Initial Contact Email Template

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Introduction &

Purpose *⊘*

The Business User Case document is a record of requirements written from the user centric perspective. The document will describe to the user audience what they need and why they need it.

The structure of this document ensures the business need is aligned throughout the organization and provides a progressive drill down into the detailed business use case, i.e., the needs at the user level.

The Business Use Case document will be used as the basis for the following activities:

- Defining and implementing the solution to the business problem
- Documenting stem-centric software requirements document (functional specifications)
- · Creating solution designs
- · Developing test plans, test scripts, and test cases
- · Determining project completion and success

Impact to Business Processes *⊘*

[Provide high level background on how the current business process operates to achieve its process objectives. Reference the process workflow or provide a link to its location as necessary.

Remember to describe the problem in the context of the process in which it exists. Also explain the impact of the issue on all other affected areas and processes.

SAMPLE TEXT STRUCTURE

The business process that requires a change is X. It is the Mission of X business process to do Y. It is the vision of management that the performance X is such that it is done with...(e.g. lower cost, lower cycle time, higher customer experience satisfaction, better quality, higher volume handling).

Then explain specifics regarding the problem facing the process and the impact it is having or will have on the process performance.

The problem/situation/change that is currently (or will) negatively affecting X business process is Y. Y negatively affects X business process because it causes A, B, and C which ultimately leads to the negative performance (reference the attribute listed in the preceding paragraph). In addition, Y also has a significant negative affect on the performance of business process X as it causes...

Business Need 🔗

Then introduce the business need from the user perspective. Note – this does not mean explaining which fields need to be added to system X.

This section serves as the vision statement for the process. Each requirement listed in the User Requirements section should bring the project closer to the vision listed here.

It is the business vision to develop a solution for business process X that will result in achieving the desired increase/decrease the performance attributes of A, B and C.

IN THEORY ENTIRE SECTION SHOULD COME FROM THE ARGUMENT MADE IN THE STATEMENT OF NEED OR BUSINESS CASE. Provide reference or link to the document as necessary.]

Stakeholder Community *⊘*

Name	Title	Business Unit

Functional Requirements *⊘*

Functional requirements define what a product must do, what its features and functions are.

	Requirement Description	Additional Comments
1	The system must	
2	The system must	

Functional Requirements *⊘*

• Nonfunctional requirements describe the general properties of a system. They are also known as quality attributes.

	Requirement Description	Additional Comments
1	The system should	
2	The system should	

Business Use Cases \varnothing

Actors ⊘

- · Actor 1 participant
- · Actor 2 participant

Trigger 🔗

A trigger is the initiator of a use case. It is what causes the use case to start. There isn't a promise that this event happens – only an indication that this event triggers the start of a use case.

Pre-condition \varnothing

A precondition of a use case **explains the state that the system must be in for the use case to be able to start**. Be careful in describing the system state. Avoid describing the detail of other, incidental activities that may already have taken place.

Post-condition 🔗

A post-condition of a use case **lists possible states that the system can be in after the use case runs**. The system must be in one of those states. A post-condition also states actions that the system performs at the end of the use case, regardless of what occurred in the use case.

Normal Flow of Events ⊘

Flow Identifier: Enter the name of the flow and brief descriptor

Step	User Action	System Response

Alternate Flow of Events 🔗

Flow Identifier: Enter the name of the flow and brief descriptor

Step	User Action	System Response

Exception Flow of Events 🔗

Flow Identifier: Enter the name of the flow and brief descriptor

Step	User Action	System Response

Goal ⊘

The goal (Use Case) is a strategic goal with respect to the system. These goals are goals of value to the organization. The use case shows how the system is used to benefit the organization. These strategic use cases will eventually use some of the same lower level (subordinate) use cases.

Goals

- Goal 1
- Goal 2

Supporting Diagrams *⊘*

