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Practical collaboration between Business Analysts and Developers

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BUSINESS ANALYST



About balticamadeus

We provide IT and strategic consulting services, including:

- Progress OpenEdge
- Omnichannel
- Self-service
- Marketplace
- Information security
- Enterprise architecture
- Cloud solutions, and more.

96% of clients recommend us

500+ local and international clients

40/60 local vs international clients

2000+ projects, including corporations, SME-level companies, and startups

37+ years of experience

300+ IT talents

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Progress OpenEdge department:

International clients **70%** | Baltic **30%**



Our Team of OpenEdge
±42 & growing



Helping with:
- Support
- Development
- Modernisation
- Team enhancement

OUR VS CODE EXTENSIONS ^_^



ProBro



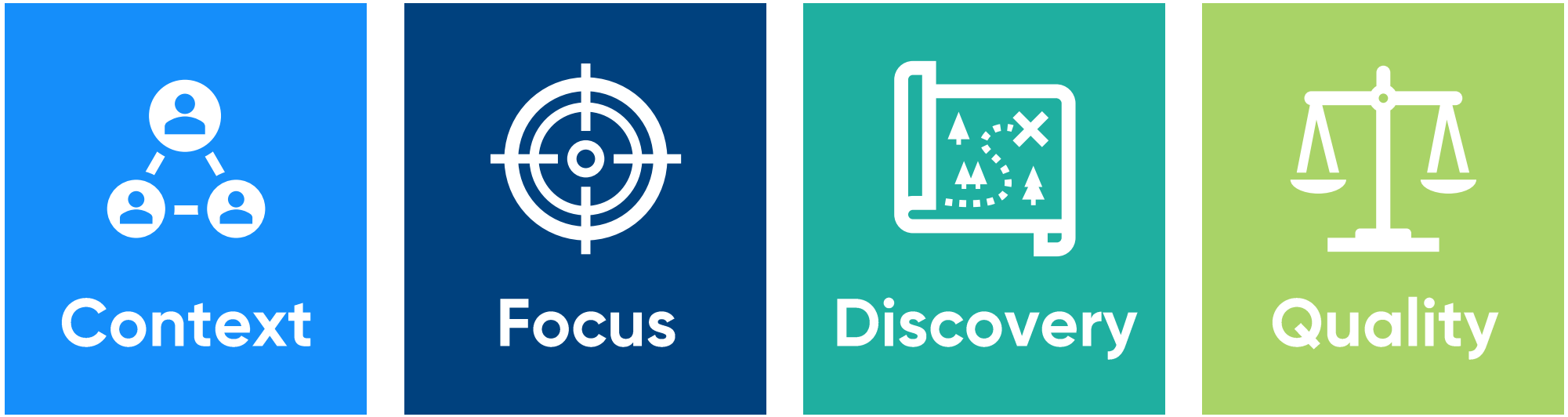
ProPeek



OpenEdge ABL Formatter

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Today's takeaways:





The gap between
“what was asked”
and
“what gets built”

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Meet the criteria

but

fail the user

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Meet the criteria

but

fail the user

Meet the user

but

fail the codebase

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Built exactly to criteria. Wrong anyway.



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Ticket: “Make the Customer Type field required on the Customer screen.”

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What happened: Built in 1 day. After release, users couldn’t save thousands of older customer records because the field was blank in the legacy data.

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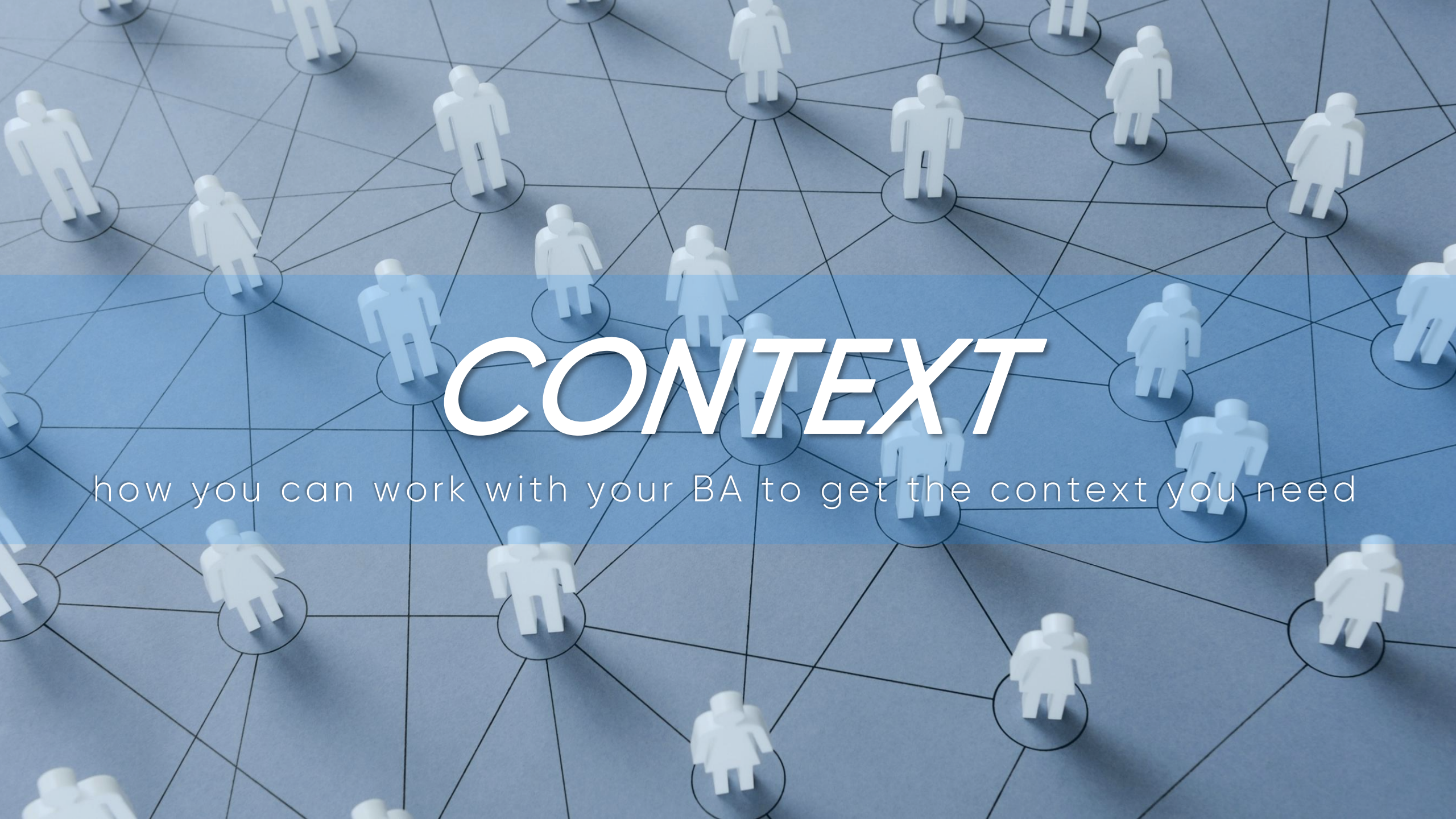
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Ticket: “Make the Customer Type field required on the Customer screen.”

What happened: Built in 1 day. After release, users couldn’t save thousands of older customer records because the field was blank in the legacy data.

Missing why: The goal was clean data for new customers, not blocking edits to old ones. The legacy data issue was known but never made it into the ticket.



CONTEXT

how you can work with your BA to get the context you need

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Build the need, not just the ticket

What you receive:

"Make Customer Type required."

Ask: "What is the end goal?"

What's actually needed:

"Clean data for new customers, without breaking existing records."

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Questions worth asking before you build

Ask your BA
(the business picture):

- What is the end goal?
- Who will use this, and how?
- What happens today without it?
- What is fixed, and what is flexible?

Check the code
(the technical picture):

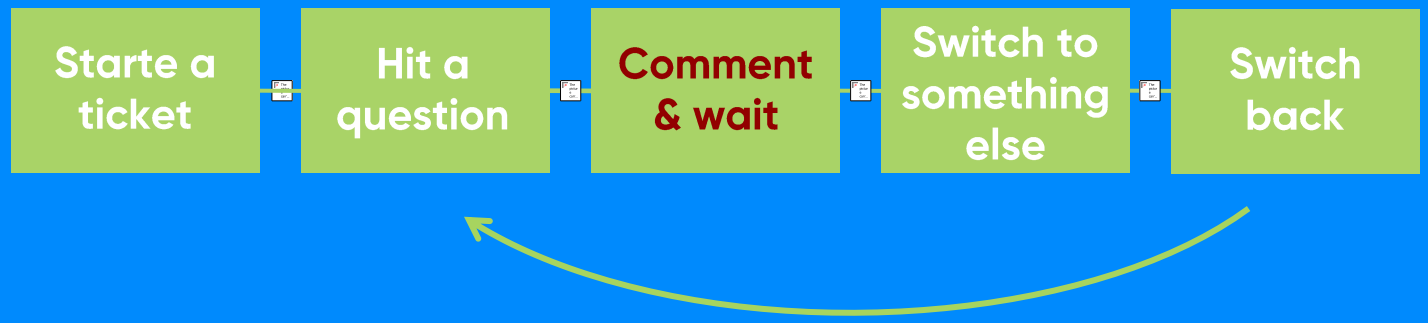
- What else uses this field or screen?
- What does the existing data look like?
- What could break if this changes?
- Is there a simpler way to reach the same goal?

Neither side has the full picture alone.


FOCUS
how you can work with your BA to stay focused during the sprint

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The ticket ping-pong loop



One question can cost two days and two context switches.

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Ask before you estimate

Some answers change the size of your work

Question	What it changes
How many records will load in this grid?	More records = more work: paging, search, load time.
Does the save functionality happen in modal itself, or does the parent screen save?	Saving adds complexity: validation, error handling, DB update, refresh.

The earlier you ask, the more accurate is your estimate

Refine small before you refine big

one BA +
one developer +
one QA +
one designer +
30 minutes



Mini refinement

Walk through the ticket, raise questions, spot gaps.

Team refinement

Questions are already answered, ticket is ready for estimation.

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Is this ticket ready?



A checklist both sides agree on:

- The scope and end goal is written down
- Acceptance criteria are testable
- Edge cases and existing data are considered
- Designs are linked and reviewed
- Open questions are answered

Agreed together, not enforced by one side


DISCOVERY
how you can work with your BA to shape solutions early

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What to look for in a design



EASY

Looks complex, but is cheap to build

RISKY

Needs investigation or a prototype

NOT POSSIBLE

Needs a different approach

The BA brings the design. You bring the technical review.

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Don't just say "no" – bring options

Every option has a cost. Make it visible.

Example: a grid with inline editing and 50,000 records.

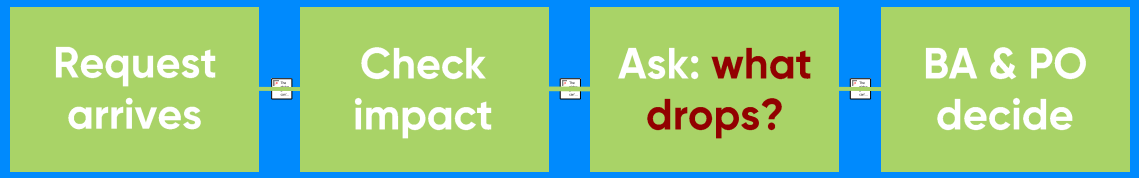
Option A	Option B	Option C
As designed	**Simplified**	**Phased**
Cost: 8 days.	**Cost:** 3 days.	**Cost:** 3 days now, 5 later.
Trade-off: Full design, inline editing, with performance risk on large data sets.	**Trade-off:** Simple and fast, but no inline editing.	**Trade-off:** Delivers value sooner, but a gap in the first release.

The team decides. You make the trade-offs clear.


QUALITY
how you can work with your BA to balance speed and quality

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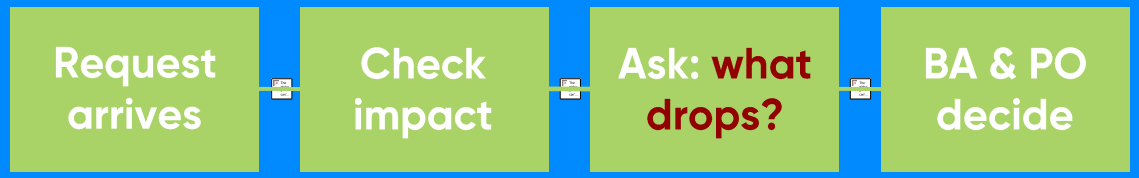
Mid-sprint request: now what?



Request: “Can we also add a filter to this grid?”

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Mid-sprint request: now what?

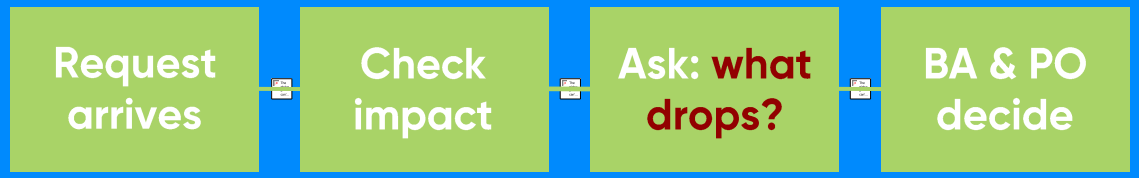


Request: “Can we also add a filter to this grid?”

DEV findings: Two other screens use this grid. The filter adds about 2 days. If we commit to add it, what gets dropped?

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Mid-sprint request: now what?



Request: “Can we also add a filter to this grid?”

DEV findings: Two other screens use this grid. The filter adds about 2 days. If we commit to add it, what gets dropped?

BA & PO decision: Swap it with another task or move it to the next sprint.

Result: BA protects the scope. You bring the facts.



Invisible shortcut

A code comment:
// TODO: hardcoded for now.
Only developers see it.
Nobody plans for it.

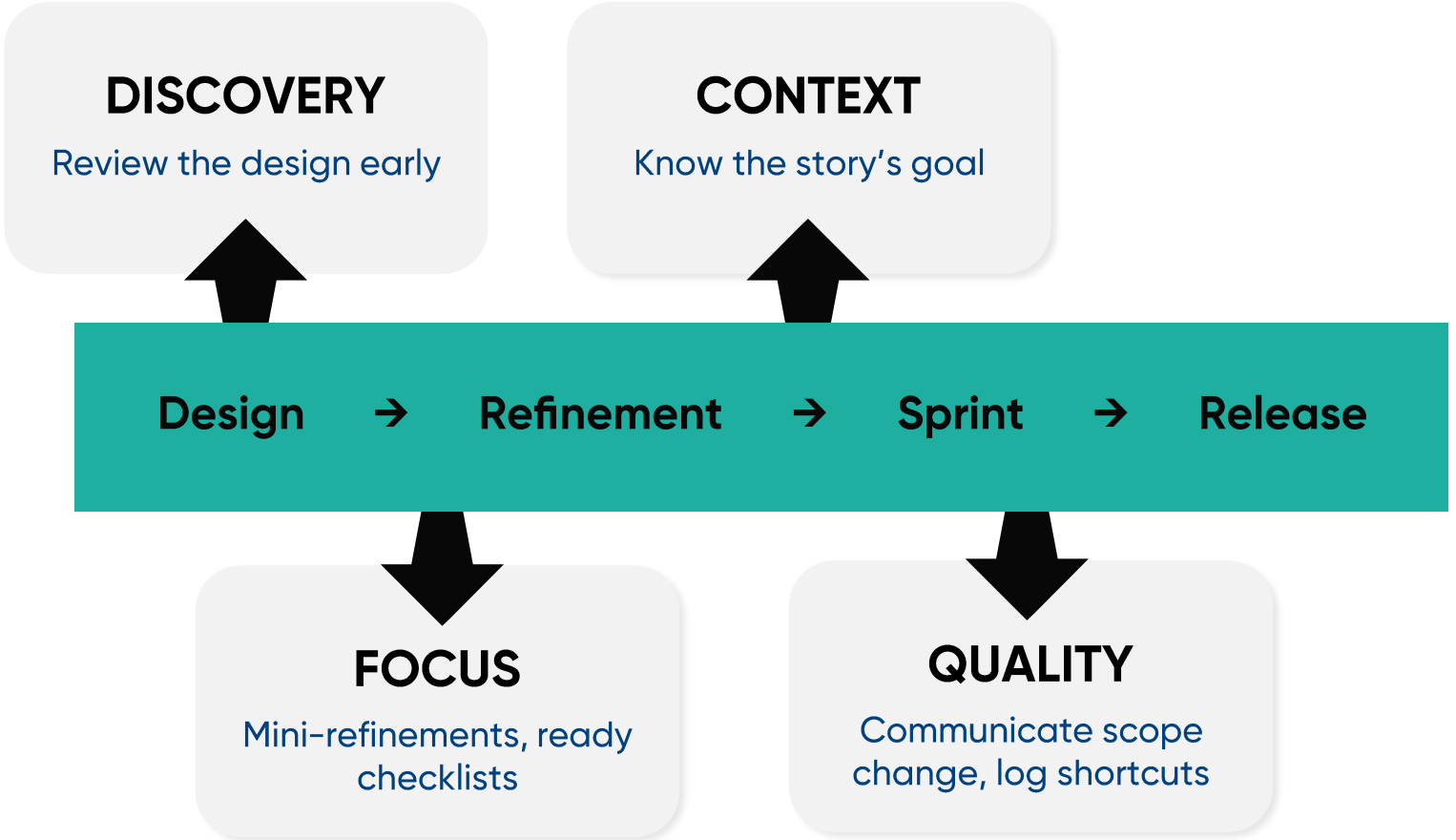
Visible shortcut

A backlog item: “Replace hardcoded filter options. Cost: about 1 day per new option.” The BA and PO can see it and prioritize it.


TOGETHER
how these habits fit into one ticket's journey

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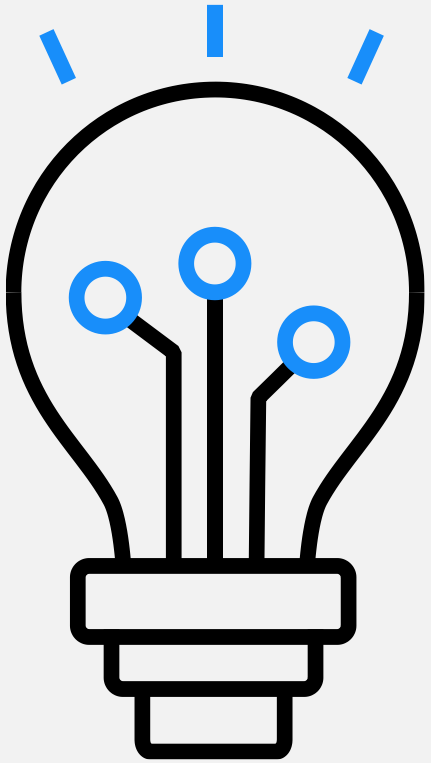
Where the conversations happen



Same people. Same tickets. Different habits.

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Try this on Monday



- Ask: “What is the end goal?” on your next ticket
- Check: What else uses this? Look before you build
- Request: A mini-refinement for your riskiest story
- Review: Look at the design before the criteria are written
- Ask: “What gets dropped?” when a request lands mid-sprint

Pick one. Try it for a sprint.

QUESTIONS

What's the most expensive misunderstanding you've had?



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Let’s discuss it further

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