

IT Business Analyst Workflow & Documentation Design Test

1. Scenario

IHP Malaysia is looking to build a wellness booking portal to facilitate information transfer and booking of all activities and the various registration and approval workflows.

2. Stakeholders

a. Company HR

No.	Track	Description
1	Registration	Company HR will log on to the portal to register their company with their email address and password.
2	Login	After IHP Admin approves Company HR's registration, Company HR will receive an email to login to the portal.
3	Create a Booking	Company HR will be able to create a booking – selecting the Wellness Event and specifying these details: <ol style="list-style-type: none"> 1. selecting 3 dates and times 2. specifying an Expected Headcount 3. specifying a location. 4. Selecting a wellness event (linked to vendor) Booking email will be sent to Company HR and Wellness Vendor upon booking.
4	Cancelling a Booking	Company HR will be able to cancel the booking if the booking is not accepted by the Wellness Vendor . Cancellation email will be sent to Company HR and Wellness vendor upon cancellation.
5	View Bookings	Company HR can view the booking and the statuses in the View Bookings page.

b. IHP Admin

No.	Track	Description
1	Login	IHP Admin can login to view all bookings
2	Approving or Rejecting a Wellness Event	IHP Admin can approve a wellness event that is created by a Wellness Vendor . Approval/Rejection email will be sent to Wellness Vendor upon booking.
3	Approving or Rejecting Vendors and Company HR	IHP Admin can login to approve all Wellness Vendors and Company HR that are pending approval. Confirmation emails will be sent to Vendors and Company HR once approved/rejected.
4	View Bookings	IHP Admin can view the booking and the statuses in the View Bookings page.

c. Wellness Vendors

No.	Track	Description
1	Registration	Wellness Vendors will log on to the portal to register their company with their email address and password.
2	Login	After IHP Admin approves Wellness Vendor's registration, Wellness Vendor will receive an email to login to the portal.
3	Create a Wellness Event	Wellness Vendor will be able to create a booking – selecting the Wellness Event and specifying these details: <ol style="list-style-type: none"> 1. Specifying a Wellness Event Type (Health Talk, Fitness Camp, etc) 2. Specifying an Event Title 3. Specifying an Event Description 4. Specifying an Event Pricing Wellness Creation Email will be sent to IHP Admin upon creation.
4	Accepting / Rejecting a Booking	Wellness Vendor will be able to view bookings created by Company HR and either approve or rejects it. If the Wellness Vendor accepts the booking, they need to select one of 3 proposed dates. If the Wellness Vendor decides to reject, he needs to specify a Rejection Reason. Approval / Rejection email will be sent to Company HR and Wellness Vendor upon cancellation.
5	View Bookings	Wellness Vendor can view the booking and the statuses in the View Bookings page.

3. Deliverables

- a. An integrated workflow diagram on the Registration, Login, Creation of Wellness Events, Creation of Bookings, Approval / Rejection of Bookings, Email Flows, Approval / Rejection of Accounts **drawn by draw.io or Visio**
- b. A short Business Requirement Document (3-5 pages) integrating the problem statement, high level solutioning and in depth pathway for each user journey.
- c. Fragmented workflow diagrams by stakeholders if needed for clarity