Question 1 – BPM - Identify Business Process Model for Online Agriculture Store – (Goal, Inputs, Resources, Outputs, Activities, Value created to the end Customer) 5 Mark

* Answer:- Business process management is the collection of activities that are required to get desired output from specific input is called BUSINESSPROCESS MDEL
* **GOAL**-1)Create a online platform/app for farmers to buy a agriculture product through the internet connectivity 2) Update the farmers through the internet to connect the technology and do their work smoothly
* **INPUT**-1)PRODUCT INFORATION-Manufacturer provide the product details of seeds fertilizers, and other agriculture product which is very imp for the farming

 2) FARMERS REGISTRATION-Farmers have to register their details on online platform

* **RESOURCES** - 1) Need ONLINE PLATFORMS mobile ,E-commerce website or mobile app

 2) Internet connectivity

 3) Need manufacturing company which is provide seed , fertilizer, pesticides

4) LOGISTICS– Need delivery company to transport the product

5) Secure payment gateway system

* **OUTPUT –** Farmers can order all the agriculture product very easily without going anywhere and very quickly

2)generate the income with profit

* ACTIVITIES
* FARMER ACTIVITIES-1) Create a profile on app or website
* 2)login user id and password
* 3) place the order
* COMPANY ACITIVITES- 1) upload the product
* 2) display the product
* 3) secure payment proceesing
* 4)order fulfillment and deliver the product

VALUE ADD-1) Convinience- easy access of agricultural product form anywhere

2) Time saving

3)Increased efficiency –improved the crop productivity

4) cost –farmer an make cost saving through discount pricing also reduced the transportation cost.

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| **Question 2 – SWOT** |

Mr Karthik is doing SWOT analysis before he accepts this project. What Aspects he Should consider

as Strengths, as Weaknesses, as Opportunity and as Threats.

**ANSWER:-**

1)STRENGTH – 1) Successful business Mr Henry who starts this activity

2) Mr henry and their team know very well the project objectives

3) Experienced project team

4) childhood friends Peter, Kevin and Ben who give the information about the current issues of the farming and agricultural product which is very helpful to create the app thoroughly.

2)WEAKNESS- 1) Limited resources like time and budget

2) it’s a remote area so there is technical challenges

3) farmers have no idea about technicality as well as application knowledge they need to learn the process how app dose work

4) Mr henry know what to do but he need a technical team, so he , Mr Pandu , and Mr Dooku gave this project to APT IT SOLUTIONS which is a 3rd party company

3)OPPORTUNITIES- 1)This is the best opportunity for agriculture industry to grow with technology

2)it improves the production and give the farmer some new agricultural business idia

3) it can help to expand the new market

4)THREATS:- 1) It create the compition with established company

2) economic downturn and market fluctuations

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| Question 3 – Feasibility study - 5 Marks |

Mr Karthik is trying to do feasibility study on doing this project in Technology (Java), Please help him with points (HW SW Trained Resources Budget Time frame) to consider in feasibility Study.

ANSWER:-

* HARDWARE :- 1) SERVER INFRASTRUCTURE- Are the necessary servers and infrastructure is available to support the online store

2) STORAGE CAPACITY-Is there sufficient capacity to handle the volume of the user data and product information

NETWORK BANDWIDTH - is there sufficient network bandwidth to handle the data transfer

* SOFTWARE -1) JAVA TECHNOLOGY-Java technology is suitable for building the online store

2)DATABASE MANAGEMENT- team should check the data base management system is available to store the information of product, check the capacity of the database management system

3) SECURUTY- security is imp to protect the data and prevent he unauthorised access

* TRINED RESOURCES-1) JAVADEVELOPER –To check there is a sufficient java developer with the skills and experience to work on the project

2) PROJECT MANAGER- project need a experience project manager to handle the java based project 3)QUALITY ASSURANCE-Is there any team to ensure the quality of the online store or app

4)TECHNICAL SUPPORT- technical support is imp for online project so they have to check the technical support resources available to provide the maintenance for online store.

* BUDGET FEASIBILITY -1) ONLINE STORE DEVELOPMENT COST-Estimated budget which is 2 cr is sufficient for ONLINE PROCJECT including the infrastructure HW AND SW

2)MAINTAINANCE COST- Are the estimated maintenance cost for project is with in the allocated budget

* TIME FRAME- Need to calculate the all this activity complete with in the time frame which is 18 month according to that all the activities should complete.

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| Question 4 – Gap Analysis - 5 Marks |

Mr Karthik must submit Gap Analysis to Mr Henry to convince to initiate this project. What points

(compare AS-IS existing process with TO-BE future Process) to showcase in the GAP Analysis

* AS IS-1)MANUAL PROCESS-farmers manually buy the seed fertilisers and other agricultural product from the local market which is very time consuming

2) NO ONLINE PLATFORM-There is no online platform for the farmers to order the product and compare the price, product and suppliers.

3) LIMITED PRODUCT INFORMATION-farmers have limited access to product information and making it difficult to them to take decision to purchase the product

4) COST-Farmer have no idea about the actual cost or margin of product they didn’t get any discount and offer on the product

* TO BE-1)ONLINE PLATFORM- Farmers gets the online platform to buy the product with suitable deal without investing the time and transportation cost

2 )DIRECT COMUNICATION-Farmers and suppliers communicate directly without any intermediaries

3) GET PRODCUT INFORMATION- Farmers can check the online product information in detail manner and farmers are able to make a decision about their purchase.

4) COST-Farmer can compare their product price to other product and also get online discount scheme to help the best product option they need.

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| Question 5 – Risk Analysis - 10 Marks |

List down different risk factors that may be involved (BA Risks And process/Project Risks)

* BA RISK-1)Requirement gathering risk-in this requirement gathered from the stakeholders may not be accurate or incomplete

2)STAKEHILDER MANAGEMENT RISK-In this stakeholder may not properly managed or expecting unrealistic expectation and priorities

3)COMMUNICATION RISK-In this communication between project team, stakeholder and venders is not effective and properly.

4)BUSINESS PROCESS RISK-THE Risk that business process may not be properly understood and leading a incomplete requirement

* PROCESS/PROJECT RISK-1)-TECHNICAL RISK-In this online platform and technical infrastructure may not be properly work and secure

2)security risk-In this online platform may not be secure for payments and leading a cyber attacks and unauthorised access

3)scalability risk-In this online platform may not able to handle the users transaction and data ,face the performances issue.

4)LOGISTICS RISK-In this the delivery process may not be strong to handle the logistics, face the issue like delay to send the product ,damage the product and loss of product.

5)TESTING RISK- In this the testing of the online platform may not b done properly so it can face the performance issue

6)MAINTAINNANC RISK-In this the maintainance of online platform may not be proper there is possibility to face the downtime ,error bugs ,perfromamnces issue

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| Question 6 – Stakeholder Analysis (RACI Matrix) - 8 Marks |

 Perform stakeholder analysis (RACI Matrix) to find out the key stakeholders who can take Decisions and Who are the influencers

RACI MATRIX-

R-RESPOSIBILTY:-Primary person who responsible for the task

A –ACCOUNTIBILITY-A person who is accountable for result of the task

C-CONSULTANT-A person who consulting or guiding during the task

I-INFORMED- A person who informed the progress of the task.

KEY STAKEHOLDER-

MR. HENRY- As a project sponsor he has overall responsibility for the project direction and the funding, he is accountable for project success and will be informed for projects progress.

MR PANDU-He is financial head of the project because of that he is responsible for all financial planning and budget, also accountable to ensure that the project should be within the budget, and consulted the project planning phase

MR DOKU- As a project coordinator he is responsible for project coordination and planning ,he is also accountable for project should be delivered with in time and with in budget so he consulted during planning

MR KARTHIK-He is delivery head and responsible for project delivery and management ,he is accountable for to ensure the project is delivered with required quality, And informed to project progress

INFLUENCRES-

MR.PETER, MR KELVIN AND MR BEN- These are the project influencers ,As a stakeholder they will provide the requirement gathering and feedback because they have a practical knowledge of agriculture site and product also they will consulted planning phase and informed the project phase

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| **Task / Deliverable** | **Mr. Henry (Sponsor)** | **Mr. Pandu (Finance Head)** | **Mr. Doku (Coordinator)** | **Mr. Karthik (Delivery Head)** | **Mr. Peter,Mr.Kelvin,Mr.Ben**  | **Ms. Juhi (Java Developer)** |
| **Project Planning** | I | C | R, C | I | C | C |
| **Budget Planning** | I | R | C | I | I | I |
| **Requirement Gathering** | I | I | C | I | R | C |
| **Project Scheduling** | I | C | R | I | C | C |
| **Project Execution** | I | C | R | R | I | C |
| **Quality Control/Delivery Management** | I | C | C | A | I | C |
| **Risk Management** | I | C | R | C | C | C |
| **Progress Updates** | I | I | I | R | I | I |
| **Project Review and Feedback** | I | I | C | A | R | C |

MS JUHI-As a senior java developer she will provide the technical development also counsult the project plan and inform the progress of the project

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| Question 7 – Business Case Document - 8 Marks |

Help Mr Karthik to prepare a business case document

**Project Title-ONLINE AGRICULTURE STORE**

 Project overview-This project aims to develop the online agriculture platform that enable to farmers to purchase the product like fertilizers ,seeds ,and pesticides from anywhere through the internet connectivity also providing the different kind of facility like direct communication between farmers and manufacturers, farmers have multiple option to compare the product also it is beneficial to save the time.

**PROBLEM STATEMENT:-**

* Inefficient supply chain ,leading the higher costs reduced the profit margins of the farmers
* Lack of transparency between the buyer and sellers
* Limited access of product information because of that farmers face the issue to take a decision to buy a product
* These platform provide the multiple services for farmers to purchase the product directly with fare deal

**SCOPE-**

* Development of the online platform for the farmers to purchase the product
* Direct communication as well as transaction between the farmers and manufacturer
* There is online payment gateway and logistic system to facilitate transaction and delivery

**STAKHOLDERS-**

* Farmers
* Manufacturer(fertilizers, seeds , pesticides )
* Mr henry (project sponsor)
* Mr pandu(financial head)
* Mr doku(project head)
* APT IT SOLUTION (project implementer)

**BENEFITS-**

* FARMERS:- Easy to access the necessary product without investing a time
* SUPPLIERS:-It is also beneficial to suppliers to direct connect with farmers and increasing the product sales and market reach
* COMMUNITY:-A more sustainable farming market.

**BUDGET AND TIMELINE:-**

* Budget is 2 cr allocated by soony
* Timeline is 18 months for full development of the project.

RISK AND MITIGATION:-

* Low adoption by farmers:-farmers may not be familiar with the technology it is possibility to avoid the technology
* MITIGATION:-Conduct the training sessions and provide the customer support to use
* SUPPLY CHAIN ISSUE- It may happen to delay in delivery and product availability
* MITIGATION-Maintain the partnership with reliable suppliers for inventory management
* TECHNICAL FAILUERS:- There Is issue of internet or platform downtime
* MITIGATION:-Need strong IT security and regular maintenance

CONCLUSION:-This project is the new strong opportunity to improve the agriculture industry in remote areas by developing technology .this online platform is empower the farmers with greater access of product also directly benefiting them long term growth. the successful of execution of this project will established MR henry’s vision as a transformation of farming industry.

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| Question 8 – Four SDLC Methodologies - 8 Marks |

SDLC-SOFTWARE DEVELOPMENT LIFR CYCLE:-SDLC is used to plan, design, develop,

Test and delivery the software application it’s a structured approach to software development to complete the project on time with in the budget and also meet the required quality. There are phases of SDLC

* Requirement gathering
* Requirement analysis
* Design
* Implementation
* Deployment
* Maintenance

1)SEQUENTIAL METHODOLOGY:-It is also called the waterfall process ,it follows the sequence in the process .each phase completed before moving to the next step. This methodology is suitable for project with well defined requirement and fixed scope. This method I easy to manage and give the predictable outcomes ,but the cons of this methodology is it is inflexible and there will be high risk if there is requirement change.

2) METHODOLOY:-This methodology involves repeating development process in project with each cycle building on the previous one. This methodology is flexible and allows to continuous improvement, it is beneficial for projects with unclear or changing requirements. because of that it can be time consuming

3) EVOLUTIONARY METHODOLOGY:- This methodology use for developing software in small part with each part is building on previous one, this methodology suitable for uncertain or complex requirement . This is also a flexible and allow for continuous development in the project but it is a time consuming methodology.

4)AGILE METHODOLOGY:-Agile is an iterative and incremental approach that shows the flexibility ,rapid delivery. agile deliver the software on weekly basis which is why it gives the fastest delivery. This methodology is suitable for complex or changing requirement project but it is flexible and fast time to market methodology and also give the highest customer satisfaction, but it can be challenging to manage and required the experienced team members.

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| Question 9 – Waterfall RUP Spiral and Scrum Models – 8 Marks |

They discussed models in SDLC like waterfall RUP Spiral and Scrum . You put forth your understanding on these models. When the APT IT SOLUTIONS company got the project to make this online agriculture product store, there is a difference of opinion between a couple of SMEs and the project team regarding which methodology would be more suitable for this project. SMEs are stressing on using the V model and the project team is leaning more onto the side of waterfall model. As a business analyst, which methodology do you think would be better for this project?

1) WATERFALL MODEL:- it follows the sequence in the process .each phase completed before moving to the next step. This methodology is suitable for project with well defined requirement and fixed scope. This method I easy to manage and give the predictable outcomes , but the cons of this methodology is it is inflexible and there will be high risk if there is requirement change. The pahses of waterfall model metioned below

* Requirement gathering
* Requirement analysis
* Design
* Implementation
* Deployment
* Maintenance

2) RUP MODEL:-RUP is a iterative software development process created by the rational software corporation which is acquired by ibm in2003 its is flexible model that emphasize the continue improvement ,in this model the necessary skill required and step by step explanation describe how the specific goal to be achieved . The main content element are following

ROLE:- It define the set of related skill, competence and responsibilities.

WORK PRODUCT:- it represent something result from the task including all the document

TASK:- It describe the unit of the work assigned to the role that provide the meaning full result.

 PHASE OF RUP:-

* INCEPTION:-it is agreement among the team and customer as to what will be build
* ELABORATION:-Agreement within the team that design needed to deliver the agreed system behaviour.
* CONSTRUTION:-The iterative implementation of fully function system
* TRANSITION:-delivery ,defect correction and make sure of customer acceptance.

3)SPRIAL MODEL:- This methodology use for developing software in small part with each part is building on previous one, this methodology suitable for uncertain or complex requirement . This is also a flexible and allow for continuous development in the project but it is a time consuming methodology.

Its is also good model for large and mission critical project doesn’t work well with small project it can be costly also risk analysis requires specific expertise team.

The spiral model have 4 phases:-

1 planning

2risk analysis

3Enggineing

4evaluation

4)SCRUM MODEL:- Agile –SCRUM is an iterative and incremental approach that shows the flexibility ,rapid delivery. agile deliver the software on weekly basis which is why it gives the fastest delivery. This methodology is suitable for complex or changing requirement project but it is flexible and fast time to market methodology and also give the highest customer satisfaction, but it can be challenging to manage and required the experienced team members.

V MODEL:- This is also a software development process that emphasized testing and validation it is a linear and sequential method that follows the approach where phase is completed before moving next step this model having phases. V model is simple to use to rigidity of the model each phase have specific deliverablesand review process, but it is poor model for complex and object oriented project. .Not good for long and ongoing project.

As a business analyst I would like to suggest a waterfall model is suitable for agriculture project

1) The project requirement is well defined and the scope is clear

2) the project team is experienced and the SME is are available t provide the guidance

3) The project duration is 18 months which is long duration

4) The project budget is 2 cr which is investment mention in the case

Waterfall model is traditional model is suitable for this project because the requirement and scope is well defined it is a linear sequential approach which ensure that each phase is competed before moving to the next step.

While V MODEL is more complex approach that required high degree of testing and validation which is not necessary for this project.it may not be best fit for this project. In conclusion waterfall model is best suitable for this project.however it is essential to note that project team should be flexible and adaptable to changes in requirement and scope and should e wiling to adjust the approach as needed to ensure the project sucess

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| Question 10 – Waterfall Vs V-Model - 5 Marks |

20Write down the differences between waterfall model and V model

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| WATERFALL MODEL | V MODEL |
| * The waterfall model follow the linear and sequential model approach where each phase completed before moving next step.
* Waterfall model include the phases such as a requirement gathering, design, implementation , testing and deployment
* Waterfall model does not allow for iteration or revisit the previous phase of the project
* In this model testing is typically done at the end of the project after the implementation phase is completed
* This model is suitable for small project with well- defined requirement and clear scope
* Waterfall model is rigid in nature ,once the phase is completed it is difficult to go back and make a changes
* Error are discovered during the testing phase after development complete, if bugs are found it may be costly go back and fixed them.
* Waterfall do the step by step approach where each phase strictly follows.
* The risk and issues are detected late, during the testing phase. This can lead to higher costs for fixing bugs and issues that are discovered later.
* This model is usually preferred for simple, less complex projects that don't require iterative or evolving phases.
* It places heavy emphasis on documentation at each phase, and all requirements must be captured and signed off at the beginning of the project.
* There is no room for feedback once a phase is completed. If issues are identified during testing, they may require going back to earlier stages, which can be time-consuming and costly.
 | * The v model is testing centric approach where the testing and validation are emphasize throughout the project.
* The v model include the validation and verification at each stage of the project to ensure that project meet the requirements.
* The v model is iterative and iterative model where each phase revisited and refined a necessary.
* In this model testing is done at each stage to ensure that software meets the requirements
* V model is use for complex project with uncertain or changing requirement
* V model is also rigid model but it is allow for the changes
* Error are detected earlier since testing is conducted simultaneously with development for each development phase validation done reducing the cost and time fixing the errors.
* Development and testing occur in parallel. As soon as a development phase is completed, corresponding tests are conducted to verify that the phase is complete.
* Since each development phase has a corresponding testing phase, risks and issues are identified much earlier in the lifecycle, making it easier to address them promptly.
* The V-Model, due to its parallel development and testing phases, is more suitable for projects that are more complex, where extensive verification and validation are needed.
* Although it also involves extensive documentation, the V-Model emphasizes both development and testing documentation equally, as each development phase requires corresponding test documentation.
* There is no room for feedback once a phase is completed. If issues are identified during testing, they may require going back to earlier stages, which can be time-consuming and costly.
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| Question 11 – Justify your choice - 3 Marks |

As a BA, state your reason for choosing one model for this project.

As a business analyst I would recommend the WATERFALL MODEL for this project

Because the project requirement are very well-defined and the scope is clear as well. the waterfall model follows the linear and sequential approach which is suitable for this project.it provide the predictable outcomes which is essential for this project the project has a fixed budget of 2 cr with time line 18 months and the waterfall model ensure that the project should completed within the time and budget. waterfall model is suitable for small and medium size project relatively this project is small in budget and timeline also iteration is not required for this project because requirement is clear.waterfall model done testing part at the end of the project which is suitable for this project to ensure that online agriculture product store functional and meets the requirement.

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| Question 12 – Gantt Chart - 5 Marks |

 The Committee of Mr. Henry, Mr Pandu, and Mr Dooku discussed with Mr Karthik and finalised on the V Model approach (RG, RA, Design, D1, T1, D2, T2, D3, T3, D4, T4 and UAT)

Mr Vandanam is mapped as a PM to this project. He studies this Project and Prepares a Gantt chart with V Model (RG, RA, Design, D1, T1, D2, T2, D3, T3, D4, T4 and UAT) as development process and the Resources are PM, BA, Java Developers, testers, DB Admin, NW Admin.

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| **Phase** | **Activities** | **Start Date** | **End Date** | **Duration IN days** | **Resources Involved** |
| **Requirement Gathering (RG)** | Collect requirements, stakeholder interviews, surveys. | 01-01-25 | 03-03-25 | 60 | BA, PM, Stakeholders, Committee |
| **Requirement Analysis (RA)** | Analyze requirements, prepare SRS. | 04-05-25 | 05-07-25 | 60 | BA, PM, Senior Java Developer, DB Admin |
| **Design** | Create HLD and LLD. | 06-07-25 | 07-10-25 | 90 | Senior Java Developer, PM, DB Admin, NW Admin |
| **Development (D1)** | Develop UI and basic features. | 08-10-25 | 08-11-25 | 30 | Java Developers, Senior Java Developer |
| **Testing (T1)** | UI Testing. | 08-10-25 | 08-11-25 | 30 | Testers |
| **Development (D2)** | Backend integration. | 09-11-25 | 10-01-26 | 60 | Java Developers, DB Admin |
| **Testing (T2)** | Functionality Testing. | 09-11-25 | 10-01-26 | 60 | Testers |
| **Development (D3)** | Database setup and configuration. | 11-01-26 | 12-04-26 | 90 | DB Admin, NW Admin, Java Developers |
| **Testing (T3)** | Database Testing. | 11-01-26 | 12-04-26 | 90 | Testers |
| **Development (D4)** | End-to-end integration and final development. | 13-04-26 | 13-06-26 | 60 | Java Developers, Senior Java Developer |
| **Testing (T4)** | System Testing. | 13-04-26 | 13-06-26 | 60 | Testers |
| **UAT** | Final testing with stakeholders. | 14-06-26 | 14-09-26 | 120 | PM, BA, Testers, Stakeholders |

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| Question 13 – Fixed Bid Vs Billing - 5 Marks |

Explain the difference between Fixed Bid and Billing projects

FIXED BID PROJECT:- A project with a predefined scope, timeline, and cost. The client and vendor agree on a fixed price for the entire project before work begins.

* Its well defined and agreed upon upfront
* The price remains constant, regardless of how much time or resources are spent
* Flexibility will be limited because there is a certain limit for budget according to that project should be done with in budget regardless how much time or resources are spent
* There is risk of cost overruns
* It is suitable for project with clear requirement

BILLING PROJECTS:- A project where the client is billed based on the time spent and materials used. The cost is variable and depends on the effort involved.

* In this type scope can be flexible ,allowing for changes and adjustment during the project
* In budget there is no fixed price the client pays for the hours and materials consumed
* The client bears the risk of cost
* Flexibility is high
* It is suitable for project with uncertain evolving project

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| Question 14 – Preparer Timesheets of a BA in various stages of SDLC - 20 marks |

➢ Design Timesheet of a BA

➢ Development Timesheet of a BA

➢ Testing Timesheet of a BA

➢ UAT Timesheet of a BA

➢ Deployment n Implementation Timesheet of a BA

Design Timesheet of a BA

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| **Task** | **Hours** | **Details** |
| Requirement Gathering | 3 | Meeting stakeholders to elicit, analyze, and validate requirements. |
| Creating Business Requirement Document (BRD) | 3 | Documenting requirements for the online agriculture product store. |
| Reviewing Requirements | 1 | Validating requirements with stakeholders and the project team. |
| Conducting Gap Analysis | 2 | Identifying gaps in current processes and proposing solutions. |
| Preparing Use Cases/Flow Diagrams | 1 | Creating detailed use cases and process flow diagrams. |
| Stakeholder Sign-off on Requirements | 3 | Coordinating and obtaining approval from all stakeholders. |

Development Timesheet of a BA

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| **Development Timesheet of a BA** |   |   |
| **Task** | **Hours** | **Details** |
| Clarifying Requirements | 4 | Addressing questions from the development team about requirements. |
| Reviewing Functional Specifications | 3 | Ensuring alignment between BRD and functional specifications. |
| Participating in Scrum/Stand-up Meetings | 2 | Daily progress tracking and issue resolution. |
| Creating Change Request Documentation | 2 | Managing any changes in requirements during development. |
| Liaising with Development Team | 3 | Collaborating with developers to resolve requirement ambiguities. |

➢ Testing Timesheet of a BA

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| **task** | **Hours** | **Details** |
| Preparing Test Scenarios | 3 | Designing test cases based on requirements. |
| Reviewing Test Cases | 4 | Validating test cases created by testers. |
| Assisting in Testing | 3 | Supporting testers during system and integration testing. |
| Logging and Tracking Issues | 4 | Documenting defects and following up for resolution. |
| Validating Fixes | 2 | Ensuring bug fixes align with requirements. |

➢ UAT Timesheet of a BA

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| **Task** | **Hours** | **Details** |
| Preparing UAT Scenarios | 6 | Creating business-driven test scenarios. |
| Coordinating with Stakeholders | 4 | Scheduling and managing UAT sessions with farmers and other stakeholders. |
| Conducting UAT Sessions | 3 | Guiding users through the UAT process. |
| Documenting UAT Feedback | 2 | Logging and prioritizing feedback or issues raised. |
| Assisting in Issue Resolution | 3 | Working with the development team to address UAT issues. |

➢ Deployment n Implementation Timesheet of a BA

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| **Task** | **Hours** | **Details** |
| Preparing Training Material | 6 | Creating user manuals and training documents for farmers and stakeholders. |
| Conducting Training Sessions | 3 | Delivering training sessions to end-users. |
| Supporting Go-Live Activities | 3 | Assisting with deployment and resolving last-minute issues. |
| Verifying System Functionality | 2 | Ensuring all deployed features are functional and meet requirements. |
| Post-Deployment Support | 4 | Addressing queries and coordinating with the technical team for fixes. |