the available seats in white

and the reserve seats or the book seats already grayed out so this is the expected result so you're doing all the steps involved

to come to step number four to check whether the available seats are

shown in white yeah and can be clicked so this is how a test case looks like or

these are the components of test case so this can be used to answer the

question as far as in the interview and if the business asks you to prepare

a test case you can use the same template

to prepare one for the uh the business in the next slide we're going to look at

the test execution and how the remaining columns are filled

so let's look at it in the next slide previous slide if a question is asked

what happens in the execution so you can use this

explanation as a reference let's say a business user is executing

this particular test case as part of the

5. WHAT IS A TEST CASE ? (CONT.)

Step No	Step Description	Expected Result	Actual Result	Pass/Fail	Defect Id
1	Enter the XYZCinemas URL	XYZCinemas website should open in a browser	XYZCinemas website opens in a browser	PASS	
2	Search for a particular movie	Searched movie should be displayed with the name and image.	Movie name with the image is displayed.	PASS	
3	Click on the movie name or image	The timings list should be displayed	The timings list is displayed.	PASS	
4	Click on a particular time.	Seating arrangement should be displayed with available seats in white and reserved seats greyed out.	Seating arrangement is displayed with available seats greyed out	FAIL	12345

uat the actual result pass fail and defect

id the last three columns should be updated as part of the execution so if

you go by this so the first step was to enter

the url for the xyz cinemas the website should

open which which it did and then the second

step was to search for a movie the actual result was once it was

searched the movie with the image was displayed the relevant movie which

the customer was uh searching for and then once the the

movie was clicked the timing should have been displayed

which was displayed in this uh execution cycle so once these

steps are successful uh which is the actual result is as per

the expected result then the pass fail column should be

updated with pass pass pass indicate indicating that these steps were

successful let's look at the last step where once you

once the particular time is clicked the seats available seats should be

shown in white but what was observed was all the seats

were grayed out even the available seats so which is a fail so this particular step was not

successful so when this happens the tester needs to indicate it by

fail by updating the password column as fail and then

a defect has to be erased so a tool which is used for defect management

jira qc whatever is used in the particular project

defect has to be raised the defect usually contains

what is the defect what is the problem expected actual results what are the

steps taken all of this information is already

available it can be taken here and copy pasted there

and also accompanying screenshots so this will help

for further investigation of the defect we're going to look at the defect

life cycle the next question but just wanted to

give you a view of what all the key components of raising a defect

so this is what happens in the execution so if there's any question asked

so this explanation can be used to answer

answer it question number six explain the defect

life cycle so this is one of the most commonly

asked question in the interviews on testing so let's look at it so it all starts with a defect being raised

by the testing team it can be sit or it can be uat the business user

the the life cycle remains the same so the defect is rise

i've indicated the status of the defect by the highlighted yellow box

the status of the defect will be new and before going to the next step it's

very crucial and critical that the the these components are

present in the defect which is the description

of the defect what exactly is a there's a problem and what is what was

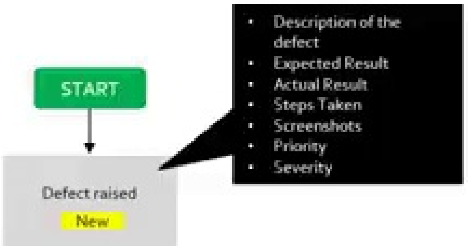
the expected result what is actual results and what was the

steps taken to execute this particular test

case and then the screenshots the relevant

screenshot so this will really help

6. EXPLAIN THE DEFECT LIFE CYCLE?



[9960.0 - 10140.0]

the the analysis of the defect to be very

faster so once the defect is raised it's usually assigned to the business analyst

so it's your job to first check whether all of these components are

available if not first and foremost you have to inform the testers to add all

these components so it comes to the business analyst the

business analyst first checks whether it's valid or not

whether it is asked by the requirement or the testers are

testing something which is autoscope so if it's

valid then it is it gets assigned to the development

team and the status of the defi defect gets changed to assign

and in case if it's not valid the business analyst rejects the defect

stating it's an invalid and also the reason for rejection

and the status of the defect goes to rejected

and then once it is assigned to the development team the development will

team will check the validity of the defect first

if it's not valid maybe it's this detailer or environment

then it gets rejected as invalid with the reasons specified by the development team but in case it's valid it goes

further investigations are done by the development team so the first check is

to check whether if there's any duplicate defect already

out there so this is more common when if you're doing a

pro testing of an application for a global robot

so there will be multiple countries involved or multiple stakeholders

testing the same thing what would happen in that scenario as

there would be multiple testing teams testing the same

functionality and there are a lot of cases where there might be duplicate

defects so they'll check whether it's duplicate or not

if it's duplicate they will tag it to the original defect or the defect which

was raised first and the status of the of this particular

defect will be a duplicate and then let's say it's not a duplicate

they will check whether they're able to fix it so there are

several reasons where the development team might not be able to

fix a defect one of them would be the time constraint let's say that defect is

raised three days uh uh until the end of the testing cycle or

two days or on the last day so this doesn't give the development team enough time to fix it or if a defect is too complex to fix

maybe it requires architectural changes so there are variety of reasons where

they won't be able to fix it in that particular release then those

type of defects would be deferred to the next release and the

status of that particular defect would be deferred

and then let's say they're able to fix it if they're able to fix it

then they would resolve the fix and then they will deploy the fix

so once this deployed the fix is deployed the status will change

to fixed indicating the testing team to retest the defect

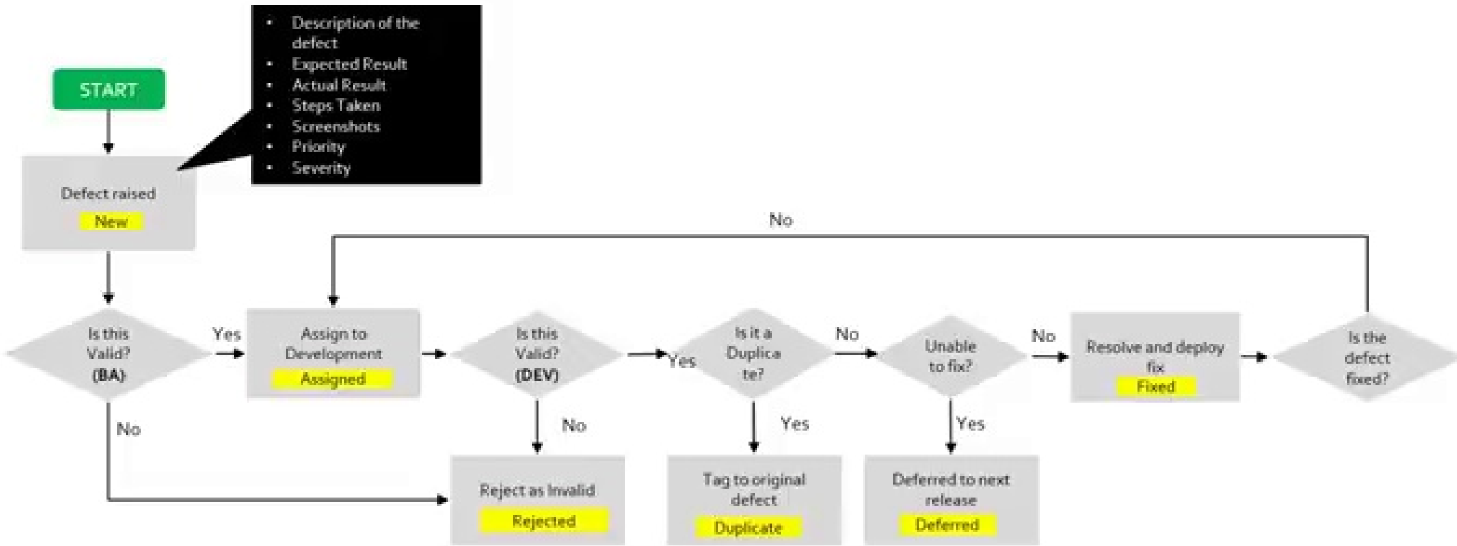
so that defect will be retested if the defect is fixed

or not if it's not fixed it will be reassigned back to the

development team with with stating the same thing the

[10140.0 - 10200.0]

6. EXPLAIN THE DEFECT LIFE CYCLE?



[10140.0 - 10200.0]

providing the resale read test results the screenshots etc etc

let's say if it is fixed then the defect will be closed

and the status of the defect will be closed and

also there are the other defects the rejected ones and the duplicate ones

are also will be moved to closed eventually

and then this brings us to the end of the

defect lifecycle again a very key question so

you can use this and also try to use an example when you explain this to the

interviewer question number seven what is the

difference between priority and severity again a very commonly asked question and

it's a tricky one most of the people get it

wrong and this is a key one for a business analyst because

business analysts are involved in the prioritization of a defect

so let's look at it priority priority basically defines the order in

which the defect should be fixed and it's based on the business

7. DIFFERENCE BETWEEN PRIORITY & SEVERITY ?

PRIORITY

- Priority defines the order in which a defect should be fixed.
- Priority is based on business value

[10200.0 - 10260.0]

value so let's say there are 10 defects the priority defines

how the development team should be fixing them and the priority is based on

the business value again so one of the key activities and

responsibilities of a business analyst is during the defect management defect

triage to come up with this priority so which will help the development team

to fix the key defects uh for you know the release so that you

know the release goes as per planned and the lesser priority ones can be

taken up in the next release severity so cvrt is a degree of impact

the defect has on the operation of the application

so this is the functionality's uh impact so if for key functionality it doesn't

work the severity is very high and it is

severity is based on the impact of functionality

so there are again two priority and severity are two different things but

you know it may look the same but they are slightly they're two different

things uh let me try to explain this with an

7. DIFFERENCE BETWEEN PRIORITY & SEVERITY ?

PRIORITY

- Priority defines the order in which a defect should be fixed.
- Priority is based on business value

SEVERITY

- Severity is the degree of impact a defect has on the operation of the application.
- Severity is based on Impact to functionality

example and this is also again a commonly asked question can you

tell me an example of high priority and low severity

so one of the things is the company logo is wrong so there is no key impact to

any functionality if a company logo is wrong

so it doesn't the severity is very low but the priority is high because if the

company logo is not correct one if the customers who are

visiting the xyz cinemas online booking website they may think you know what

this is not the website or this may be a scammy website or there

are a lot of thoughts and this will prevent the usage

of usage of this particular online booking

service by the customers so from a business perspective it is a

very high priority and it needs to be fixed so this is one

of the key examples which can be given the other

one is high severity and low priority so

the footer links on the online booking

7. DIFFERENCE BETWEEN PRIORITY & SEVERITY ?

PRIORITY

- Priority defines the order in which a defect should be fixed.
- Priority is based on business value

SEVERITY

- Severity is the degree of impact a defect has on the operation of the application.
- Severity is based on Impact to functionality

High Priority & Low Severity	High Severity & Low Priority
XYZCinemas Company Logo is wrong	Footer Links not working on the XYZCinemas Online booking URL Eg: About Us

[10320.0 - 10380.0]

platform does not work let's say for an example

so they don't work and from a functionality perspective a url not

working is a high severity but if if the online booking

url if it's not working like if they click on book tickets if that doesn't

work then again it becomes high priority but

if the footer links does not work it becomes

low priority the reason being is most of the customers don't use it let's

say 90 of the customers don't click on the

footer links so in case if it's not being fixed on this

particular release due to the resource or time constraint it can be fixed in

the next release so it becomes a lower

priority so this is the difference uh and uh you

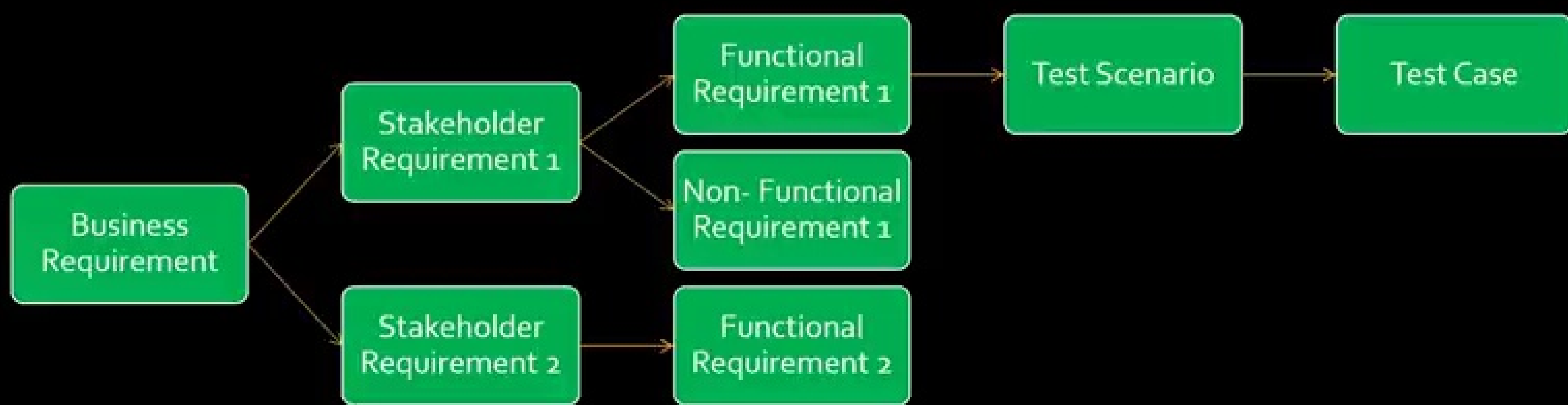
can frame you can use examples from your own own

past projects so that'll add more value while answering this particular question

moving on to question number eight what is rtm or requirement traceability

8. WHAT IS RTM OR REQUIREMENT TRACEABILITY MATRIX?

It is a matrix used to trace requirements. It provides forward and backward traceability (as shown below). It ensure all the business requirements are covered as part of testing .



matrix we covered this in couple of our videos

earlier but i'm going to cover it today just

from a testing perspective so as you know it's a matrix used to

test requirements backward and forward from a testing perspective what is

required here is to ensure that all the business

requirements are covered as part of testing which is the

mapping of the requirements to the test cases so if you look at an example the

business requirement would be mapped to the stakeholder

requirements and stakeholder requirement would be mapped to the functional and

non-functional requirement and then the functional requirements

which would be mapped to the test scenarios and test

scenarios will be mapped to the test cases so this is

the key part and when as a business analyst

as we spoke about in the first question that is

one of the key responsibilities of a ba is to review the test cases

and ensure you know that it all covers all the requirements so you can use the

requirement traceability matrix to do that so you can map all the test scenarios and test cases

and ensure that everything is covered as part of the test cycle

both from an sit and also can be same can be used from a uat perspective

this brings us to question number nine the last question what are the tools

used in testing so this particular question is asked used to

just test your exposure to testing related activities and also the

artifacts you can just pick and choose from the

table here to answer this particular question

so the test strategy test plan uh documentation is done by ms wood

we didn't cover this as part of the video this is

another thing it might require a video on its own but this plant

strategy is basically a document which provides the approach which would be

used for testing the testings which are in scope

the schedule when will the testing will happen in scope out scope

9. WHAT ARE TOOLS USED IN TESTING?

Purpose	Tools
Test Plan & Test Strategy Documentation	• MS Word
Test Case Documentation	• QC, ALM • MS Office (Word, Excel) • Google Sheets
Test Case Execution	QC,ALM
Defect Logging	• JIRA • QC, ALM • Bugzilla • ClearQuest
Screenshots for Defects	• Snipping Tools like Snagit, Lightshot, Screentaker • MS Paint
Database Testing	• TOAD, Squirrel

and also the rules and responsibilities and reporting

uh but it's a video on its own so that's the reason i didn't cover it here

but it's all done using ms word and then the test cases documentation the test

case which we discussed so the documentation

is done using qc or alms so these are the tools used

if there's no tools used then it will be just

ms office which is the excel and then the google sheets

if the company doesn't use office and they just wanted to use

the google suit then google sheets is used and then for execution

qc or alum is used so in the tool itself once the test cases are done instead of

updating it on an excel spreadsheet the testers can

update it directly in the tool itself and reporting is very quick you can just

export the whole results for you used on the test execution

update done to qc or alum so that's one key tool

and then the defect logging so we discussed the defect lifecycle

and the there are a lot of tools in the market for defect management

and logging defects so the common used ones are jira in case of agile if it's waterfall still the

qc alum is used and we have bugzilla and clearquest so these are some common

common use tools which have come up in the recent past

and then for screenshots for defects so i've stated that the screenshots are

very key for defect management and for

screenshots we have some sniping tools like uh

snagit uh light chart screen ticker if nothing

works you can just take a screenshot and edit it using ms

paint so this helps to provide more details in the defect

for the business analyst or also the development team for quicker

resolution and in case if there's database testing

involved then toad or squirrel is used

commonly used so these are some commonly used

tools you can just pick and choose based on your experience while

answering this particular question wow that's a long video i didn't expect

it when i started filming but thanks so much for sticking around

to this point did you enjoy this video if so i would

request you to go ahead and subscribe to our youtube channel and also download the business analyst

interview guide so there's a link in the

description you can click on it and download it

it will have over 50 plus questions again commonly asked questions

which will help you to smash your next business analyst

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uh tutorials and also interview prep so until

i speak to you in the next video thank

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