Capstone Project

Business Requirements Document (BRD)

Team 13

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Business Requirements Document (BRD)

Briefly identify a minimum of 3 Knowledge Areas and Tasks that contribute to this section of the BRD or provide a rationale for less than 3 knowledge areas.

Knowledge Area	**Task**
1. Business Analysis Planning and Monitoring	Plan Business Analysis Stakeholder Engagement
2. Business Analysis Planning and Monitoring	Plan Business Analysis Approach
3. Business Analysis Planning and Monitoring	Plan Business Analysis Governance

Project No.: _____1_____

Production Priority: __1_

Target Date: _____12/13/2022____

Approved by:

_____Lisa Pegg, Business Analysis_ _____12/13/2022_____

Name of user, department Date

___Jennifer Keller, Business Analysis___ _____12/13/2022_____

Name of user, department Date

Prepared by:

Sebastian Rincon, Princy Nicks, Dhruva Sonawala, Syed Tanveer

Name of user, department Date _____12/13/2022_____

Filename: __BRD Capstone Project_____

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Version No.: 3

Briefly identify a minimum of 3 Knowledge Areas and Tasks that contribute to this section of the BRD or provide a rationale for less than 3 knowledge areas.

Knowledge Area	Task
1. Strategy Analysis	Define Future State
2. Strategy Analysis	Assess Risks
3. Requirements Analysis and Design Definition	Specify and Model Requirements

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Knowledge Area	**Task**
1. Business Analysis Planning and Monitoring	Plan Business Analysis Governance
2. Business Analysis Planning and Monitoring	Plan Business Analysis Information Management
3. Elicitation and Collaboration	Manage Stakeholder Collaboration

Version Control

Completing the following table makes it easy to come back later and track what changes were made to the requirements at each point in the project, who made them, and why they were made. This is a way of implementing change control on the BRD.

Revision History

Version #	Date	Authorization	Responsibility	Description
1.0	12/09/2022	Project Manager	Sebastian Rincon, Syed Tanveer	Knowledge Areas and general framework
2.0	12/11/2022	Project Manager	Princy Nicks, Dhruva Sonawala	Feedback received from the project manager has been taken into consideration and changes have been implemented as necessary, including the addition or removal of information.
3.0	12/13/2022	Project Manager	Sebastian Rincon, Syed Tanveer, Princy Nicks, Dhruva Sonawala	Final review of the contents of every section

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Knowledge Area	Task
1) Business Analysis Planning and Monitoring	Plan Business Analysis Stakeholder Engagement
2) Requirements Analysis and Design Definition	Specify and Model Requirements
3) Business Analysis Planning and Monitoring	Plan Business Analysis Information Management

RACI Chart for This Document

Prepared By: Princy, Tanveer, Sebastian

Reviewed By: Sebastian, Dhruva

The following describes the full list of codes used in the table:

Codes Used in RACI Chart

*	Authorize	Has ultimate signing authority for any changes to the document.
R	Responsible	Responsible for creating this document.
A	Accountable	Accountable for accuracy of this document (for example, the project manager)
S	Supports	Provides supporting services in the production of this document
C	Consulted	Provides input (such as an interviewee)
I	Informed	Must be informed of any changes.

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RACI Chart

Name	Position	*	R	A	S	C	I
Brenda Silverthorne	Project Sponsor	*		A			I
Pierre Sylvain	TV Tours Content Developer				S		I
Carey Lavigne	Program Coordinator, CHH					C	I
Tammi Fougere	Property Manager, FP CHH				S	C	I
Antonella Giancario	Communications Operations, CHH					C	
Princy	Business Analyst		R	A			

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Knowledge Area	Task
1) Business Analysis Planning and Monitoring	Plan Business Analysis Stakeholder Engagement
2) Business Analysis Planning and Monitoring	Plan Business Analysis Approach
3) Business Analysis Planning and Monitoring	Plan Business Analysis Governance

Executive Summary

Prepared By: Princy Nicks

Reviewed By: Sebastian Rincon

Overview

The senior connect program started during covid to help senior remain connected with the outside world through the medium of CCTV. The program was structured for 3 years. Now it's at the final stage of the program. Currently they are finding resources to continue running the program.

Background

The project started to help seniors remain connected with outside world and potentially they will also get knowledge of digital literacy. With the help of using digital services like CCTV, Satellites services.

Objectives

- The included scope of the project is to providing information about outside world.
- The risk this project might face will be related to technology issues like losing content and data.
- Monthly updated of the content is required in senior connect program
- Hiring more staff members
- To continue running the project adding content in different languages would be helpful.

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Briefly identify a minimum of 3 Knowledge Areas and Tasks that contribute to this section of the BRD or provide a rationale for less than 3 knowledge areas.

Knowledge Area	Task
1)Elicitation and Collaboration	Prepare for Elicitation
2)Elicitation and Collaboration	Stakeholder Elicitation Approach
3)Elicitation and Collaboration	Communicate Business Analysis Information

- They can contact other tv provider service who can offer cheaper plans
- They can get set up box services which will help them getting more contact on CCTV
- They can hire software developer who can create software to share daily city housing news on CCTV

Next Steps

- Action: Maintain a detailed record of the modifications that will be put in place for the project.
- Responsibility: All team members
- Expected Date: After the implementation of the initial phase of the project. Starting Jan 2023

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Knowledge Area	Task
1)Elicitation and Collaboration	Prepare for Elicitation
2)Elicitation and Collaboration	Stakeholder Elicitation Approach
3)Elicitation and Collaboration	Communicate Business Analysis Information

Prepared By: Sebastian Rincon, Syed Tanveer

Reviewed By: Princy Nicks, Dhruva Sonawala

Scope

This project, entitled “Seniors Connect”, has the major goal of improving the quality of life of elderly tenants by implementing a one-way communication system through CCTV in crowded community areas inside of the facilities of City Housing Hamilton and also through an exclusive channel that can be tuned in each of the rooms where there is access to TV.

The project is expected to achieve the following improvements in functionality at the end of the project:

- More tailored content to residents' needs based on more frequent feedback from them.
- More dynamic and automated updating of content for both City Housing Hamilton staff and TV tours.
- Implementation of a more user-friendly interface, with a modern and more appealing look and feel.
- Implementation of tools such as CC in different languages, to generate greater inclusion in the community and benefit more users.

The project is restricted by certain factors, such as the cost of installing a state-of-the-art TV in each room, the limited digital literacy of tenants which limits the implementation of more up-to-date technological tools for using the service, and the creation of content and its updating speed which is limited by the operational capacity of the content creator since there is no team behind to provide support.

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Impact of Proposed Changes

Business Use Case	New	Desired Functionality	Current Functionality (if a Change)	Stakeholders / Systems	Priority
Uploading Content on the CCTV.	YES	Transformation of the content in different languages, to meet the demands of seniors from different ethnicity/nationalities.	Content created by the developer is first approved by the sponsor, and then uploaded for the CCTV.	• Content Developer • Project Sponsor • Content Uploader (TV Tours) Costumers (Seniors)	YES
Updating content	YES	Creating a framework, with the aid of digital tools, to make the process of updating content easier and faster is beneficial. This framework allows the content developer to create the content more quickly, as well as collecting user data quickly and accurately, to help speed up and improve the accuracy of content updates.	Updating the content currently takes too much manual labor, as it involves going door to door to collect information. Additionally, the PDF containing the content must be updated in addition to regular work hours, making the process slower than desired.	• Program Coordinator • Project Sponsor • Content Uploader Costumers (Seniors)	YES

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Briefly identify a minimum of 3 Knowledge Areas and Tasks that contribute to this section of the BRD or provide a rationale for less than 3 knowledge areas.

Knowledge Area	Task
1) Strategy Analysis	Analyze Current State
2) Strategy Analysis	Assess Risks
3) Requirement Analysis and Design Definition	Validate Requirements

Risk Analysis

Prepared By: Princy Nicks

Reviewed By: Sebastian Rincon, Syed Tanveer, Dhruva Sonawala

Risk	Describe Risk	Likelihood	Strategy for Handling the Risk	Rationale for Mitigation
TECHNO LOGICAL RISK	• Unable to update the software. • Crashing of CCTV in city housing • Losing content and data.	Medium Low High	• Doing Regular software updates. • Doing Monthly inspection of CCTV. • Saving data in the hardware.	• To make sure system is up to the date. • The CCTV will work smoothly without any disturbance • If any data from past is required, it will be easily accessible.
SKILL RISKS	• Staff members unable to get proper training. • Communication barriers between employees. • Company Policy Guidelines which might not get allocated properly	High Medium Low	• By doing survey and scheduling weekly meetings with the staff. • Developing a friendly and free space environment in the workplace. • Providing full disclosure of	• So that staff members can give their best. • It will help staff not just to develop working skills but also communication skills • So that staff

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			company policies and making sure employees are aware about it through presentation or emails.	members won't take any irrelevant steps which can lead company into the lost.
POLITICAL RISKS	• If grant for the funding won't get passed by the clients. • If clients are losing interest from the project. • If team members are not willing to cooperate towards certain tasks.	High Medium Medium	• Find alternative funding opportunities • Communicating with the clients as per schedule time and understanding concerns of them. • Allowing team to provide their feedbacks regarding the project or tasks.	• If sufficient funding won't be available, then project can't go further. • For the company reputation and growth of the projects its necessary that stakeholders are equally engaged. • If there won't be any conflict in the team that will lead to positive results.
BUSINESS RISKS	• If proposal fails when stakeholders are not happy with the content. • If the strategy to continue growing the business fails. • If important stakeholders decide to withdraw their position from the project.	High Low Medium	• Making sure we can fulfill stakeholders' expectations. • Developing Strategy with the vision of positive outcomes. • Getting weekly and monthly feedbacks about steps taken in the projects.	• Being up to date with the projects information and being aware about positive and negative outcomes. • To run any project right strategies are required to achieve the goals. • Making sure Stakeholders are agreeing with all the

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				terms and conditions which will helps to grow the project.
REQUIREMENTS RISKS	• If content team member decides to resign from the job, then there won't be anything available to display on CCTV.	High	• If they will have couple of members who are aware about the content works.	• Specialized team member will be well experience about the work and that will save the project from the failure.
	• If tenants opposed to shut down the CCTV program from the buildings.	Low	• Making sure tenants are enjoying the new systems available in the building.	• That will lead to loss of partnerships and losing funds.
	• If management is not willing to hire staff for specific works required in the project.	Medium	• To develop the structure where all the positions are filled with the relevant staff.	• If management does that it will lead to failure of the project and outcome will be worst in terms of funding.
OTHER RISKS	• If company take Irrelevant steps which can lead to corruptions.	Medium	• Making sure company have Payroll teams and inspections are getting done as per the timelines	• Following legal steps is mandatory to stay in the business.
	• If company is not paying desirable salary as decide can lead to failures of project.	Low	• Developing clear and legal contract for the paystubs.	• If company won't be honest about with the employment, then it will lead to bad reputations and work won't be getting done on time.

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Briefly identify a minimum of 3 Knowledge Areas and Tasks that contribute to this section of the BRD or provide a rationale for less than 3 knowledge areas.

Knowledge Area	Task
1) Strategy Analysis	Analyze Current Analysis
2) Strategy Analysis	Define Change Strategy
3) Requirements Analysis and Design Definition	Analyze Potential Value and Recommend Solution

Prepared By: Syed Tanveer, Sebastian Rincon

Reviewed By: Sebastian Rincon, Princy

Business Case

Current State	
Problem	When covid hit, seniors faced extreme difficulties in getting any sort of information about the outside world. They also faced extreme isolation and loneliness and didn't even have any knowledge about what was happening in their building.
Effect	The primary cause for that was since the method of communication with the seniors before was either by distributing flyers or informing them door-to-door. However, doing this was very time consuming as well as there was no method of giving them any updates.
Impact	This created the need of installing the CCTV in the lobby of the senior buildings, so that information can be provided to the seniors much more quickly and efficiently.

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Future State	
We will improve the experience of:	Informing about community programs and information related to any disruptions happening in the buildings.
For:	the tenants, that is the senior citizens living at those buildings.
The user struggles today because:	They aren't comfortable with using new technologies, and since most of the tenants are from lower income groups, they can't afford internet either and as a result, it is extremely difficult for them to be informed about the things happening in the outer world and even in the buildings they live in.
Solving this will be good for our business because:	• Seniors are aware of the community events taking place in their city. • They also have knowledge about the information related to any disruptions that might happen in their building. • Local businesses, who cater the need for senior citizens can also advertise effectively.

Business Goals
1) The major goal would be that the process of announcing important news to the senior tenants living at senior housing would become very efficient as well as fast.
2) The seniors would also be able to get benefit from the programs such as fitness, yoga, gardening, and travel videos from Channel 399, which they can easily view on the CCTV'S installed in various parts of the building.
3) The seniors would also be aware about the community events happening in and around the senior housing and will help in them to have a sense of community, thus improving their overall standard of living.
4) In addition to these, the businesses that particularly offer services for elderly people can also advertise about themselves and enhance their business.

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Timetable

Prepared By: Sebastian Rincon Reviewed By: Syed Tanveer

High-Level Milestones	Target Completion Dates (From/To)	
• Pre-Project Information	• 14-sep-22	• 14-sep-22
• Project Kick Off	• 21-sep-22	• 21-sep-22
• Document Analysis/Research (context internal/external)	• 22-sep-22	• 22-sep-22
• Prepare "Interview Plan" for Client Kick-Off	• 22-sep-22	• 29-sep-22
• Client Kick off	• 22-sep-22	• 29-sep-22
• Comprehensive Stakeholder Analysis	• 29-sep-22	• 29-sep-22
• Document Analysis/Research (context internal/External)	• 29-sep-22	• 4-oct-22
• Interview identified stakeholders and other elicitation activities	• 17-oct-22	• 5-nov-22
• Analysis of information/Creation of solution	• 7-nov-22	• 5-dec-22
• Final Documentation/Client Presentation	• 13-dec-22	• 13-dec-22

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Knowledge Area	Task
1) Requirements Analysis and Design Definition	Specify and Model Requirements
2) Requirements Analysis and Design Definition	Define Requirements Architecture
3) Elicitation and Collaboration	Manage Stakeholder Collaboration

Use Cases

Prepared By: Princy Nicks, Syed Tanveer, Sebastian Rincon

Reviewed By: Princy Nicks, Syed Tanveer, Sebastian Rincon, Dhruva Sonawala

Use Case 1:

Use Case Name	Uploading Content for CCTV
Scenario:	Create, transform, and upload content on the CCTV for tenants at Senior Housing.
Triggering Event:	Content Developer creates the content and gets is approved by Project Sponsor before sending it to the content uploader.
Brief Description:	• Various types of recreational content can be displayed over the CCTV, according to the interest and feedback of the tenants. • Any news pertaining to the building such as elevators not working, burst pipes can also be displayed over the CCTV on a very short notice. • Displaying news on the CCTV's so that senior tenants can get information about the outside world. • It will also give an opportunity to the Local businesses and organisations that cater the needs of senior citizens to advertise about themselves efficiently.
Actors:	• Project Sponsor • Content Developer • Senior Housing Management • Content Uploader (TV Tours)

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<table>
<tr><td></td><td>

- Costumers (Tenants)

</td></tr>
<tr><td>Related Use Cases:</td><td>

- Updating content for CCTV.
- Getting feedback from the costumers.

</td></tr>
<tr><td>Pre-Conditions:</td><td>

- Content needs to be approved by Project Sponsor.
- The senior building must have a good internet connection.
- The server, where the videos are stored must also function efficiently.

</td></tr>
<tr><td>Flow of activities</td><td>
<table>
<tr><th>ACTOR</th><th>SYSTEM</th></tr>
<tr><td>

Content Creator

- Gathers the data and create content for sending it to the Project Sponsor.
- If the Project Sponsor disapproves the content, make updates in it according to the sponsor's feedback.

Project Sponsor

- Approves the content and sends it to the Uploader.

</td><td>

Project Sponsor

- Project Sponsor approves/disapproves the content.

Content Uploader

- Transforms the content to make it intuitive and compatible for CCTV display.
- Uploads the transformed content on the server to get it displayed on the CCTV.

</td></tr>
</table>
</td></tr>
<tr><td>Exception conditions</td><td>

- The transformed/formatted videos must be stored in a server/database, so that they can be displayed multiple times easily.
- Tenants can view the content easily.

</td></tr>
</table>

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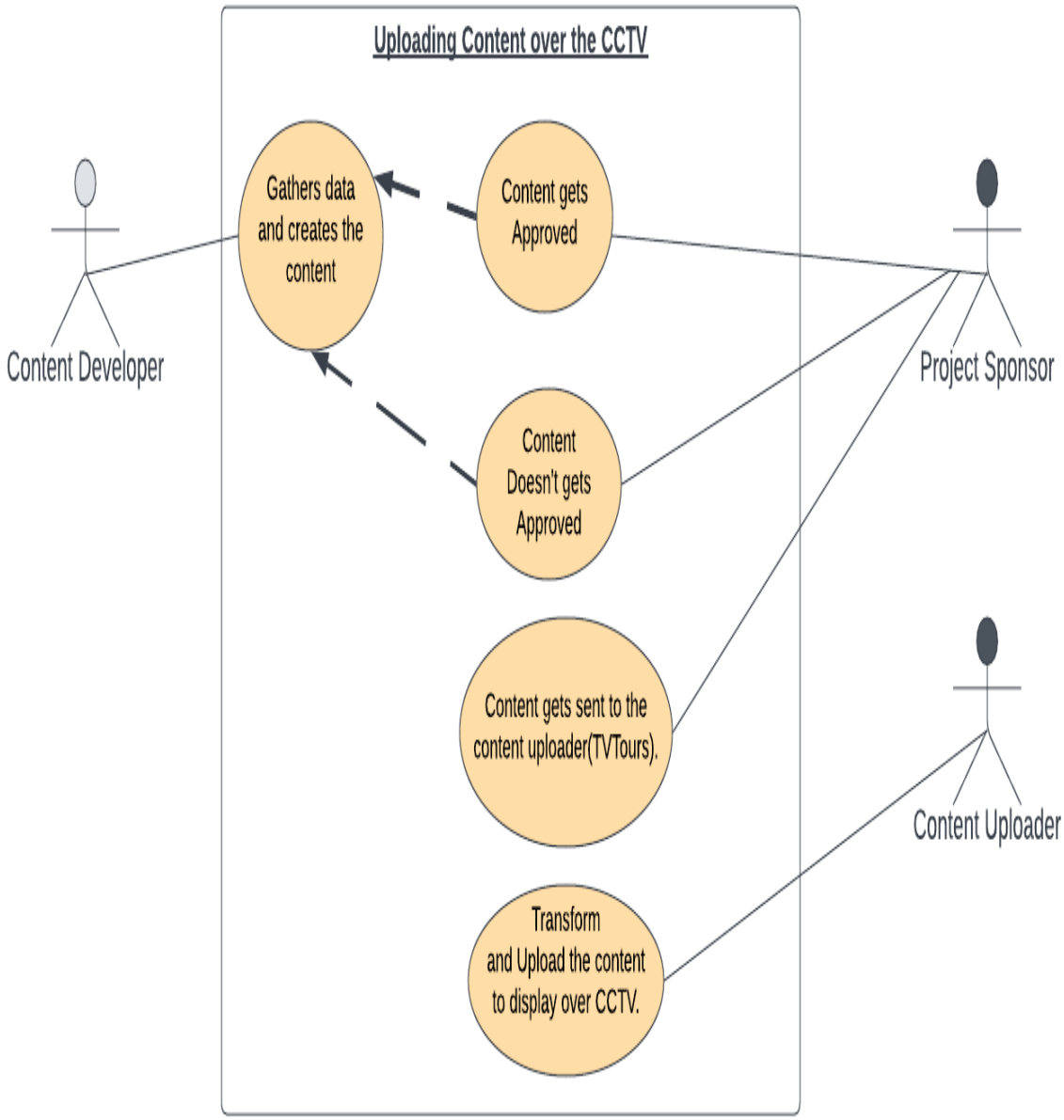
Use Case 1: Use Case Diagram:



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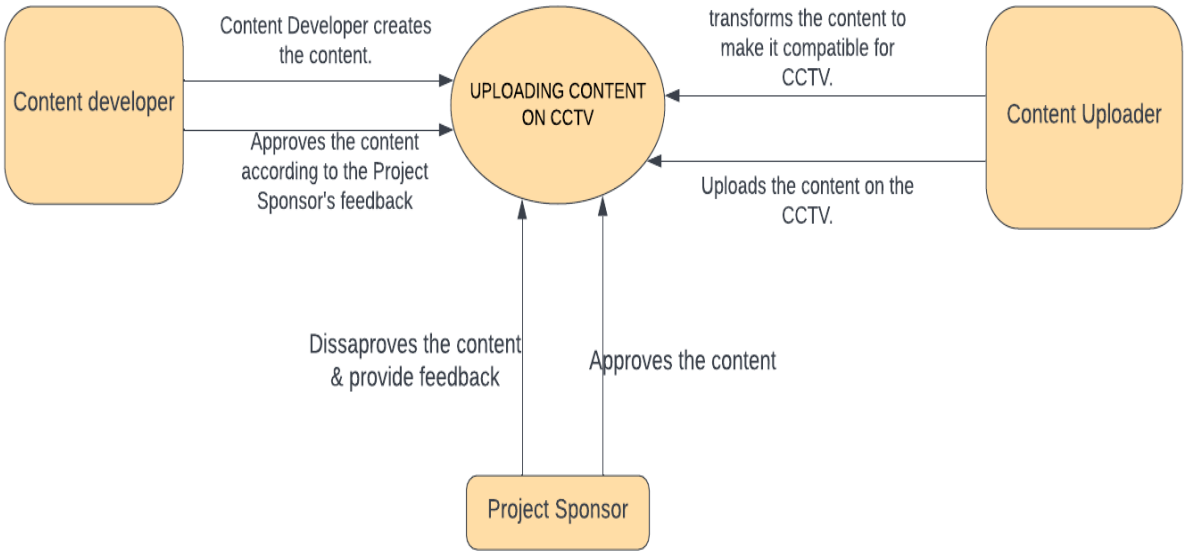
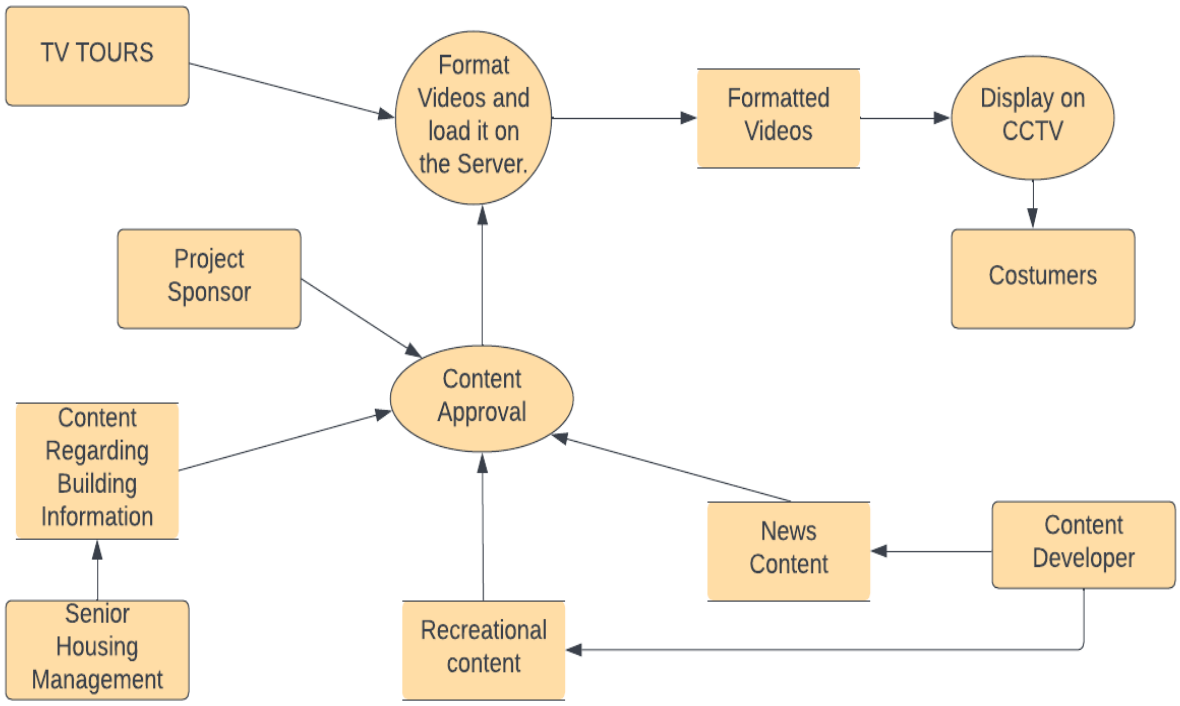
Use case 1: Context Diagram



Use Case 1: Data Flow Diagram:



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Use Case 2:

Use Case Name	Updating Monthly Content	
Scenario:	Content Updater provides information about updating content. It gets broadcasted on CCTV by content developer.	
Triggering Event:	Content Updater should provide new information to content developer. To run updated content on CCTV	
Brief Description:	Content Updater gathers information for providing updated content on CCTV. It gets shared with content developer. As per the requirements it get broadcasted through satellites services.	
Actors:	Content Updater, Content Developer	
Related Use Cases:	Satellite Services	
Pre-Conditions:	Content Updater needs to provide new content information every month. Content Developer need to create content relevant to current channels.	
Post Conditions	Updated monthly content needs to be get displayed on CCTV.	
Flow of Activities:	Actor (Content Updater)	Actor (Content Developer)
	• Content Updater gathers information. • Content Updater asks for assistance. • Content Updater reviews design content. • Content Updater provides feedback • Content Updater approves design content	• Share information with content developer. • Content Developer designs content • Content Developer ask for feedback • Content Developer makes corrections • Approved content gets displayed on CCTV.
Exception Conditions:	Due to satellite issue updated content won't get broadcasted on CCTV. Energy shortage	

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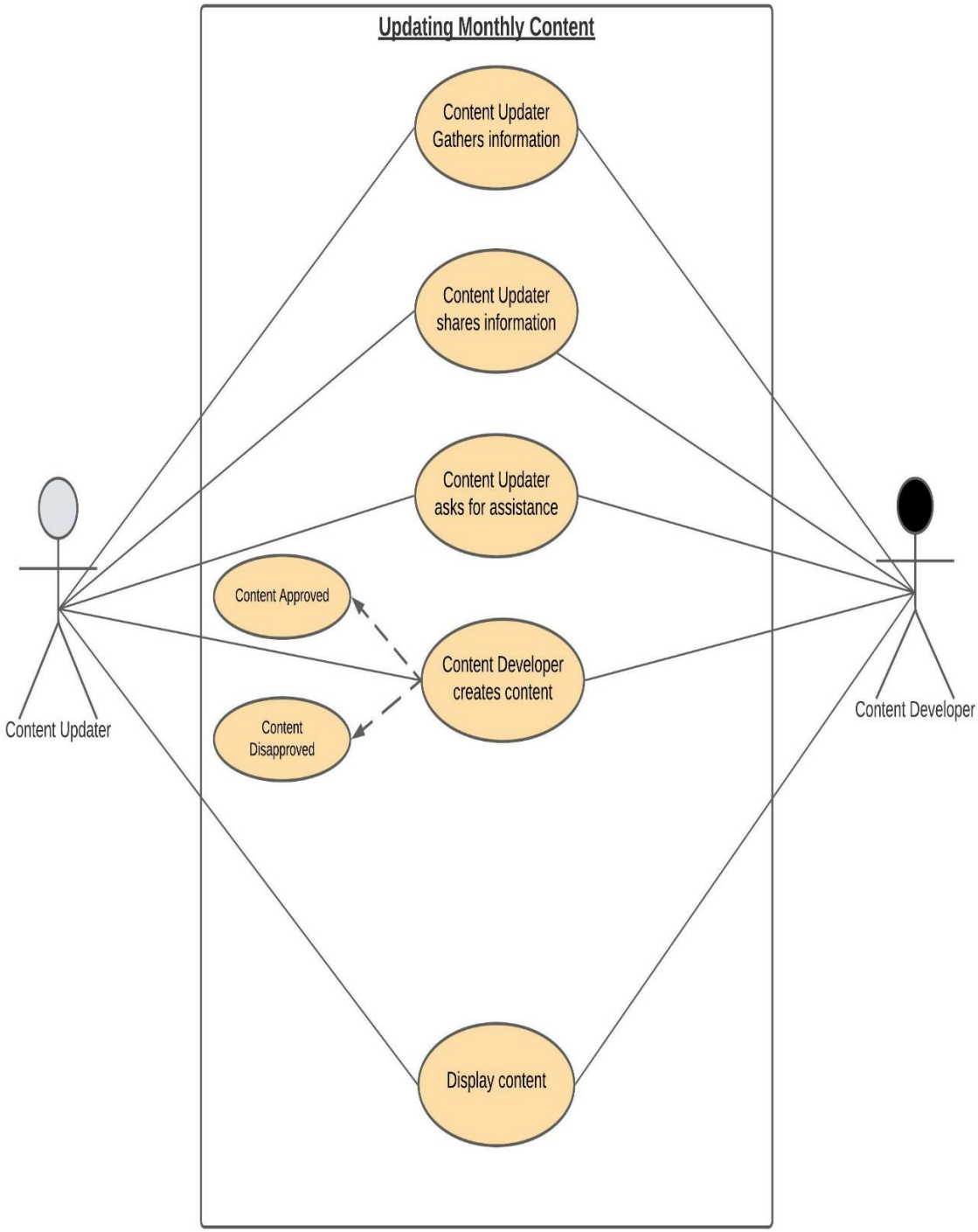
Business Case 2: Use Case Diagram:



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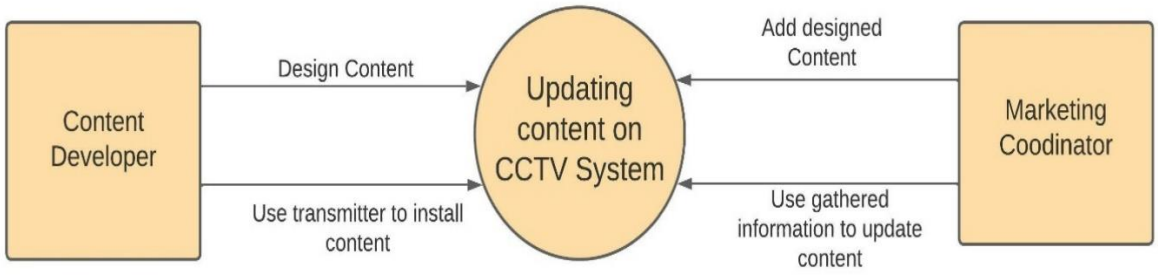
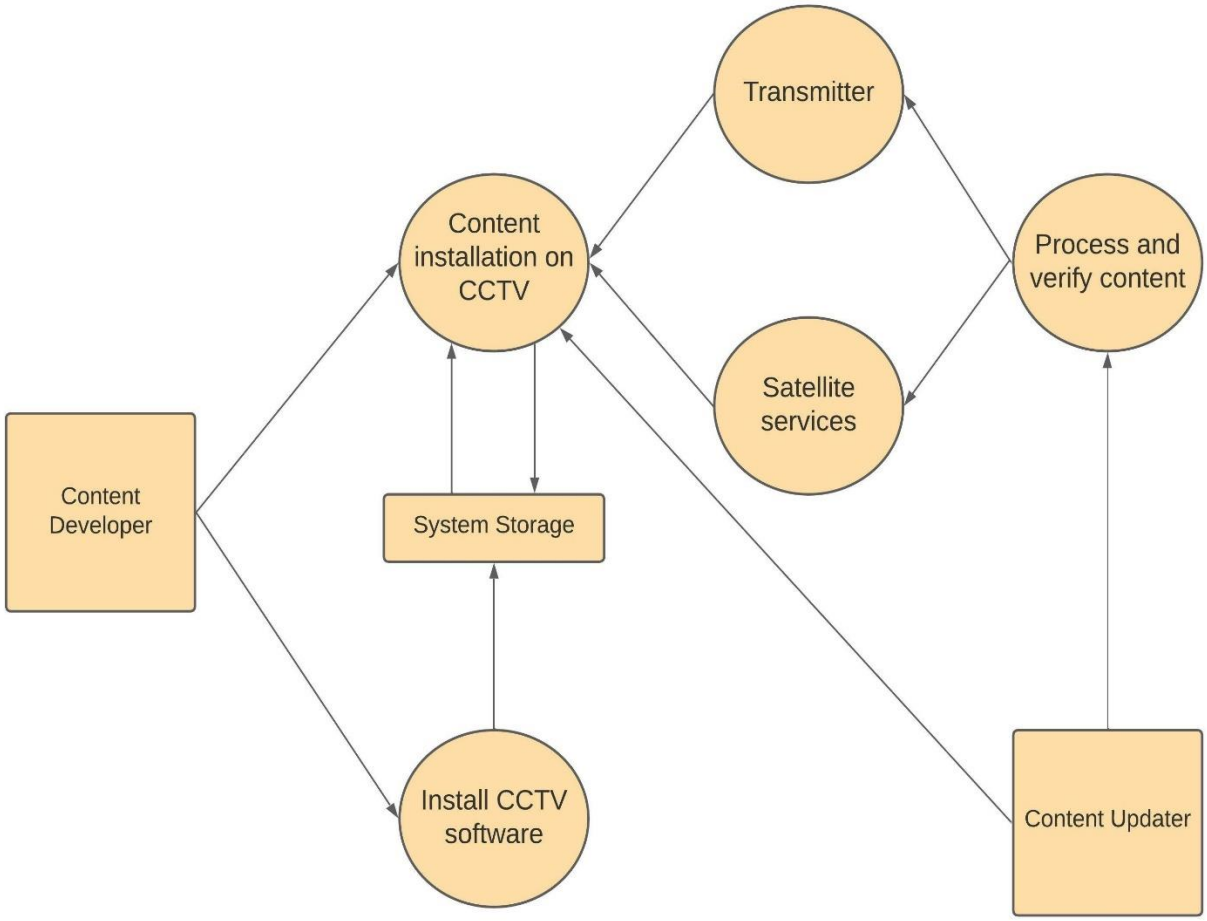
Use case 2: Context Diagram



Use case 2: Dataflow Diagram



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Actors

Workers

Following is a list and description of stakeholders who act within the business in carrying out business use cases.

Department / Position	General Impact on Project
Content Developer	These are subject matter experts of the project. They conduct research to gather information for developing content that will be displayed on the CCTVs. They have a high level of impact on the project as it depends on the quality, quantity, presentation, and comprehensibility of the content that they develop for the entire Seniors Connect project to be a success. This is determined by analyzing the feedback provided by end users (senior community) during interviews, workshops, etc.
Project Sponsor	Project Sponsor is the regulatory figure that manages coordination among teammates and ensures project stays on track. Most decisions require the approval of project sponsor to be taken forward and hence they have a very high degree of impact on the project.
Content Updater	A Content Updater is simply tasked with reviewing content for errors before uploading to the CCTV and programming of the developed information on the TV Tours system for updated information, stream timings, etc. Thus, this stakeholder has a low impact on the project.

Business Actors

Following is a list describing external parties, such as customers and partners, who interact with the business.

Actor	General Impact on Project
City Housing Hamilton Board of Directors	The Board of Directors of City Housing Hamilton approves continued funding for Seniors Connect program, which is one of the major goals of the Seniors Connect Team. Thus, they have a high general impact on the Project.
Senior Community (End users)	The success of Seniors Connect program is based on how impactful it was for the seniors and weather it helped make a positive difference in their way of life. This can be determined through regular feedback sessions using stakeholder engagement techniques. Hence, the senior community has a high impact on the project.

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Program Coordinator	The program coordinator plays a significant role of working closely with end users to keep them connected with the Seniors Connect program, address their issues, concerns, and queries, and participate in stakeholder engagement activities with them. Hence, they have a high level of impact on the project.
Business Strategy and IT Manager (Subject Matter Expert)	The person assigned to this role is supposed to be managing communication between the Seniors Connect team and service providers. They also manage databases that store important information about the project that might needed to be accessed anytime. Thus, their impact on the project is high.

Other Systems

System	General Impact on Project
TV Tours	TV Tours is the CCTV system being used to disseminate information through the display TVs installed for the help of Senior Community living in apartment complexes of City Housing Hamilton. Hence it has a high impact on the project.

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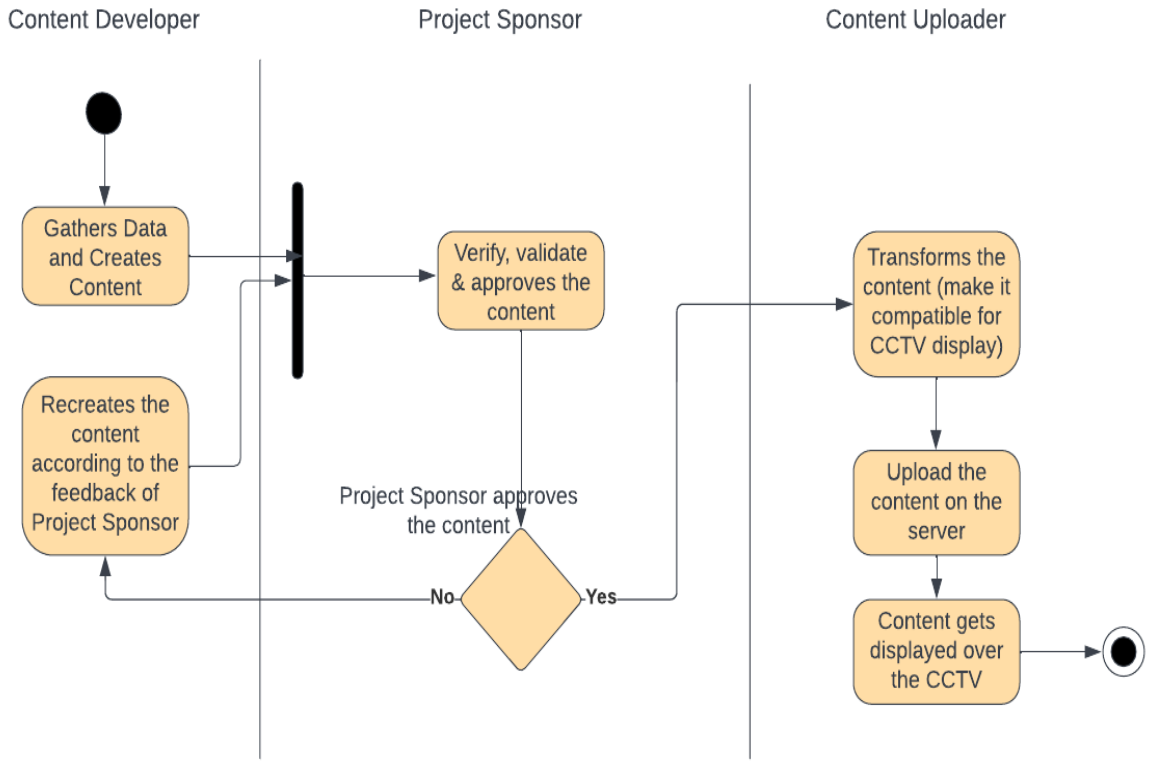
Knowledge Area	Task
1) Requirements Analysis and Design Definition	Specify and Model Requirements
2) Requirements Analysis and Design Definition	Define Requirements Architecture
3) Requirements Analysis and Design Definition	Verify Requirements

User Requirements

Prepared By: Princy Nicks, Syed Tanveer, Sebastian Rincon

Reviewed By: Dhruva Sonawala

Use Case 1: Activity Diagram



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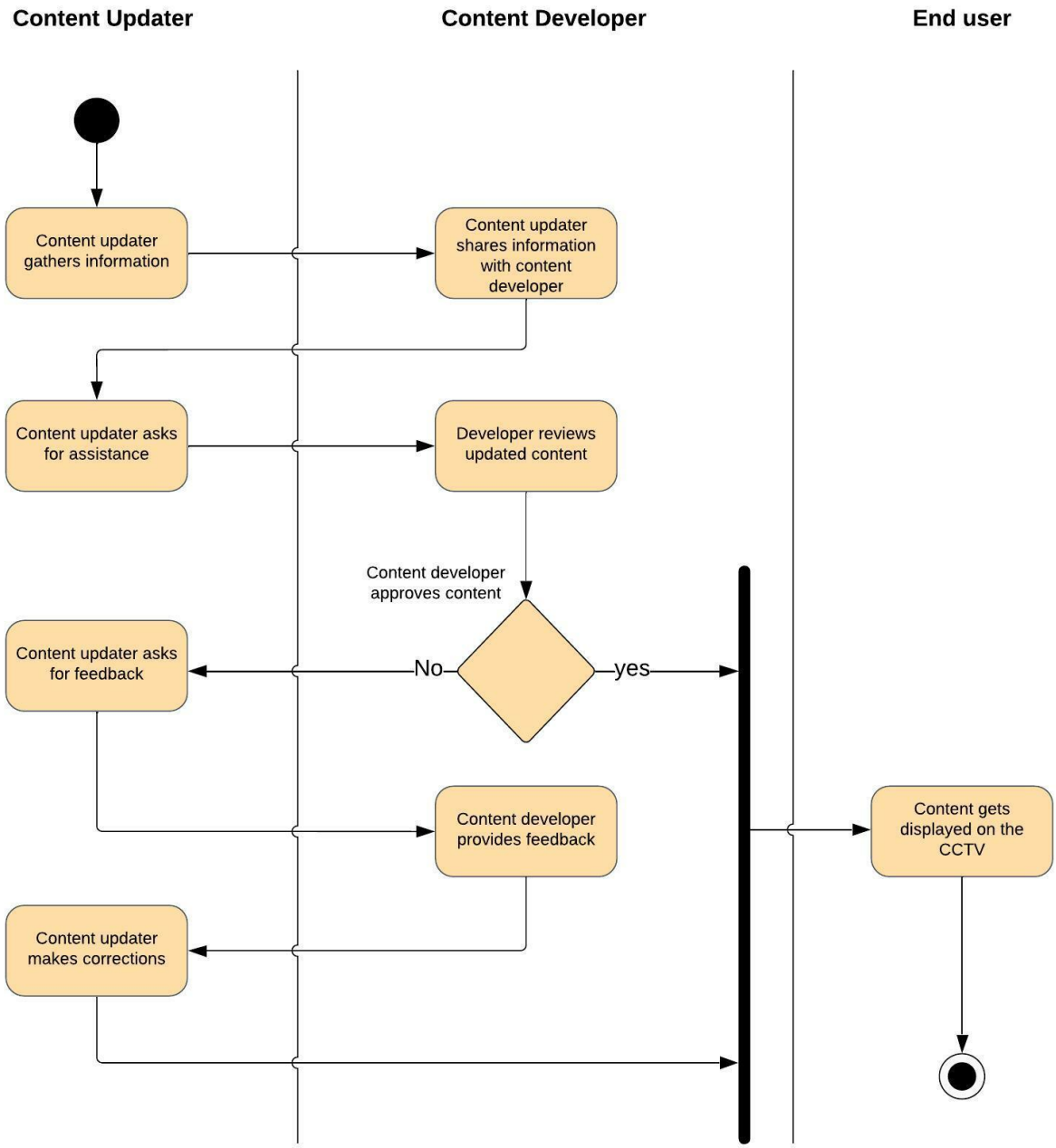
Use Case 2: Activity Diagram



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Knowledge Area	Task
1) Requirements Analysis and Design Definition	Define Requirements Architecture
2) Requirements Analysis and Design Definition	Specify and Model Requirements
3) Requirements Analysis and Design Definition	Design define options

Nonfunctional Requirements

Prepared By: Dhruva Sonawala, Princy Nicks

Reviewed By: Sebastian Rincon, Syed Tanveer

Requirements	Details
Performance Requirements	Describe requirements relating to the system's speed. The TV tours system must be able to support 500 users accessing the channels simultaneously.
Stress Requirements	Response-Time Requirements The TV tours and Cogeco channels should require a maximum of 20 seconds wait time from the moment the user submits a request until the system comes back with a response.
Throughput Requirements	The system must be able to allow the user to process and perform at least 15 navigation tasks per 20 seconds
Usability Requirements	A novice operator, given 30 minutes of orientation, must be able to complete the following instructions without assistance: 1. Navigate to channel 399 where seniors connect information is being displayed. 2. Login to their respective Seniors Connect Account

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	3. Select language change option from the LAN button on the remote. Press OK for their desired language by navigating to it using the left hand and right-hand arrow keys. 4. Be able to navigate to any service of their choice (Eg: link provided for financial assistance for seniors) using their personal device. Note: User must login using their accurate credentials.
Security Requirements	• The customers (senior community) will have access to the channels through a TV tours loin ID and password that can be set up and changed using the individual's mail id. These users do not have access to editing or modifying the content being streamed through the CCTV. • The content programmers will have access to their profile through a login id and password that must be keyed into the server on each use. There is also the option of viewing the CCTV information like an end user(senior) for testing purposes.
Configuration requirements	- To run the content on CCTV. Transmitter is required which will add the data into the system and get it displayed on CCTV. - 1 TB hard drive is required to save backup data. - High end security software is required to protect confidential information. - Connectivity wires are required to attached it with transmitter and CCTV.
Compatibility Requirements	- To add or remove any content from CCTV. It is mandatory to use TV Tour design software. - The system can only display HD content on CCTV. - System required 50 Mbps Wi-Fi speed to run any content.

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Backup/Recovery Requirements	The TV Tours system provides for a system backup that needs to be turned on manually. There is an option of syncing data to the server at regular time intervals i.e., every week, every month, and every 2 months. All history (information streamed on specific date and time will be accessible to authorized personnel (programmers) on the server through their login id and passcode. Customers(seniors) will not have access to any historic data that they streamed or that was being streamed. They have the option of manually or auto-recording programs and rewatching them later.
Training Requirements	• Aside from training videos available on the TV tours user guide, a training personnel will be required from the TV Tours office to give regular training sessions to seniors for them to learn how to operate and access the information displayed on CCTVs. • Training sessions for seniors connect team of City Housing will also be required to familiarise them with the operation of programming id so they can change, update, or remove information being streamed on different channels.

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Business Rules

Briefly identify a minimum of 3 Knowledge Areas and Tasks that contribute to this section of the BRD or provide a rationale for less than 3 knowledge areas.

Knowledge Area	Task
1) Requirements Analysis and Design Definition	Define Requirements Architecture
2) Requirements Analysis and Design Definition	Analyze Potential Value and Recommend Solution
3) Business Analysis Planning and Monitoring	Plan Business Analysis Governance

Training

- Personnel from TV tours will be responsible for training of seniors (customers) and programmers from the City Housing Hamilton office (Subject Matter Experts)
- Training will be conducted regularly for City Housing SMEs for new updates with the TV Tours Systems that eases their job with content uploading and editing.
- Training will be conducted semi-regularly (bi-yearly) for customers (seniors) to revisit operations manual and guide them with navigation and accessing of services displayed on information disseminated through the Display TVs.

Rollout

Advise for all affected users for when the Seniors Connect Program is promoted.

- Training sessions for end users (seniors) on how to access informative channel and the services/programs/online events displayed on the same.
- Training session for programmer and other authorized team members of the Seniors Connect Project on how to develop, update and manage information being streamed for senior community using the TV Tours system.
- Small and local businesses can advertise their products and services (especially those relevant for Senior Community) on the CCTVs.

Other Issues

- The Senior community living in 8 apartment complexes of City Housing Hamilton are a culturally diverse group with people from different ethnicities and backgrounds. Thus, it is necessary for the informative channels to have written and oral content available in a wide range of languages.

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- Due to low computer literacy among many of the seniors living in City Housing complexes, the information shared through the CCTVs would be more helpful if they had a video tutorial to accompany the content or an assistant to help them navigate to the right part of the internet to access the services displayed on these CCTVs.
- Instead of having one channel where a pre-decided information is being displayed at set time intervals through the CCTV, the Seniors connect program would be much more user friendly if the end users can navigate among a few channels divided according to the genre of information being displayed like news, events, programs, government programs, assistance services, etc.

Sign-Off

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