50 Real-life stories for IT Trainers

LN Mishra, Trainer, Mentor and Author

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Preface and Introduction

As a child, we all enjoyed listening stories from our elders. The penchant for listening to stories remains till we die.

Using stories to explain a concept during a workshop is a proven method to engage participants. At the same time, participants remember concepts for much longer duration if they listen to stories related to the concepts.

However, it is hard to find a good compilation of stories which we trainers can take advantage of.

This book is an outcome of my professional career as a trainer and consultant of 22+ years.

I hope you will enjoy the book.

If you wish to have a power point presentation version of the book to use during your trainings, you can ask for the same by writing to me.

I will be glad and thankful if you can share your feedbacks and suggestions on the book.

Please your feedbacks and suggestions to LNMishra@AdaptiveProcesses.com.

About the author

LN Mishra (LN) has 22+ years of professional experience in software development, requirements analysis, business analysis, governance, risk and compliance management (CMMI, ISO9001, ISO27001, HIPAA and Six-Sigma).

LN is a practicing trainer, consultant and business analyst for more than 22 years. He was involved in multiple multi-country large ERP implementation projects. He currently consults in development of 2 large systems - one of the largest paint companies in the world to develop their next generation color management system and development of a GRC system. He is also the product manager for an enterprise Governance, Risk and Compliance management system (GRCPerfect) which is operational in multiple client places.

He was involved in one of the world's change management program in PricewaterhouseCoopers, a leading management consulting firm, in one of the largest privatization effort in India for a public sector utility agency.

LN has conducted more than 100 workshops, both public and in house in the areas of Business Analysis, Requirements Management, Agile Project Management, software Project Management, Six Sigma, CMM, ISO 9001, and ISO 27001. He has also guided 30+ six sigma green belt projects in iGate, MACH and Akzo Nobel.

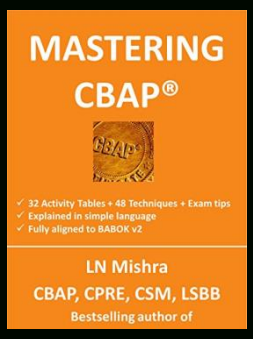
LN holds a Post Graduate Diploma in Management (PGDM) from IIM Ahmedabad, the too-most business management school in India and Bachelor in Engineering (Honours) in Electronics and Telecommunication from University College of Engineering, Burla, India.

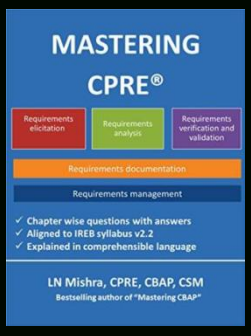
Major Awards/Recognitions:

- ✓ Certified Business Analyst Professional (CBAP) from IIBA, Canada.
- ✓ Certified Requirements Engineering Professional (CPRE) from IREB, Germany.
- ✓ Certified Project Management Professional (PMP) from PMI, USA.
- ✓ Certified Scrum Master from Good Agile, USA.
- ✓ World Topper Certified software Quality Analyst (CSQA), 2000.
- ✓ Certified Lead Auditor for ISO 9001, ISO 27001, ISO 20000 and BS 25999.

LN lives with his wife, Ananya, son, Siddharth and daughter, Saianshee in Bangalore, the IT capital of India.

Other books by LN





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01.Our system should support pizza courier delivery approach.

Allen was baffled; he received a very funny requirement from a stakeholder, “Our system should support Pizza courier delivery approach”.

The company doesn’t make Pizzas. It is into manufacturing of paint. What has paint manufacturing got to do with pizza delivery?

However, while discussing with the stakeholder, he understood a very interesting story behind the requirement.

“Allen, do you like pizza?”

“Of course, John.”

“But do you make Pizza at home?”

“I did try but it turned out be a biscuit instead of Pizza”.

“Exactly, many people love Pizza but, they don’t make Pizza or when they try to make Pizza at home the Pizza doesn’t come out well. Hence most people order Pizza by phone or online and it gets delivered at their doorstep. They order pizza to their taste such as with single cheese, double cheese, or with extra-toppings.

Our stakeholders also need exactly the convenience. Right now they are buying ingredients from us. They are mixing it to make a color. In this process, they may make mistakes and the blame comes on us.

So instead of selling them ingredients, if we could actually make the finished product and get delivered to them, they will be happy. Paint quality will be better and we will also make better margins on the product.”

Tags: Elicitation, Out of box thinking, Innovation

02. Our application does not work between 12 PM to 2 PM.

Meg, the chief architect of IPMPro, an enterprise project management system, received a peculiar complaint. The users complained that certain functionalities of the system would not work usually between 12 PM to 2 PM.

She was surprised as to how an application can behave during certain time of the day.

Can you think what could be the root cause behind this peculiar behavior?

Root cause

This application was hosted on the same server where client had hosted their intranet. As the intranet usage increased during this period, this application could not get required resources which was leading to failure of the system.

Tags: Root cause analysis

03. MAISAI – The Japanese scientist

Allen was really at loss, he attended a large project team meeting. Many Domain SMEs had gathered to explain the requirements and kept talking about something called MAISAI conversion.

Allen couldn’t make any sense make out of it. To him it looked like there was a Japanese scientist who created a certain kind of formula and the team was discussing on implementing that formula.

So he came out of the meeting and asked one of the Domain SME, “What is this MAISAI conversion?”

Domain SME was bit surprised that Allen did not know this. She said, “Allen, this is nothing but multi-angle instrument to single-angle instrument conversion. Old devices could capture information on a single-angle. Newer generation devices can capture multiple-angles. That’s why when data is fed into the old systems, it has to be converted from multiple-angle to single-angle

Had Allen knew this abbreviation, the whole meeting would have made sense to him.

As Business analysts or as project team members, we must understand the terminology used in business, which would help us in grasping what business is trying to communicate.

Tags: Elicitation