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| **Business Case** |

**Document Information**

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| --- | --- | --- | --- |
| **Department** |  | **Division** |  |
| **Request Date** |  | **Review Date** |  |
| **Request Title** |  | | |
| **Requested By** |  | | |
| **Business Opportunity/ Problem to be Solved** |  | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Agency Priority (1-10)** |  | | | |
| **Deadline for Implementation**  (please explain**)** |  | | | |
| **Additional Factors** | Legislative obligation |  | Agency directive |  |
| Agency priority |  | New policy |  |
| Strategic/business plan |  | Auditor recommendation |  |
| New program/service |  | Electronic service delivery |  |
| Operational risk avoidance |  | Other |  |
| Explain/provide references: | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Nature of Request:** | | | | |
| Solution enhancement | Solution replacement | New solution | Other | |
| Number of users (approximate if exact number is not known): | | | | |
| Number of clients (approximate if exact number is not known): | | | | |
| Location of users/offices: | | | | |
| Will federal funding be available for this initiative: *If yes, please specify*: | | | | Yes |

**Document History**

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| --- | --- | --- |
| **Version** | **Date** | **Summary of changes** |
| 1.0 |  |  |
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**Document Approvals**

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name** | **Signature** | **Date** |
| Project Sponsor |  |  |  |
| Committee Member |  |  |  |
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| Committee Member |  |  |  |
| Project Manager |  |  |  |

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Template Guide

*[Delete this section after completing the remainder of this document.]*

**What is a Business Case?**

The business case outlines the business rationale for undertaking the project.

**Why create Business Case?**

The business case is the first step in the initiation phase of a project. The purpose of the business case is to assist organizational stakeholders in making decisions regarding the viability of a proposed investment. The intended audience of the business case is key stakeholders such as senior/executive leadership. The case documents the business problem, possible solutions and a recommendation. The business case can be a precursor to the feasibility study.

**How to use this template**

This template provides a guide for project managers to develop a business case for new technology and/or business system projects. Additional sections may be added or removed according to the specific business circumstance and need. Sample tables and charts have been included to provide tips on how to complete each section.

*Italicized instructions are included throughout this template to explain the purpose of each section and how to complete it.* ***These should be deleted from the final document.***

# Executive Summary

*[This section provides general information on the issues surrounding the business problem and the proposed project or initiative created to address it. Usually, this section is completed last after all other sections of the business case have been written. This is because the executive summary is exactly that - a summary of the detail that is provided in subsequent sections of the document.]*

## Proposed Investment and Business Need/Opportunity

*[This section should briefly describe proposed investment and the business problem or opportunity that the proposed investment will address.]*

## Anticipated Outcomes

*[This section should describe the anticipated outcome if the proposed project or initiative is implemented. It should include how the investment will benefit the business and describe what the end state will be.]*

## Alternatives Considered

*[This section should briefly describe any alternatives considered and if alternative analysis was completed, and the recommended action. NOTE: This isn’t the feasibility study; and the next step could be the feasibility study with a more thorough analysis.]*

## Time Period of Investment

*[This section indicates the anticipated duration of the investment.]*

## Financial Consideration

*[This section briefly describes how this investment could be funded, the funding source, and the estimated cost of the investment]*

# Overview and Background

## Opportunity/Problem Statement

*[This section describes the business opportunity/problem that this investment plans to address. The total investment may include business processes, technology, product and/or services.]*

## Background

*[This section describes the relevant history, business environment and drivers that help articulate the background needed for the case.]*

## Current State

*[This section includes the state of current business and identifies pain points and/or opportunities.]*

## Scope

*[This section identifies what is expected to be in and out of scope for the investment. At a high level, it will address how the solution will interoperate with existing systems or services. Scope could include business process reengineering, not only an IT solution implementation.]*

## Potential Solutions

*[This section describes the current solutions available on the market or used in other organizations that addresses the opportunity or problem]*

# Measurable Business Benefits

## Goals and Objectives

*[This section lists the business goals and objectives which are supported by the investment.]*

| **Business Goal/Objective** | **Description** | **Measure** |
| --- | --- | --- |
|  |  |  |
|  |  |  |

# Assumptions and Constraints

## Assumptions

*[This section lists the preliminary assumptions for the proposed project. A project assumption is a factor in the planning process that is true. For instance, assuming a certain existing technology could be used to satisfy requirements at no additional cost to the organization.]*

## Constraints

*[This section lists the preliminary constraints for the proposed project. A project constraint restricts a given course of action. For instance, the business objectives are mandated by legislation and must be completed by x date.]*

## Risks of Not Proceeding

*[This section lists the risks to the business if the investment is not approved.]*

# Strategic Alignment

*[This section describes how this investment aligns with agency and state strategic plans. Use the agency and strategic plan and describe how this investment aligns with the priorities of the organization.]*

# Cost Benefit Analysis

*[Many consider this one of the most important parts of a business case as it is often the costs or savings a project yields which win final approval to go forward. It is important to quantify the financial benefits of the project as much as possible in the business case. This is usually done in the form of a cost-benefit analysis. The purpose of this is to illustrate the costs of the project and compare them with the benefits and savings to determine if the project is worth pursuing.]*

# Alternatives Analysis

*[All business problems may be addressed by any number of alternative projects. While the business case is the result of having selected one such option, a brief summary of considered alternatives should also be included—one of which should be the status quo or doing nothing. The reasons for not selecting the alternatives should also be included.]*

The following alternatives have been considered to address the business problem.

| **Alternative** | **Benefits** | **Risks** |
| --- | --- | --- |
| Status Quo |  |  |
| Option 1 |  |  |
| Option 2 |  |  |
| Option 3 |  |  |

Recommendation to move forward with Option X because …