Business Requirements Document

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Introduction

Purpose

The Business User Requirements document (BRD) 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 level requirements, i.e., the needs at the user level.

The BRD 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

Overview of Business Need

The objective of this section is to provide a brief background on how and why this problem came up, high level details of the problem situation.

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.]

Functional Requirements

Functional requirements specify what a system should do, and describe its features and capabilities. They outline specific tasks that a system should perform, such as input validation, error handling, and security.

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

Non-Functional Requirements

Non-functional requirements specify how a system should perform and are usually related to quality attributes such as performance, scalability, security, usability, and maintainability. These requirements dictate the system's behavior in specific circumstances and help ensure that the functional requirements are met in a satisfactory manner.

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

Business Requirements

Note regarding Structure

As the author, it is ultimately up to you as to determine the best format to communicate the business requirements. The cardinal rule is simply that you present the requirements from the perspective of the business and as much as possible - from the perspective of the actual business user.

Note: Do not write a requirement from a system perspective! That is the job of the IT functional specifications! Write to communicate the business/user need only.

Team members from both business and IT may request your business requirements be from the perspective of a system – resist this pressure to conform!

Remember - it is the purpose of this document to present the need from a user centric perspective. It is IT role to design solutions from a system centric perspective.]

[Insert Business Process Name]

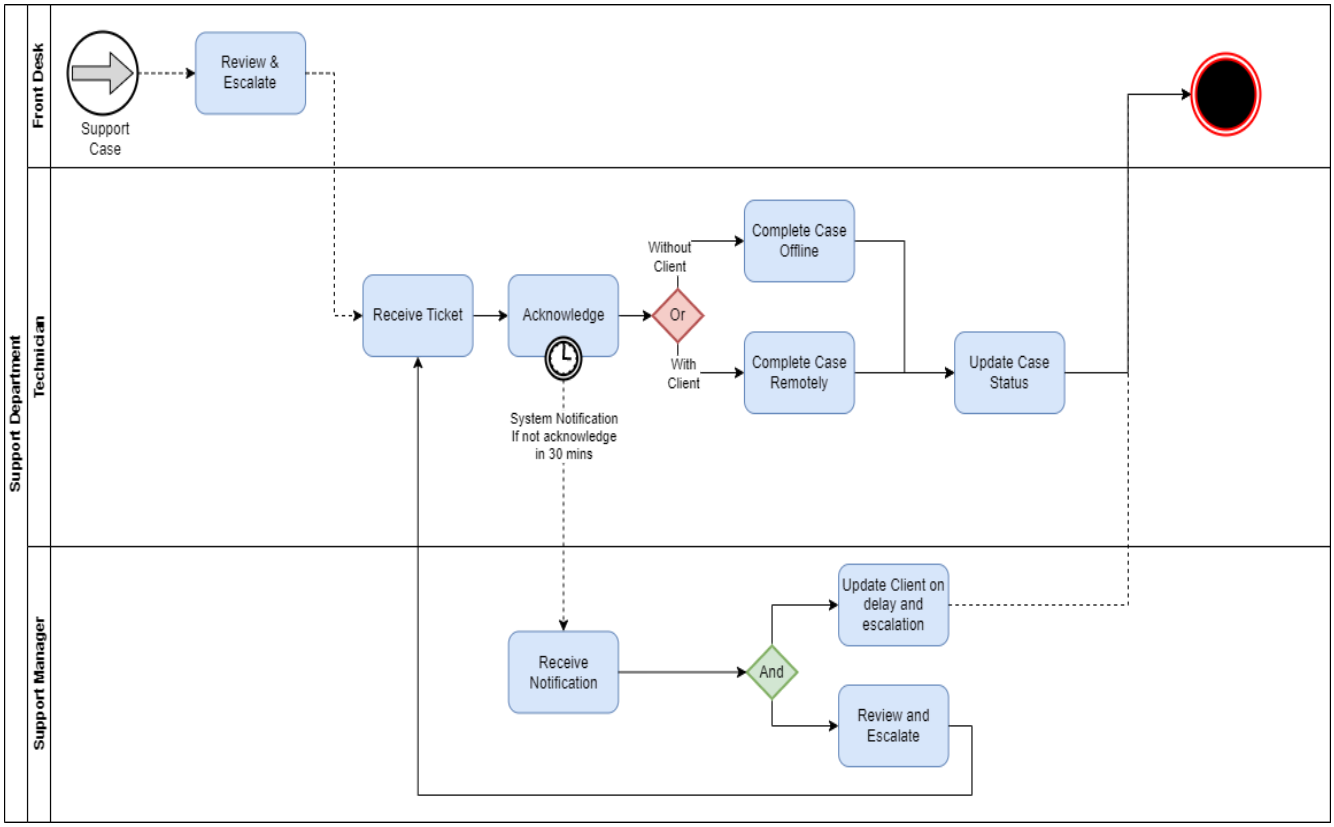
User Role	[List the user role, which is not necessarily the title of the person doing the work. E.g., if a title of a phone rep is CSR III the role would best be communicated as Customer Support Phone Representative. This way the role is clearly communicated.]
User Objective	[Define the role objective in the context of their responsibilities. Think about what the user is responsible to accomplish. Note: a User can be an external customer. It may also help to provide context by listing the activities the role is responsible for. Key Responsibilities include: • <Activity 1 Name (or task)> • <Activity 2 Name (or task)>]

Requirement #1

	Description	Notes
1	Think about what needs to change based on the perspective of the User: “As a <X>, I need to be able to <do Y>, so that <Z>…” Actual requirement text can be structured similar to: “Need ability to record details about a caller, details to be record include:…”	
2		

Supporting Diagrams

Business Process Model (BPM)


Support Department
Front Desk
Technician
Support Manager
Support Case
Review & Escalate
Receive Ticket
Acknowledge
Or
Without Client
With Client
Complete Case Offline
Complete Case Remotely
Update Case Status
System Notification If not acknowledge in 30 mins
Receive Notification
And
Update Client on delay and escalation
Review and Escalate