**Business Requirements Document**

**Author: Project AI**

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# Executive Summary

TRITEK Consulting is a leading consultant firm that empowers candidates by providing high-quality career guidance and mentorship. With a track record of over 527 success stories, TRITEK has established itself as a trusted partner in helping individuals transition into the dynamic world of technology.

One of the key features that sets TRITEK apart is its Learning Management System (LMS) platform. This platform allows candidates to develop innovative solutions and guides them throughout their journey. However, to stay competitive in the rapidly evolving service industry, TRITEK recognizes the need to update and modernize its LMS profile.

The project will focus on incorporating the latest features in the market and ensuring a seamless interface and user interaction. The allocated budget for this project is £40,000, with a timeline of 10 weeks (7 weeks for the project and 3 weeks for the build-up), with no tolerance for delays.

By updating the LMS profile, TRITEK aims to enhance the user experience, improve engagement, and provide easy navigation for its candidates. However, it is important to address potential challenges such as candidate adaptability to the updated version. To mitigate this, comprehensive training and support will need to be provided to ensure a smooth and successful transition for all users.

Market research has been conducted as part of the project, including an environmental assessment using the PESTLE framework, strategic planning using SWOT analysis, and competitor analysis. This research will inform the decision-making process and ensure that TRITEK updated LMS profile remains competitive in the market.

Based on the investment appraisal, we forecast that the project Net Profit Value (NPV) is **£21,515.84.**

The proposed methodology for project delivery is WAGILE, which combines elements of both waterfall and agile methodologies. This approach allows for a structured and planned project management process while also incorporating flexibility and adaptability to changing requirements.

**Project Budget: £40,000**

Project Timeline: 10 weeks (7weeks for the project and 3weeks for the buildup with no tolerance).

# Project Description

The service industry has experienced an influx of new companies, intensifying competition. Consequently, firms are continuously seeking ways to enhance and modernise the services they offer. Similarly, there is need for TRITEK to redesign its LMS profile to have a more interactive platform.

The aim is to modernise TRITEK ‘s LMS profile for the candidates for continued satisfaction, easy navigation to aid retention of its users and to have a more interactive platform. The LMS profile would be made to include the latest features in the market currently not available on the profile to make it relevant for users. This will be in line with making the interface and interaction of users to be seamless.

# Project Scope

The scope of this project is to modernise TRITEK ‘s LMS profile for the candidates for continued satisfaction, easy navigation to aid retention of its users and to have a more interactive platform.

## In Scope

The following areas are in scope for this project:

* Seamless browsing on the system to locate and perform various activities.
* Creating an efficient and smooth process that enhance satisfaction and engagement.
* A secured platform with added security features.
* Easy navigation to aid candidate retention and to have a more interactive platform.

## Out of Scope

The following areas are out of scope for this project:

* Updating the video play system
* Re-designing unrelated systems.
* Adding educational content on the LMS profile
* Integration with external systems/platforms.
* Candidate support content to the LMS profile such as quizzes, study materials.

# Business Drivers

1. Improve User Retention and Satisfaction
2. Stay Competitive in the Market
3. Business Growth and Expansion
4. Enhanced Brand Reputation
5. Compliance with Industry Standards

## Business Driver 1

**Improve User Retention and Satisfaction**: Modernising Tritek's LMS profile and creating a more interactive platform can help enhance user retention and satisfaction. By improving the user experience and providing relevant features, Tritek can increase user engagement and loyalty, ultimately reducing the risk of losing customers to competitors.

## Business Driver 2

**Stay Competitive in the Market:**

The increasing number of companies entering the service industry has intensified competition. Modernising and incorporating the latest features in the market into the LMS system will make Tritek continue to stay relevant, attract new candidates, differentiate itself from competitors and maintain a competitive edge.

## Business Driver 3

**Business Growth and Expansion:**

Modernising Tritek's LMS profile can be a powerful driver for business growth and expansion. By providing a more modern and interactive platform, Tritek can attract new users and expand its customer base. This will create additional revenue opportunities and enable Tritek to explore new markets or offer more services to its existing customers. All these factors will contribute to the overall growth of the business.

**4.4** Business Driver 4

**Enhanced Brand Reputation:**

A modern and seamless LMS platform can enhance Tritek's brand reputation. By providing a user-friendly and interactive experience, Tritek can position itself as a technologically advanced and customer-focused company. This will improve brand perception and attract more users who value innovation and quality in their service providers.

4.5Business Driver 5

**Compliance with Industry Standards:**

The service industry is subject to various regulations and standards. By modernising its LMS profile, Tritek can ensure compliance with industry standards and best practices. This will enhance trust and credibility among candidates as they can rely on Tritek's platform to meet the necessary security, privacy, and data protection requirements.

# Financial Statements

The budget allocated for this project is **£40,000**. This project is fully funded by the Project Sponsor. Below is how this amount will be spent:

The total budget will be spent on covering expenses to pay the Project team, the developer and the test, and other miscellaneous expenses. The Project team must ensure all accumulated costs must not exceed the amount agreed upon by the client.

|  |  |  |
| --- | --- | --- |
| **TASK NAME** | **COST (£)** | **COST (%)** |
| Initiate | £13,640.00 | 34% |
| Define | £4,400.00 | 11% |
| Execute | £20,800.00 | 52% |
| Closure | £640.00 | 1.6% |
| **Total** | **£39,480.00** | **98.6%** |

## Investment Appraisal

The Investment Appraisal for this project has adopted the Net Profit Value (NPV) method. The NPV method provides the time value for money on investing the capital for the project. It is the most common Investment Appraisal method which is the sum of discounted net future cashflows for the project. It allows investors/stakeholders to make informed decision on their investment.

**Important Data/Assumption for the Project NPV Calculation.**

Investment Appraisal Period – 5 Years

Discount Factor (Source Gov.UK) – 3.50%

Cash Inflow - This has been calculated based on 10% annual sales growth rate and from estimation of Tritek’s revenue stream.

**The Project Net Profit Value (NPV)** **Calculation.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Cash Inflow (£)** | **Discount Factor (3.5%)** | **Present Value (PV) (£)** |
| **0** | 40000 | 1.0000 | (40,000.00) |
| **1** | 14450 | 0.9662 | 13,961.59 |
| **2** | 15895 | 0.9335 | 14,837.98 |
| **3** | 17585 | 0.9019 | 15,859.91 |
| **4** | 19344 | 0.8714 | 16,856.36 |
| **Total PV** |  | | 61,515.84 |
| **Net Profit Value** | **21,515.84** |

The Net Present Value (NPV) for the project is **£21,515.84.**

Hence, NPV is greater than zero.

# Functional Requirements

This section will detail the requirements necessary for the Redefining of Tritek's LMS for Enhanced User Experience and Modernized Service Offering. The table below details the order of importance of these features.

## Priority

The requirements in this document are divided into the following categories:

|  |  |  |
| --- | --- | --- |
| **Value** | **Rating** | **Description** |
| 1 | Critical | This requirement is critical to the success of the project. The project will not be possible without this requirement. |
| 2 | High | This requirement is high priority, but the project can be implemented at a bare minimum without this requirement. |
| 3 | Medium | This requirement is somewhat important, as it provides some value, but the project can proceed without it. |
| 4 | Low | This is a low priority requirement, or a “nice to have” feature, if time and cost allow it. |
| 5 | Future | This requirement is out of scope for this project and has been included here for a possible future release. |

## Requirements Category 1 (RQC)

## (**High Level Requirement)**

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement Name** | **Priority** | **Raised By** |
| RQC 1 | Account Management | 1 | Project Team |
| RQC 2 | Navigation | 1 | Project Sponsor |
| RQC 3 | Performance Tracking | 1 | Project Team |
| RQC 4 | System Support | 1 | Project Team |
| RQC 5 | Security | 1 | Project Team |

## Requirements Category 2

## **(Functional Requirements)**

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement** | **Priority** | **Raised By** |
| RQA 1 | CV Upload | 2 |  |
| RQA 2 | Assessment and feedback | 1 |  |
| RQA 3 | Performance Tracking | 1 |  |
| RQA 4 | Completion Certificate | 2 |  |
| RQA 5 | Subscription and Receipt | 1 |  |
| RQC 6 | Tritek's about and media | 2 |  |
| RQC 7 | Request Mentor | 1 |  |
| RQC 8 | Request for reference | 3 |  |
| RQC 9 | Customer System Support | 1 |  |
| RQC10 | Questions and Answers | 1 |  |
| RQC11 | Multi-factor Authentication | 1 |  |

# Non-Functional Requirements

The features listed in the table below, are not required for the application platform to perform its function but some are essential, nonetheless.

## 

|  |  |  |  |
| --- | --- | --- | --- |
| **NFR ID** | **Requirement Name** | **Priority** | **Raised By** |
| NFR001 | Data privacy | 2 | Project Team |
| NFR002 | User Experience | 1 | Project Sponsor |
| NFR003 | System Update | 2 | Project Sponsor |
| NFR004 | Navigation and Display | 1 | Project Sponsor |
| NFR005 | Reward System (Badges) | 3 | Project Team |
| NFR006 | Modern and visually appealing interface | 1 | Project Team |
| NFR007 | Multilingual Support | 2 | Project Team |
| NFR008 | Interoperability | 3 | Project Team |
| NFR009 | User Data  Analytics | 2 | Project Team |
| NFR010 | Data Backup and  Recovery | 2 | Project Team |
| NFR011 | Security | 2 | Project Team |
| NFR012 | Scalability | 3 | Project Team |

# Glossary

|  |  |
| --- | --- |
| **Term** | **Explanation** |
| FR | Functional Requirement |
| NFR | Non-Functional Requirement |
| NPV | Net Profit Value |
| HLR | High Level Requirement |
| BRD | Business Requirements Document |
| RQC | Requirement Categories |

# Document History

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Changes** | **Author** |
| 1.0 | 08/02/2024 | Yes | Project Team |
| 1.1 |  |  |  |
| 1.2 |  |  |  |
| 1.3 |  |  |  |
| 1.4 |  |  |  |