Business Requirements Template
Project Name:
Project Sponsor:
Service Owner:
Project Manager:
Document Date:

SAN FRANCISCO
STATE UNIVERSITY

1. Proposed Business State

Provide a high level description of the proposed business state. Please see Appendix 6.1 for an example of proposed process flow diagram.

2. Business Requirements

ID	Requirements
2.1	Business Requirement *List business requirements.* **Example:** *Need a mobile application for the existing system.*

3. Functional & Non-Functional Requirements

3.1 Functional Requirements

ID	Requirements
3.1.1	Functional Requirement *List functional requirements.* **Example:** *The application should be able to transfer money from one account to other.*

3.2 Non-Functional Requirements (If applicable) (System Performance/ Scalability/ Availability)

ID	Requirements
3.2.1	Non-Functional Requirement *List non-functional requirement, if any.* **Example:** *The website should load completely within 30 seconds.*

3.3 User Requirements (If applicable)

ID	Requirements
3.3.1	User Requirement *List user requirement, if any.* **Example:** *User needs to be able to login online to use the application.*

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3.4 Reporting Requirements (If applicable)

ID	Requirements
3.4.1	**Reporting Requirement** *List reporting requirements, if any.* ***Example:*** *User should be able to pull weekly and monthly usage data.*

3.5 Security Requirements (If applicable)

ID	Requirements
3.5.1	**Security Requirement** *List security requirement, if any.* ***Example:*** *Passwords should be 8 characters long.*

4. Use Case

Give each use case a unique numeric identifier like 4.1, 4.2 etc. Use one table per use case. Add more use case tables if needed.

4.1 Use Case

Actors (Internal Users, External Users, System)	*Who performs this activity?* ***Example:*** *Bank customer, bank*
Description	*Describe briefly the business activity accomplished by this use case.* ***Example:*** *The use case describes the withdrawal process of money from a ATM. It contains various steps that involve the verification of customer card and processing and generating receipt and giving money.*
Preconditions	*List any activities that must take place before the use case can be started.* ***Example:*** *The customer withdrawing money should have a bank account and a valid card.*
Triggers	*What is the event that starts the use case?* ***Example:*** *In need of cash.*
Flow of events	*Provide a detailed description of the user actions and system responses that will take place during execution of the use case under normal, expected conditions.* ***Example:*** 1. *The customer inserts the card.* 2. *The system will check the validity of the card and will prompt for PIN no.* 3. *The customer will enter the PIN.* 4. *The system will check the database and validates the PIN no & customer acct.* 5. *Bank database confirms the correctness.* 6. *ATM asks the customer to enter the amount to be withdrawn.* 7. *Amount verified against the balance in customer acct.* 8. *ATM dispenses the amount* 9. *Receipt is printed* 10. *Card is ejected.*
Success Criteria	*What marks the end of the use case?* ***Example:*** *The use case concludes when the card is taken out of the slot.*
Exceptions	*Describe any anticipated error conditions that could occur during execution of the use case, and define how the system is to respond to those conditions.* ***Example:*** *ATM machine is not in working condition. ATM machine should be*

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repaired and then tested for the use case.

5. Document Signatures

Role	Name	Signature	Date
Service Owner			
Project Manager			
Others (if needed)	*Add more rows if needed.*		

6. Addendums & Appendices
Include any additional documents/ information.

6.1 Proposed Process Flow
Insert proposed business process flow.
Sample: