

Pre-session checklist

THE REQUIREMENTS YOU WILL MISS ON YOUR FIRST BA PROJECT (AND THE QUESTIONS THAT CATCH THEM)

BEFORE THE SESSION

1. What is the business problem, in one sentence, and who told me?
2. Who touches this process end to end? Is every one of them invited, represented, or consciously excluded?
3. What is my understanding of the current process, and what am I least sure about?
4. Which words in the project brief could mean different things to different people?
5. What documents exist (policies, manuals, ticket logs, old specs) and have I read them?
6. What rules apply that none of the stakeholders wrote (regulatory, legal, security, audit)?
7. What is the one thing I expect to hear, and what would I do if I did not hear it?
8. Does my agenda ask about problems before it asks about features?
9. What will I say when someone asks "can you build that?"
10. Who, on this list, is likely to say nothing unless directly asked?

IN THE ROOM

11. If this project succeeds, what is different for you in six months?
12. When you say [key term], what are the different kinds?
13. What happens today when [the proposed feature] would have made the wrong decision?
14. Can you show me the sheet / the document / the screen?
15. What would happen if that workaround disappeared tomorrow?
16. [Quiet stakeholder], walk me through what happens from [start] to [end] in your area.
17. Checked how, by whom, how long, and what if it fails?
18. Who owns the rule you just described?
19. What rules does this process have to follow that none of you wrote?
20. What did we not talk about today that you expected we would?