Exam #2

Carkenord - Chapters 6 & 7!

Process Diagramming

Memory Jogger (for concepts)

Assigned readings, course slides

Sample Cases
Core Requirement Components

- Business Rules
  - Data (Attribute, Entities)
  - Processes (or Use Cases)
  - External Agents (or Actors)
Grocery Store Example

- **Processes:**
  - Order from suppliers
  - Sell to customers
  - Calculate total order

- **External Agents:**
  - Supplier
  - Customer
  - Government

- **Data:**
  - Products for sale
  - Prices
  - Inventory
  - Tax Rate

- **Business Rules:**
  - Limited shelf space for inventory
  - Tax rate requirement due to government
  - Perishable goods shelf life limitations

(from week 2 deck, for reference)
Requirements

- **Business Requirements** – detailed descriptions of info, business activities and external interactions needed to accomplish the business mission – address business problems, needs and goals, independent of how they might be solved and accomplished.

Carkenord, Page 214
Requirements

▪ **Functional Requirements** – describe HOW the work will be done, how the business rules will be enforced, how communication with people, organizations and systems will take place
▪ Functional requirements SUPPORT business requirements
Requirements

- **Technical Requirements** – detailed descriptions of the technical architecture framework, database definitions, business rule engines, program logic, etc. Specify how the solution will be built, based on functional requirements.
What is a business rule? Can anyone give an example?
Business Rule

- Describes a policy, guideline, standard or regulation upon which the business operates.
- A statement that defines or constrains some aspect of the business.
- It is intended to assert business structure, or to control or influence the behavior of the business.

- From Business Analysis Body of Knowledge (BABOK)
Type of Business Rule

- **Restriction** – Must or must not happen.
- **Heuristics** – Guidance on how to do something.
- **Inference** – Given a condition, assume other conditions.
- **Timing** – Activity based on elapsed time.
- **Triggers** – Cause and effect relationship.
Case (5 minutes):

GLOSSARY: Using the case, your personal experience and quick research, what are the key concepts and information needed by the Night Owl?

Write out a glossary of these terms.
Entities

- What is an entity?
- Where would you look for them?
- What might you want to know about them?
Attributes

- What is an attribute?
- Where would you look for them?
- What might you want to know about them?
What are the real world relationships between data entities?

Try describing them in a sentence.

“A customer places an order.”
What is the cardinality of the relationship?

- One to one
  A Temple student has one TU ID number and a TU ID number identifies only one student.

- One to many
  A doctor sees many patients.

- Many to many
  A library has many books and a book can be in many libraries.
**Workflow Diagrams**

- One of a Business Analyst’s key tools, especially for analyzing the as-is situation.
- Great way to begin to understand process you are dealing with at high level.
- Different levels of workflow can be used to explain the process to different audiences.
- Can document Standard Operating Procedures (SOP’s).
- Revising the flow to facilitate improvements is standard design technique.
Swim Lane Process Mapping

1. Name the process – subject+verb+object
   - Warehouse Receives Materials

2. What’s the business event that initiates the process?
   - Receive Materials

3. What’s the outcome of the process?
   - Materials are Stored
Swim Lane Process Mapping

1. Receiving Dock
   - Materials
   - Unload Trucks

2. Receiving Clerk
   - Check Materials

3. Forklift Driver
   - Put Away
   - Where?

4. Warehouse Foreman
   - Record Location
   - Material Away

5. Data Processing
   - WMS

Finish
Decision Tree

Limitation of Contractor Liability

Crown Procurement Contract?
YES
Standard?
YES
Predetermined Conditions?
NO
MODEL 1
Standard

NO
Complex, Developmental?
YES
Predetermined Conditions?
NO
MODEL 2
Complex

NO
Limited Flexibility?
YES
MODEL 3
Limited Flexibility

NO

MODEL 4
Highly Specialized

From the Treasury Board of Canada
Business Rule Evaluation

1. How well do the business rules describe the client’s behavior?
2. How completely do they cover the client’s situation?
3. Does it accurately reflect what rules the client is using?
4. Are they appropriate for the client’s situation?
Keys to your Exam Success

- Reread your texts and sample cases
- Study individually and with your peers
- Review your class notes
- Don’t rush through the exam
- Carefully read the exam case studies
- Trust your instincts