Use Case and Business Analyst Interview Questions

1. How many use case engagements have you been on and what was your role? How many use case specifications have you written?

2. What are the 3 most important skills or qualities a good business analyst?

3. How does the role of Business Analysts differ from a Project Manager? From a SME?

4. How would you explain a use case to someone that's new to use cases or to a customer?

5. What is an actor?

6. What's the difference between a system use case vs. a business use case?

7. How long (time/calendar) may an instantiated use case run before it could complete its goal?

8. What is an alternate flow? What is an exception?

9. What's the difference between << include >> and << extend >> relationships and the criteria for using each one? And what is your recommendation on usage of these relationships?

10. What is actor generalization and give me an example of a use case generalization?

11. What's the difference between functional and non-functional requirements (NFR)? Please provide me with examples of both.

12. Where would you document functional requirements and NFRs (i.e., deliverable)?

13. Are use cases the functional requirements? Or do you think functional requirements are different from use cases?

14. What types of requirements should not be documented in use cases?

15. What's your recommended approach on documenting business rules within use case specifications?

16. How do you identify the basic flow / course? What would you do if someone was struggling to identify the basic flow / course for a new use case?

17. Use case specifications are in a written format. What style do you like to follow when writing your use case specifications (e.g., prose, bulleted-list, essential use case, tabular)?

18. How do you go about generating or identifying your list of actors?

19. How do you go about finding or identifying use cases? Where do you look to find use cases? What are good sources for use case mining?

20. Do you have a preferred number of pages or steps for a use case specification?

21. What guidelines do you recommend for writing steps in a use case specification?

22. What criteria do you use to indicate the use case specification is complete and/or correct?

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23. What's the relationship between use cases and test cases?

24. How many fields or data items do you like to document in your use case specifications?

25. Who's the primary audience of the use case specification? Is IT the primary audience of the use cases?

26. With the understanding that every engagement is different, how much time would you recommend to the project manager or to client to allocate to use case development (per use case)? Does this include all parties involved and include review?

27. As a Business Analyst, what type of stock or context-free questions do you like to ask to stimulate discussion with the end-users during initial facilitation?

28. Who should participate in writing and reviewing use case specifications? (Note: This question may not be necessary depending upon how well the candidate answered the previous question).

29. How do you plan and conduct your use case reviews?

30. What comments have you received regarding your facilitated use case sessions?

31. What materials, diagrams, or artifacts have you found best for capturing & describing customer needs, and conveying technical information to the customer?

32. What personal practices or techniques do you regularly use to gather requirements? What are those practices and what problem are they a solution for?

33. Have you ever produced class diagrams or state diagrams as part of your analysis? In what domain? Can you redraw part of one, or verbally explain a domain using classes and relationships?

34. The client has a use case template and process put in place, but they didn't have much experience when they did this. The template and process has been rolled out to their entire organization. The approach may have flaws in it, and you're not necessarily comfortable with the approach? What do you do?

35. We are going to a client on Monday to help them with their requirements, we've received just a business case from the client, and they have no tools in place. What would we do the first week?

36. What would you do if the client says you and the other analysts can't talk to the users?

37. When should a project team write its use case specs? Should all the use cases be developed prior to proceeding with analysis & design and implementation disciplines?

38. Is functional decomposition a way of creating use cases? For example would Create, Read, Update, Delete each be use cases? What criteria do you use to drive and scope your use cases?

39. Can I code directly from a use case specification?

40. Should technology be documented in a use case specification?

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41. **Were you a programmer?**

42. **What are some pitfalls or typical problems that people run into with use case development for the first time or any time?**

43. **What are the pro(s) and con(s) of use case development?**

44. **What do you like about use case development?**

45. **How would you handle questions and conflict from development as we move from requirements into analysis and design? Can you tell me a specific situation where this occurred and how you handled it?**

46. **How do manage the de-scoping or perception of complexity from development?**

47. **How do you work with QA and how does QA leverage the use case specifications?**

48. **What's the worst use case you've ever seen and why?**