

Scenario:

For the next client meeting, you are asked to come prepared to have a discussion to propose a possible solution that would help you and the technical team move forward.

The agency does not have detailed requirements and would like I-bbreviate Consulting (ie. you) to come with some proposals for the next meeting. Please see the questions and scenario below for your preparation.

Questions:

1. Based on the description, can you describe the solution you would propose:
 - a. Workflow with “target” process and swimlanes.
2. Draft a simple data model that could be used for preliminary discussion with a technical team.
3. You have a meeting scheduled with the business owner. Based on your reading of the description, what questions would you include to gather more information about the requirements?
4. List a few user stories you would start preparing if you had to build the agile backlog.

Background:

You’re a Business System Analyst at I-bbreviate Consulting in charge of understanding the requirements of one of our clients, and preparing the functional design and user stories. Based on a first discussion with the business owner, you collected the following information:

1. The client is a public agency that issues licenses. Companies apply via a form in order to get licensed. Once received the agency reviews the application and conducts an onsite inspection. All licensed companies will need to renew their license every 3 years. The process is similar to a new license: fill out a form and then go through an inspection. The agency also conducts additional unannounced inspections to confirm the compliance of licensed companies.
2. Inspections are conducted by inspectors who go through a list of regulations to confirm if the business is compliant with agency regulations. All their findings (each regulation can be either non-compliant or compliant, and the inspector will detail any assistance they provided to the company) are documented and a report is sent to the inspected company. The list of regulations to inspect during an inspection depends on the type of company and the type of inspection (initial licensing application, renewal, license upgrade...).
3. Currently, inspectors are conducting their inspections (onsite at the company) using paper checklists from which they write down their findings - different checklists are used depending on the type of inspection. Back at their office, they enter this information into a word template of the report, save it, and send it by email or by mail to the company

inspected. For each non-compliance identified during the inspection, the company must provide some feedback to the agency with a detailed corrective action plan before they can be licensed. This process is currently not automated and this is the responsibility of the inspector to follow up with the company to receive this feedback on time. From time to time, the first draft of the action plan sent by the company is not acceptable and it requires the inspectors to work with the company contact person to reach an acceptable version.

4. In order to streamline their processes, the agency wants to implement a new system to help their inspectors to conduct their inspections using mobile device (the agency just acquired tablets that inspectors will use during their inspection to directly capture their findings). They provided some requirements associated to this solution:
 - Client Requirements:
 - They want a cloud based solution.
 - They want inspectors to be able to select the checklist they want to use during an inspection.
 - They want few authorized users to be able to configure the checklists used by inspectors as regulations change from time to time.
 - They want to be able to link items from the checklist to one or multiple regulation articles, and they want the system to offer the possibility for inspectors to view the associated regulation article(s) easily.
 - They want the system to be able to generate the report quickly (currently the time between the inspection and the report is 5 days => their objective is to reduce this time drastically).
 - They want the system to help the inspectors in managing their inspections: scheduling, preparing the inspection by selecting the checklist that will be used, going through the inspections using checklist, preparing reports, following up for corrective actions plan, and closing the inspection.