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PREVIEW THE BUSINESS ANALYST MASTER TOOLKIT

A practical sample of Version 1.2

Explore real examples from the BRD/FRD case study, the Automated Requirements Traceability Matrix (RTM), and a cross-functional workflow diagram.

BRD & FRD Business and functional requirements	**Automated RTM** Traceability across requirements and tests
Workflow Diagram Customer, system, inventory and payment lanes	**Practical Learning** Fictional scenarios for learning and portfolio practice

What this preview is: selected excerpts and one visual example from the paid toolkit. The complete workbooks, case studies, playbooks and editable source files are not included in this sample.

For learning and portfolio practice only. The FinTech scenario and all names, numbers and examples shown are fictional, as stated in the source case study.

01 | BRD SAMPLE

Business Requirements — FinTech Payment Gateway

Excerpt from the included M1-01 FinTech Payment Gateway BRD/FRD case study (source PDF, page 6). It demonstrates how business needs are expressed with IDs, priorities and business value.

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6. Business Requirements (BR-01 to BR-08)

Business Requirements describe what the business needs, in business language. Each BR has a priority using MoSCoW.

ID	Business Requirement	Priority	Business Value
BR-01	As a customer, I want to send money to another account in under 2 minutes, so I do not have to visit a branch.	Must	Faster service, fewer branch visits
BR-02	As a customer, I want to see a clear reason if my payment fails, so I know what to do next.	Must	Fewer support calls, better trust
BR-03	As an operations user, I want a daily auto-reconciliation file, so I do not match payments manually.	Must	Saves ~2 hours/day (Example)
BR-04	As a customer, I want to request a refund and track its status, so I know when money will come back.	Must	Faster refunds, fewer complaints
BR-05	As a support agent, I want to see payment status and failure reason, so I can answer customer calls quickly.	Should	Faster support, higher satisfaction
BR-06	As a customer, I want SMS + Email for payment success / failure / refund, so I have proof of transaction.	Must	Trust, proof, audit trail
BR-07	As a compliance user, I want an audit log of every payment action, so we can trace who did what and when.	Must	Audit, security, compliance
BR-08	As a customer, I want to see my last 10 transactions with status, so I can check my history without calling support.	Could	Self-service, convenience

Table 4: Business Requirements. Priorities are Examples for this fictional release.

7. Functional Requirements (FR-01 to FR-08) — With Given-When-Then

Functional Requirements describe what the system must do. Each FR below has Given-When-Then acceptance criteria, so a tester can test it without guessing.

02 | FRD SAMPLE

Functional Requirements with Given–When–Then Acceptance Criteria

Excerpt from the same source case study (source PDF, page 7), showing functional requirement statements and acceptance criteria for expected system behaviour.

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FR-01 — Initiate Payment

The system must allow a logged-in customer to initiate a payment by entering payee, amount, and payment method.

Acceptance Criteria:

- Given the customer is logged in and has sufficient balance (Example: ₹5,000 balance)
- When the customer enters payee "Ramesh Sharma", amount ₹1,000, and clicks Pay
- Then the system shows a confirmation screen with payee, amount, charges (if any), and asks for OTP

FR-02 — Verify Payment with OTP

The system must verify payment with a One-Time Password (OTP) sent to the registered mobile number.

Acceptance Criteria:

- Given the customer has entered payment details and clicked Pay
- When the system sends OTP "123456" (Example) to the registered mobile
- Then the customer enters OTP and the system verifies it within 30 seconds (Example target)

FR-03 — Show Clear Payment Result

The system must show a clear success or failure result with a specific reason, not a generic error.

Acceptance Criteria:

- Given the payment was attempted
- When the gateway returns "Insufficient Funds" (Example)
- Then the system shows: "Payment Failed — Insufficient Funds. Please add funds and try again." + Reference ID

FR-04 — Generate Receipt & Transaction ID

The system must generate a unique Transaction ID and a downloadable receipt for every payment attempt.

Acceptance Criteria:

- Given a payment is attempted (success or failure)
- When the gateway responds
- Then the system creates Transaction ID like "TBP202611130001" (Example format) and shows Download Receipt

FR-05 — Request Refund (Full / Partial)

The system must allow a customer or staff user to request a full or partial refund for a successful payment.

Acceptance Criteria:

- Given a payment of ₹1,000 was successful
- When the customer requests a partial refund of ₹400
- Then the system creates a refund request with status "Refund Initiated" and shows expected credit date

FR-06 — Track Refund Status

The system must show refund status: Initiated → Processing → Credited / Failed.

Acceptance Criteria:

- Given a refund was initiated
- When the customer opens "My Transactions"

03 | INTERACTIVE EXCEL TOOLKIT

Automated Requirements Traceability Matrix (RTM)

This preview image is generated from the actual M2-01 Automated RTM workbook included in Version 1.2. It shows example requirement-to-test traceability, execution status, risk, sign-off owner and comments.



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End-to-end mapping: Business Objective → Functional Requirement → User Story → Test Case | All Example rows are Examples. Pick Priority, Status, Risk from dropdowns. Colours and Dashboard update automatically.

HOW TO USE: Add your requirement in Rows 15-34 (pre-formatted). Do not type in Dashboard — it uses formulas. • Example: REQ-01 = Payment, REQ-05 = Healthcare (EHR). • Fixed: AES-256 (was AES-25), 3D-Secure 2.0 authentication.

Req ID	Business Objective (Example)	Functional Requirement (Example)	Priority (MoSCoW)	Target System Module	User Story ID	Test Case ID	Execution Status	Risk	Sign-Off Owner	Comments / Defect ID
REQ-01	Example: Reduce payment drop-offs by 15%	Example: System must support 3D-Secure 2.0 authentication for card payments.	Must	Payment Gateway	US-010	TC-PAY-01	Passed	High	Lead BA	Example: Tested with Visa + Mastercard sandbox.
REQ-02	Example: Enable multi-currency shopping	Example: System must auto-convert product prices based on user IP geolocation.	Should	Pricing Engine	US-014	TC-PRC-02	Passed	Medium	Product Owner	Example: Tested for USD, EUR, INR.
REQ-03	Example: Improve checkout speed	Example: Guest checkout option without mandatory account creation.	Must	Checkout Funnel	US-001	TC-CHK-05	In Testing	High	QA Lead	Example: Testing guest email + stock lock flow.
REQ-04	Example: Automate invoice generation	Example: Generate downloadable PDF invoice immediately after payment confirmation.	Should	Billing Module	US-022	TC-BIL-01	Passed	Low	Finance BA	Example: Invoice includes GST + Order ID.
REQ-05	Example: Ensure patient privacy (EHR)	Example: Patient intake records must be encrypted at rest with AES-256 and access logged.	Must	EHR Data Portal	US-045	TC-SEC-03	Pending Review	High	Security Lead	Example: HIPAA-style controls for US context. For India, ABDM / DPDP-style. Do not claim full HIPAA without audit.
REQ-06	Example: Let customers pause subscription	Example: Customer can pause subscription from 'My Subscription' page and resume later.	Must	Subscription Module	US-030	TC-SUB-01	In Testing	Medium	Product Owner	Example: Pause for 1 month, no billing during pause. See M1-02 US-10.
REQ-07	Example: Reduce onboarding time (Healthcare)	Example: Patient onboarding via digital portal — pre-visit form + FHIR eligibility check + auto EHR creation.	Must	Patient Portal	US-050	TC-HLT-01	Not Started	High	Lead BA	Example: See M1-03 To-Be process — 8.5 mins target.
REQ-08	Example: Show clear order summary	Example: System must show item, quantity, delivery, total and email before payment.	Should	Checkout Funnel	US-005	TC-CHK-02	Passed	Low	QA Lead	Example: Total = Item + Delivery. Tested.
REQ-09	Example: Handle out-of-stock clearly	Example: System must show 'Out of Stock' and disable Pay if item has 0 units.	Must	Inventory Engine	US-007	TC-INV-01	Failed	High	QA Lead	Example: Defect DEF-101 — Pay button still enabled for 0 stock. Re-test after fix.
REQ-10	Example: Convert guest to account after purchase	Example: Guest can create account after purchase and past order is linked to account.	Could	Account Module	US-015	TC-ACC-01	Not Started	Medium	Lead BA	Example: Do not ask guest to re-enter order details.

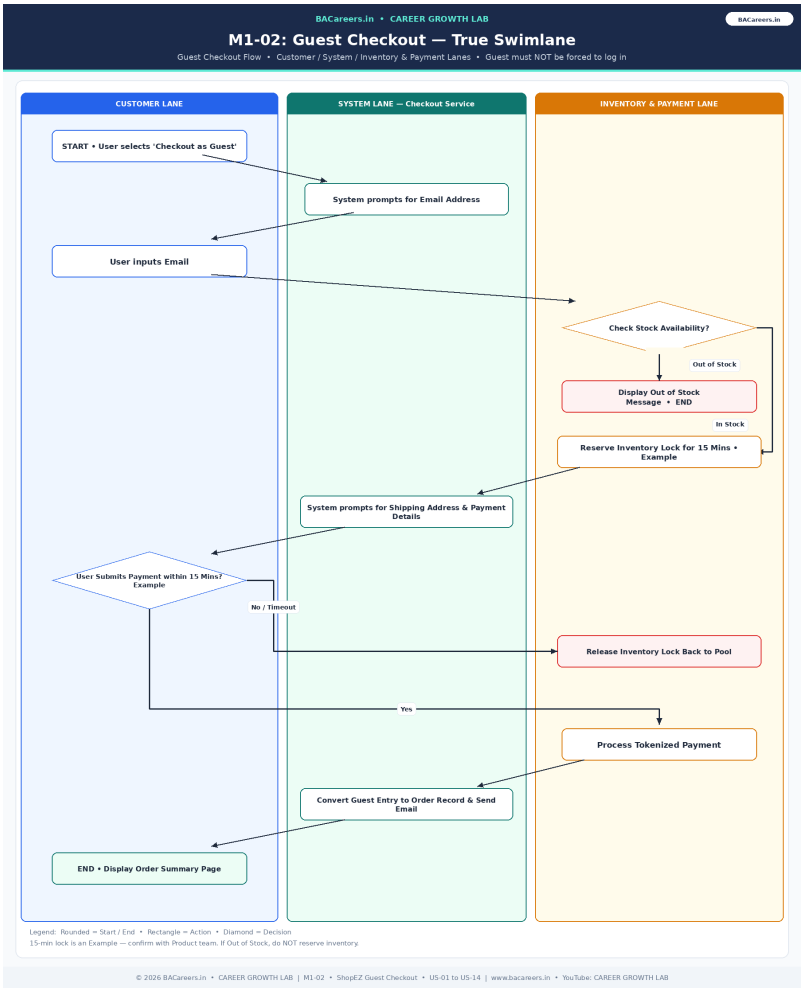
Tip: Use Filter (Row 4) to filter by Status = Failed or Risk = High. • To add more rows, copy Row 34 and paste below, then extend Dashboard formulas to include new rows. • © 2026 BACareers.in • CAREER GROWTH LAB

The paid workbook includes its own instructions, RTM sheet and dashboard. This sample shows only a limited view.

04 | VISUAL WORKFLOW EXAMPLE

Guest Checkout — Cross-Functional Swimlane

Taken from the actual M1-02 Guest Checkout Swimlane Flowchart included in the toolkit. It separates customer, system, and inventory/payment activities and illustrates key decisions in the guest checkout journey.



READY TO EXPLORE THE COMPLETE TOOLKIT?

Version 1.2 includes 3 real-world case studies, 3 interactive Excel toolkits, 3 practical playbooks, AI & career bonuses, and visual diagrams.

Premium Business Analyst Master Toolkit
https://bacareers.gumroad.com/l/lzbukxi

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This free preview is not the complete paid product. The full package is available only through the Gumroad product page.