**Q1. What is the difference between Brainstorming and JAD Sessions? 3 Marks**

**Answer :**

|  |  |  |
| --- | --- | --- |
| **Aspect** | **Brainstorming** | **JAD Sessions** |
| **Purpose** | Generating ideas or solutions to a problem. | Collaboratively gather requirements |
| **Participants** | Usually a diverse group of stakeholders | Includes Project team members, stakeholders, SMEs and fecilitators often requiring in-depth domain knowledge. |
| **Structure** | Unstructured or semi-structured; encourages free-flowing ideas without judgment. | Highly structured with predefined agendas and facilitators guiding the sessions. |
| **Output** | A list of ideas or potential solutions | Documented requirements, user stories and use cases |
| **Focus** | Creativity and idea generation. | Collaboration and consensus-building on requirements. |

**Q 2. Why Document Analysis is one of the compulsory technique we use in a Project? Justify– 3 Marks**

**Answer :**

### ****1. Provides a Foundation for Understanding Current Processes and Systems****

* Document analysis helps the Business Analyst understand existing systems, processes, and historical project details by reviewing documentation such as process maps, policies, and past project reports.

**2. Helps Identify Gaps and Conflicts in Requirements**

* Reviewing existing documentation allows the identification of discrepancies, gaps, or outdated requirements in the current system or project context.

**3. Quality Assurance:**

* Documents include quality standards, guidelines and procedures that define expectations for project deliverables.

**Q3. In Which Context we will use Reverse Engineering? - 3 Marks**

The process of extracting knowledge or design information from anything man made and re-producing it or re-producing anything based on the extracted information.

There are 2 categories of Reverse Engineering:

1. Black Box: The system or product is studied without examining its internal structure (External Structure)
2. White Box: The Inner working of the system or product is studied. (Internal Structure)

Contests of Usage:

### ****1. Understanding Legacy Systems****

* Reverse engineering is applied when the documentation for a legacy system is missing, outdated, or incomplete. It helps to analyze the existing system to understand its components, structure, and functionality

**2. Requirement Gathering for System Rebuilding**

* It is used to extract requirements from an existing system to rebuild or re-implement it with improved features or performance.

**3. Compliance or Integration Purposes**

* When integrating third-party systems or ensuring compliance with regulations, reverse engineering helps understand how the system works to meet these objective.

**Q4. What is the difference between Brainstorming and Focus Groups? - 3 Marks**

**Answer :**

|  |  |  |
| --- | --- | --- |
| **Aspect** | **Brainstorming** | **Focus Groups** |
| **Purpose** | A technique for generating a wide range of creative ideas or solutions to a specific problem. | A technique for gathering opinions, attitudes, and feedback about a product, concept, or requirement from a targeted group of stakeholders. |
| **Participants** | Typically involves a small group of creative thinkers who may or may not be stakeholders. | Involves a carefully selected group of stakeholders or users representing the target audience. |
| **Structure** | Informal or semi-structured, focusing on the free flow of ideas. | Structured and guided by a moderator to gather specific feedback and insights. |
| **Focus** | Creativity, innovation, and problem-solving through idea generation. | Understanding user perspectives, validating concepts, and refining requirements. |
| **Output** | A list of ideas or potential solutions to explore further. | Insights, feedback, and opinions on specific topics or concepts. |

**Q5. Observation Technique – Explain both Active and Passive approaches - 3 Marks**

**Answer :**

Observation is a requirements elicitation technique where the business analyst observes stakeholders performing their tasks to understand workflows, processes, and challenges. It can be conducted in two approaches: **Active** and **Passive**.

**1. Active Observation**

In active observation, the analyst directly interacts with the stakeholders while observing their tasks.

* **Key Features**:
  + The analyst asks questions, seeks clarifications, and may even participate in the process.
  + It allows the analyst to gain a deeper understanding by engaging with the stakeholders in real time.

**Example**: A business analyst works alongside a cashier to understand the steps involved in processing payments.

**2. Passive Observation**

In passive observation, the analyst observes stakeholders performing their tasks without interacting or interrupting.

* **Key Features**:
  + The analyst silently observes and takes notes without interfering in the process.
  + It provides a more natural view of how tasks are performed without stakeholder bias.

**Example**: A business analyst watches a warehouse worker fulfill orders without asking any questions.

**Q6. How do you conduct the Requirements Workshop- 3 Marks**

**Answer :**

A requirements workshop is a collaborative session where stakeholders come together to define, refine, and prioritize requirements. Here's how to conduct one effectively:

**1. Preparation Phase**

* **Define Objectives**: Clearly identify the goals of the workshop (e.g., gathering requirements, resolving conflicts, or prioritizing features).
* **Identify Participants**: Invite the right stakeholders, including business users, subject matter experts, and project team members.
* **Prepare Materials**: Create an agenda, provide pre-workshop documents, and set up tools like whiteboards, sticky notes, or digital collaboration platforms.
* **Assign Roles**: Designate a facilitator to guide the session, a scribe to document discussions, and timekeepers if necessary.

**2. Execution Phase**

* **Kick-off the Workshop**: Start by explaining the objectives, agenda, and rules of engagement to ensure everyone is aligned.
* **Elicit Requirements**: Use techniques such as brainstorming, user stories, or role-playing to gather and discuss requirements.
* **Encourage Collaboration**: Foster open communication and resolve conflicts through consensus-building techniques.
* **Document Outputs**: Capture requirements, assumptions, decisions, and action items in real-time to avoid miscommunication.

**3. Follow-Up Phase**

* **Validate Outcomes**: Share the documented requirements with participants for review and validation.
* **Refine Requirements**: Incorporate feedback and clarify any ambiguities post-workshop.
* **Distribute Summary**: Provide a summary of the workshop outcomes, including final requirements, next steps, and assigned responsibilities.

**Q7. In which context, Interview Technique can be conducted by a BA ? How may approaches are there in conducting Interviews? (Structured – Unstructured) Explainthem. Explain the difference between Open Ended Questions and Closed ended Questions –6Marks**

**Answer :**

### ****Context in Which the Interview Technique is Used****

The **Interview Technique** is conducted by a Business Analyst (BA) in the following contexts:

1. **Requirement Gathering**: To gather detailed information about stakeholder needs and expectations.
2. **Process Analysis**: To understand pain points, inefficiencies, or challenges in the current system or process.
3. **Stakeholder Analysis**: To ensure clarity of objectives, priorities, and goals.
4. **Validation of Requirements**: To confirm whether gathered requirements align with stakeholder expectations.

Interviews are especially useful when individual perspectives or in-depth information is required.

**Approaches to Conducting Interviews :** There are two primary approaches to conducting interviews:

#### ****1. Structured Interviews:**** The interviewer follows a predefined set of questions in a specific order.

* **Features**:
  + Questions are fixed and standardized.
  + Responses are easier to analyze and compare.
  + Provides consistency and focus on specific topics.
* **When to Use**: When the objective is to gather precise and comparable information.

#### ****2. Unstructured Interviews:**** The interviewer has a general idea of topics but does not use a rigid set of questions.

* **Features**:
  + Questions are flexible and adapted during the interview.
  + Encourages deeper conversations and exploration of ideas.
  + Provides opportunities to uncover unanticipated insights.
* **When to Use**: When exploring open-ended topics or uncovering hidden requirements.

**Difference Between Open-Ended and Closed-Ended**

|  |  |  |
| --- | --- | --- |
| **Aspect** | **Open-Ended Questions** | **Closed-Ended Questions** |
| **Definition** | Questions that allow stakeholders to provide detailed, unrestricted responses. | Questions that have specific answers, such as "yes," "no," or a predefined option. |
| **Purpose** | To explore ideas, gather detailed insights, and encourage discussion. | To gather precise, concise, and quantifiable information. |
| **Use Cases** | Understanding user needs, motivations, or workflows. | Confirming specific facts or gathering metrics. |
| **Advantages** | Encourages creativity and stakeholder engagement. | Provides clear, direct answers. |

**Q8. Questionnaire Technique – Where we will use? Give one example - 6 Marks**

**Answer :**

**The Questionnaire Technique is a method of data collection commonly used in research, surveys and assessments.**

**It involves presenting a set of written questions to respondents and collecting their responses.**

The **Questionnaire Technique** is used in projects when information needs to be collected from a large group of people in a cost-effective and efficient manner. It is particularly useful in the following contexts:

1. **Gathering Requirements Across Large Stakeholder Groups**:  
   When stakeholders are dispersed geographically, and interviews or workshops are not feasible.
2. **Obtaining Quantitative and Qualitative Data**:  
   To collect measurable data or subjective feedback on specific topics (e.g., satisfaction with a current system or desired features in a new system).
3. **Validating Requirements**:  
   To confirm or prioritize previously gathered requirements by seeking feedback from a broader audience.
4. **Exploring Trends or Market Insights**:  
   When understanding customer preferences, trends, or opinions is critical to project success.

**Example**

**Scenario**: A company plans to implement a new Customer Relationship Management (CRM) system and wants to understand the pain points and feature requirements of its sales team.

**Approach**:  
The business analyst designs a questionnaire with a mix of open-ended and closed-ended questions, such as:

* **Closed-ended Question**: "How frequently do you use the current CRM system? (Daily, Weekly, Monthly, Rarely)"
* **Open-ended Question**: "What are the biggest challenges you face with the current CRM system?"

**Usage**:

* The questionnaire is distributed to 150 sales team members across multiple regions.
* Responses are analyzed to identify common themes, priorities, and areas for improvement.

**Advantages of the Questionnaire Technique**

1. **Scalability**: Allows data collection from a large audience efficiently.
2. **Standardization**: Ensures uniformity in questions, making responses easier to compare.
3. **Cost-Effective**: Minimizes the need for in-person meetings or interviews.

**Q9. How to Sort the Requirements – Where we will use? Give one example - 5 Marks**

**Answer :**

Sorting requirements is a crucial step in the requirements management process, helping to organize, prioritize and categorize them for effective analysis and implementation.

Sorting is often done during the requirements elicitation and documentation phase of a project.

Based on Functional and Non Functional Requirements, Priority Sorting, User role sorting, Time Dependency Sorting we can sort requirements.

### ****How to Sort Requirements****

Sorting requirements involves organizing and prioritizing them based on specific criteria to ensure clarity, focus, and alignment with project goals. The following methods are commonly used:

1. · **Categorization**:
   1. Requirements are grouped into categories such as functional, non-functional, technical, business, and regulatory.
2. · **Prioritization Techniques**:
   1. **MoSCoW Method**: Requirements are classified into Must Have, Should Have, Could Have, and Won’t Have.
   2. **Kano Model**: Differentiates between basic, performance, and delighting requirements.
   3. **Weighted Scoring**: Assigns scores to requirements based on factors such as value, cost, and feasibility.
3. · **Dependency Sorting**:
   1. Organizing requirements based on their dependencies (e.g., core requirements first, dependent ones later).
4. · **Chronological Order**:
   1. Sorting based on timelines or implementation phases (e.g., Phase 1 vs. Phase 2 requirements).

### ****Where We Use Sorting of Requirements****

Sorting requirements is used in the following contexts:

**Project Planning**: To ensure high-priority requirements are addressed early in the project lifecycle.

**Stakeholder Alignment**: To clarify which requirements are most critical to stakeholders.

**Scope Management**: To focus on high-value deliverables and avoid scope creep.

**Agile Backlog Grooming**: To organize user stories or tasks in the product backlog based on priority and business value.

### ****Example****

**Scenario**: A company is developing an e-commerce website and has gathered 50 requirements.

**Approach**:

The BA uses the **MoSCoW method** to sort the requirements:

* 1. **Must Have**: Secure payment gateway, product search functionality.
  2. **Should Have**: Personalized recommendations, user reviews.
  3. **Could Have**: Dark mode, virtual try-on.
  4. **Won’t Have**: Augmented reality (deferred for future phases).

Dependencies are also mapped, ensuring that the "Secure payment gateway" is implemented before "Personalized recommendations," which rely on customer data.

**Q10. Prioritise the Requirements – –Where we will use? Give one example - 5 Marks**

**Answer :**

Prioritizing requirements is a critical step in the requirements management process, helping teams focus on what is most important for success of a project.

Prioritization is typically done based on factors such as Business Value, Impact and Dependencies.

### ****Where We Use Prioritization of Requirements****

Prioritizing requirements is crucial for ensuring that the most valuable and critical aspects of a project are addressed first. It is used in the following contexts:

**Project Scope Management**:  
To define which requirements are essential and must be delivered within the project's scope, especially when resources or time are limited.

**Agile Development**:  
To organize the product backlog in Scrum or other Agile frameworks, ensuring high-priority items are tackled in early sprints.

**Budget Constraints**:  
When budget limitations require focusing on features that deliver maximum business value.

**Conflict Resolution**:  
To resolve differences among stakeholders by agreeing on the importance of various requirements.

**Risk Management**:  
To address high-risk or high-impact requirements early to minimize project uncertainty.

### ****Example****

**Scenario**: A company is building a mobile banking application and has gathered multiple requirements.

**Approach**: The BA works with stakeholders and uses the **MoSCoW method**:

* 1. **Must Have**: User authentication, balance inquiry, fund transfers.
  2. **Should Have**: Transaction history, push notifications.
  3. **Could Have**: Dark mode, currency converter.
  4. **Won’t Have**: Stock trading integration (deferred to future versions).

**Outcome**:  
The prioritized list helps the development team focus on delivering critical features like user authentication and fund transfers first, ensuring the app meets core user needs at launch.

**Q11. Weekly status reporting – How we will drive? 5 Mark**

**Answer :**

Weekly status reporting is a key part of project management that helps keep all stakeholders informed about the progress of a project. It is essential for tracking tasks, risks, issues, and milestones. It is the summery of all work done during a week and how these activities contributed to the completion of a task or project, or how each one brings the team closer to the achivement of their targets.

Here's how to drive an effective weekly status reporting process:

**1. Define Key Metrics to Track**

To make the weekly status report effective, focus on key project metrics such as:

* **Progress Against Milestones**
* **Completed, In-Progress, and Pending Tasks**
* **Budget and Resources**
* **Risks and Issues**
* **Next Steps**

**2. Standardize the Reporting Format**

A consistent format helps stakeholders quickly understand the report. Use the following structure:

* **Project Overview**
* **Progress Summary**
* **Task Breakdown**
* **Key Issues or Risks**
* **Upcoming Work**

**3. Collect Data from Relevant Teams**

* **Team Updates**
* **Track Delays and Bottlenecks**

**4. Share the Report with Stakeholders**

* **Distribute to Key Stakeholders**
* **Set a Regular Meeting Time**
* **Clear Communication**

**5. Addressing Issues and Adjusting Plans**

* **Risk Mitigation**
* **Adjust Plans as Needed**
* **Keep Focus on Project Goals**

**Q12. Meeting Minutes Document – prepare one Sample -5 Marks**

**Answer :**

Minutes of Meeting (MoM) is a formal written document that summarises the discussions, decisions and actions taken during a meeting.

This serves as an official record of what transpired during the meeting and helps to ensure that everyone is on the same page regarding key points and action items.

MoM is particularly important for tracking project progress, documenting decisions and assigning responsibilities.

**Meeting Minutes**

**Project Name**: Mobile Banking Application Development  
**Meeting Date**: December 22, 2024  
**Time**: 10:00 AM – 11:00 AM  
**Location**: Conference Room 1 / Virtual Meeting (Zoom)  
**Meeting Type**: Project Status Update  
**Facilitator**: Jane Doe (Project Manager)  
**Note Taker**: P Singa Ram (Business Analyst)

### ****Attendees****:

1. Jane Doe – Project Manager
2. John Smith – Business Analyst
3. Mark Taylor – Lead Developer
4. Sarah Lee – QA Specialist
5. Emily Davis – UX Designer
6. Tom Green – Stakeholder (Product Owner)

### ****Absentees****:

* None

### ****Agenda Items****:

1. Review of current project progress and milestone updates
2. Discussion of issues and risks encountered during the development phase
3. Updates on resource allocation and upcoming sprint planning
4. Clarification of requirements for upcoming features
5. Action items for next week

### ****Meeting Notes****:

**Project Progress Update**:

* + **Milestone 1** (User Authentication and Fund Transfer) is complete.
  + **Milestone 2** (Transaction History, Push Notifications) is in progress and expected to be completed by December 24, 2024.
  + **Feature Completion**: The fund transfer module was successfully tested and deployed. The transaction history feature is facing minor delays due to resource shortages.

**Issues and Risks**:

* + **Risk**: Delay in testing of the transaction history module due to limited QA resources. Mitigation: Additional testing resources have been requested from the HR team.
  + **Issue**: The push notification feature has encountered a minor bug with iOS. The team will investigate and resolve by December 23, 2024.

**Resource Allocation**:

* + **Current Status**: All development tasks are on track, but there is a shortage of one QA tester due to absence. Temporary allocation of an additional QA tester for 1 week has been approved.
  + **Upcoming Resources Needed**: Additional front-end developers may be required for Phase 2 features.

**Clarification of Requirements**:

* + **Feature Clarification**: The UX team requested further details on the "Personalized Recommendations" feature for better design alignment. This will be discussed in the next requirements review meeting scheduled for December 26, 2024.

**Next Steps and Action Items**:

* + **P SingaRam** (Business Analyst): Follow up with the HR team for temporary QA tester assignment by December 23, 2024.
  + **Mark Taylor** (Lead Developer): Resolve the iOS push notification bug and update the team by December 23, 2024.
  + **Sarah Lee** (QA Specialist): Perform testing on the transaction history feature once the resources are available.
  + **Emily Davis** (UX Designer): Prepare a design prototype for the "Personalized Recommendations" feature for the next meeting.

### ****Decisions Made****:

1. Allocate temporary additional QA resource for 1 week.
2. Investigate iOS push notification bug immediately.
3. UX team to present a detailed design for "Personalized Recommendations" by next meeting.

### ****Next Meeting****:

**Date**: December 29, 2024  
**Time**: 10:00 AM – 11:00 AM  
**Location**: Conference Room 1 / Virtual Meeting (Zoom)

### ****Adjournment****:

The meeting was adjourned at 11:00 AM.

### ****Signature of Meeting Facilitator****:

**Jane Doe**  
Project Manager

### ****Signature of Note Taker****:

**P Singa Ram**  
Business Analyst

**Q13. Change Tracker – Document - – prepare one Sample -4 Marks**

**Answer :**

A Change Tracker document is a used by the project team to log and track change requests made through out the life of the Project.

**Change Tracker Document**

**Project Name**: Mobile Banking Application Development  
**Document Version**: 1.0  
**Date Created**: December 22, 2024  
**Prepared by**: Jane Doe (Project Manager)  
**Last Updated**: December 22, 2024

### ****Change Tracker Overview****:

This document tracks all changes made to the project requirements, scope, and design. It helps monitor the status of changes, the reason behind each change, and their impact on the project timeline and resources.

### ****Change Tracker Table****:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Change ID** | **Date of Change** | **Description of Change** | **Reason for Change** | **Impact on Scope** | **Impact on Timeline** | **Responsible Person** | **Status** |
| CHG-001 | 20-Dec-24 | Added "Personalized Recommendations" feature | Stakeholder request for better user experience | Added new feature | Delay of 2 weeks | Emily Davis (UX Designer) | Approved |
| CHG-002 | 21-Dec-24 | Modified user authentication flow | Security team recommended stronger measures | Increased complexity | No delay | Mark Taylor (Lead Developer) | In Progress |
| CHG-003 | 22-Dec-24 | Removed "Virtual Assistant" feature | Stakeholder decision to postpone until future releases | Reduced scope | No impact | Jane Doe (Project Manager) | Closed |
| CHG-004 | 22-Dec-24 | Adjusted design for "Push Notification" feature (iOS fix) | Bug fix due to compatibility issue with iOS | No change to feature | Minor delay (1 day) | Sarah Lee (QA Specialist) | In Progress |
| CHG-005 | 22-Dec-24 | Added additional QA resources for testing | QA team request due to increased test cases | Increased resources | No delay | Sarah Lee (QA Specialist) | Approved |

### ****Change Summary****:

* **Total Changes Made**: 5
* **Approved Changes**: 3
* **Changes in Progress**: 2
* **Closed Changes**: 1
* **Pending Changes**: 0

### ****Impact Analysis****:

* **Scope**: Several changes have been made to enhance the functionality (e.g., "Personalized Recommendations"), but one feature ("Virtual Assistant") was removed, reducing the scope.
* **Timeline**: Only one change ("Personalized Recommendations" feature) has impacted the timeline, with an expected 2-week delay.
* **Resources**: Additional QA resources have been allocated to manage the growing number of test cases and to address the iOS push notification bug.

### ****Approval Section****:

* **Approved by**: Jane Doe (Project Manager)
* **Date of Approval**: December 22, 2024

**Q14. Difference between Traditional Development Model and Agile Development Models –8 Marks**

**Answer:**

|  |  |  |
| --- | --- | --- |
| **Aspect** | **Traditional Development Model** | **Agile Development Model** |
| **1. Approach** | Sequential and linear development process. | Iterative and incremental development approach. |
| **2. Flexibility** | Inflexible; changes are difficult to incorporate once development begins. | Highly flexible; changes can be accommodated even during later stages. |
| **3. Planning** | Extensive planning is done at the beginning of the project. | Planning is iterative and evolves throughout the project. |
| **4. Project Phases** | Divided into distinct phases like requirements, design, development, testing, and deployment. | Continuous cycles of planning, development, testing, and review (sprints). |
| **5. Customer Involvement** | Limited customer involvement after the requirements phase. | High customer involvement throughout the project. |
| **6. Deliverables** | Delivered only after the entire project is completed. | Delivered incrementally at the end of each sprint. |
| **7. Testing** | Testing is done after the development phase is complete. | Testing is continuous and occurs during each iteration. |
| **8. Risk Management** | Risks are identified and managed upfront. | Risks are mitigated progressively during each sprint. |
| **9. Team Collaboration** | Teams work in silos, with limited cross-functional collaboration. | Teams are cross-functional and collaborate closely. |
| **10. Suitability** | Suitable for projects with well-defined, stable requirements. | Best for projects with evolving or unclear requirements. |
| **11. Feedback Loop** | Feedback is received only at the end of the project. | Feedback is continuous at the end of each sprint or iteration. |

**Q15. Explain Brainstorming Technique – Where to use? 5 Marks**

**Answer:**

Brainstorming is a collaborative idea-generation technique used to encourage creative thinking and generate a wide range of solutions to a problem. It involves a group of participants who contribute their ideas freely, without criticism or judgment, fostering a creative and open environment.

**The key principles of brainstorming include:**

1. **Quantity Over Quality**: Focus on generating as many ideas as possible.
2. **No Criticism**: Ideas are not judged or criticized during the session.
3. **Encourage Wild Ideas**: Even unconventional ideas are welcomed to spark creativity.
4. **Combine and Build on Ideas**: Participants can build on others' ideas to create better solutions.

### ****Steps to Conduct Brainstorming**:**

1. **Define the Problem**: Clearly state the objective or problem to the group.
2. **Gather Participants**: Assemble a diverse group with different perspectives.
3. **Facilitator Role**: Assign a facilitator to guide the session and ensure everyone contributes.
4. **Idea Generation**: Encourage participants to suggest ideas, which are recorded without judgment.
5. **Organize Ideas**: Group and refine the ideas after the session to shortlist feasible solutions.

### ****Where to Use Brainstorming?****:

Brainstorming is used in various contexts, including:

1. **Requirement Gathering**: To explore and generate a list of potential requirements for a new system or product.
2. **Problem Solving**: To identify innovative solutions to specific business challenges.
3. **Process Improvement**: To brainstorm ways to enhance current workflows or processes.
4. **Strategic Planning**: To create strategies for product launches, marketing campaigns, or business expansion.
5. **Innovation and Product Development:** To generate innovative ideas and for development in the existing product.

**Q16. What reports Accounts Departments will generate (minimum 5 reports) – 10 Marks**

**Answer:**

The Accounts Department will need to generate several reports to efficiently manage and monitor the Employee Loan Management System. Below are **5 key reports** they would generate:

· **Loan Disbursement Report**:

* **Purpose**: Tracks the loans that have been disbursed to employees.
* **Details**: Employee ID, Loan Amount, Date of Disbursement, Loan Type, and Account Details.

· **Loan Repayment Report**:

* **Purpose**: Monitors the repayments made by employees.
* **Details**: Employee ID, Monthly Deduction Amount, Repayment Date, Outstanding Balance, and Repayment Status.

· **Outstanding Loan Report**:

* **Purpose**: Identifies employees with pending loan repayments.
* **Details**: Employee ID, Total Loan Amount, Paid Amount, Outstanding Balance, and Loan Tenure.

· **Loan Approval and Rejection Summary**:

* **Purpose**: Provides a summary of approved and rejected loans within a specific period.
* **Details**: Total Number of Loans Approved, Total Number of Loans Rejected, Reasons for Rejection, and Loan Categories.

· **Loan Eligibility Report**:

* **Purpose**: Evaluates and records the eligibility criteria for employees applying for loans.
* **Details**: Employee ID, Loan Eligibility Amount, Department, Salary, and Loan Application Status.

**Q17. What is the structure of the message/mail communicated from the HR department to the employee in case the Loan is rejected? – 5 Marks**

**Answer:**

**Subject**: Notification of Loan Application Rejection

**Dear [Employee Name],**

We appreciate your interest in the Employee Loan Management System and your recent application for a loan. After careful review of your request, we regret to inform you that your loan application (Loan ID: [Loan ID]) has been **rejected**.

**Reason for Rejection**:  
[Provide a specific reason for rejection, e.g., "Your loan amount exceeds the eligibility criteria based on your current salary."]

**Next Steps**:  
If you wish to reapply or have further questions regarding this decision, you may:

1. Review the eligibility criteria for loans.
2. Contact the HR department at [HR email/phone number] for clarification.
3. Submit a revised application if applicable.

We are committed to supporting our employees and will be happy to assist you further.

**Thank you for your understanding.**

Best regards,  
[HR Representative Name]  
HR Department  
TTS Company

**Q18. What is the structure of the message/mail communicated from the HR department to the employee in case the Loan is approved? – 5 Marks**

**Answer :**

**Subject**: Loan Application Approval Notification

**Dear [Employee Name],**

We are pleased to inform you that your loan application (Loan ID: [Loan ID]) submitted under the Employee Loan Management System has been **approved**. Below are the details of your loan:

### ****Loan Details****:

* **Loan Amount**:10,00,000
* **Loan Type**: Education Loan
* **Interest Rate**: 8.00% PA
* **Repayment Tenure**: 10 Years
* **Monthly Deduction**: 12500
* **Disbursement Date**: 06.01.2025

### ****Next Steps****:

**Loan Terms & Conditions**:  
Attached to this email, you will find the loan terms and conditions document. Please review it carefully.

**Repayment Schedule**:  
The detailed repayment schedule is also attached for your reference.

**Agreement Confirmation**:  
Kindly reply to this email with your acknowledgment and agreement to the loan terms and conditions. Once we receive your confirmation, the loan amount will be disbursed, and monthly deductions will commence as per the repayment schedule.

We are happy to support your financial needs and encourage you to reach out if you have any questions or require further assistance.

**Thank you for being a valued member of TTS Company.**

Best regards,  
[HR Representative Name]  
HR Department  
TTS Company

**Q19. Design a sample report on the Loans applications Received by the accounts department – 8 Marks**

**Answer:**

### ****Sample Report: Loan Applications Received by Accounts Department****

**Report Name**: Loan Applications Summary  
**Department**: Accounts  
**Report Period**: December 1, 2024 – December 25, 2024

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Loan ID** | **Employee Name** | **Department** | **Loan Type** | **Loan Amount** | **Application Date** | **Status** | **Reason for Rejection (if any)** |
| L001 | John Doe | IT | Personal Loan | 10,00,000 | 2-Dec-24 | Approved | N/A |
| L002 | Sarah Smith | HR | Education Loan | 15,00,000 | 3-Dec-24 | Rejected | Exceeded Eligibility Criteria |
| L003 | Michael Johnson | Finance | Emergency Loan | 8,00,000 | 5-Dec-24 | Approved | N/A |
| L004 | Emily Davis | R&D | Home Renovation Loan | 20,00,000 | 8-Dec-24 | Approved | N/A |
| L005 | Robert Wilson | Marketing | Car Loan | 12,00,000 | 10-Dec-24 | Rejected | Insufficient Documents |
| L006 | Olivia Brown | Operations | Personal Loan | 5,00,000 | 15-Dec-24 | Approved | N/A |
| L007 | David Miller | IT | Emergency Loan | 7,50,000 | 18-Dec-24 | Pending Review | N/A |

### ****Summary****:

* **Total Applications Received**: 7
* **Approved Loans**: 4
* **Rejected Loans**: 2
* **Pending Applications**: 1

**Q20. Which reporting Tools we will use for generating reports. – 5 Marks**

**Answer :**

To generate efficient, accurate, and visually appealing reports for the Employee Loan Management System, the following reporting tools can be used:

### ****1. Microsoft Power BI****

* **Why Use?**:
  + Provides real-time dashboards and interactive visualizations.
  + Ideal for analyzing and presenting large datasets with user-friendly interfaces.
* **Example**: Generate graphical summaries of loan disbursement, outstanding amounts, and repayment trends.

### ****2. Tableau****

* **Why Use?**:
  + Offers advanced data visualization and drill-down capabilities.
  + Suitable for tracking complex loan data across multiple parameters.
* **Example**: Create pie charts showing the percentage of approved, rejected, and pending loan applications.

### ****3. Excel (with Pivot Tables and Power Query)****

* **Why Use?**:
  + A cost-effective tool for smaller datasets.
  + Allows quick report generation and customizations.
* **Example**: Generate tabular reports for loan applications, repayments, and employee eligibility criteria.

### ****4. SAP Crystal Reports****

* **Why Use?**:
  + Generates pixel-perfect reports with advanced formatting.
  + Supports integration with enterprise systems.
* **Example**: Create detailed reports for management, such as outstanding loan reports with breakdowns by department.