

BUSINESS ANALYSIS CASE STUDY

Service Request Workflow — Requirements & UAT

A governed path from business problem to requirement, acceptance criterion, test evidence, defect and go-live decision for a service-request workflow.

REQUIREMENTS	TRACEABILITY	UAT PASS RATE	OPEN EXCEPTIONS
24 Functional, reporting and NFR	100% Every requirement linked	83.3% 25 of 30 cases	5 3 failed · 2 blocked

To-be workflow

1 Validate intake	2 Route & own	3 Monitor SLA	4 Escalate	5 Close with evidence	6 Govern reporting
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What the case proves

- Requirements are specific, owned, prioritized and testable—not a generic wish list.
- Traceability links each requirement to a user story, acceptance criterion and UAT case.
- Failed and blocked tests remain visible in the readiness decision instead of being averaged away.
- The RAID log assigns impact, mitigation, owner and status to open delivery risk.

Result	Count	Interpretation
Pass	25	Expected behavior evidenced
Fail	3	Defect logged and retest required
Blocked	2	Dependency prevents execution

GO-LIVE VIEW

Not ready for unconditional approval: failed and blocked cases require ownership, remediation and targeted retest before sign-off.

Requirements, traceability and test design

The deliverable provides one controlled chain from business need to implementation evidence.

Representative requirement chain

ID	Requirement	Acceptance evidence	UAT
REQ-005	Route new requests using type and priority rules.	Every configured pair resolves to one active queue.	UAT-005
REQ-012	Pause resolution SLA only in Waiting on Customer.	Pause timestamps are retained; response SLA is unchanged.	UAT-012
REQ-018	Require resolution code, summary and evidence.	Resolve is blocked until closure fields are complete.	UAT-018
REQ-023	Enforce role-based access.	Allowed actions pass and restricted actions fail by role.	UAT-023
REQ-024	Retain an immutable audit trail.	Actor, timestamp, old value and new value are exported.	UAT-024

Artifact set

- Executive readiness summary with requirement, traceability and UAT KPIs.
- Requirements register covering intake, routing, SLA, escalation, closure, reporting, security and audit.
- Traceability matrix with 24 user stories and acceptance criteria.
- Thirty UAT cases with result, evidence and tester.
- RAID log and a 120-record synthetic service baseline for operational KPIs.

PORTFOLIO SCOPE

24 requirements · 24 linked user stories · 30 UAT cases · 8 RAID items · 120 synthetic service requests · governed Excel pack

Data note

The organization, requests and results are synthetic. The workflow design, requirements, acceptance criteria and test artifacts are original portfolio work.