

# Business Requirements Document (BRD)

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*Outcomes First Group/Hillcrest Children's Services*

*April 2019*

*Version 1.2*

## 1. Document Revisions

Date	Version Number	Document Changes
17/12/2018	0.1	Initial Draft
9/1/2018	0.2	Amended Draft
11/2/2019	0.3	Phase 1 and Phase 2
4/3/2019	0.4	Addition of Active Referrals screen, Current occupancy and Leavers tab
19/3/2019	1.0	Finalized Version
3/4/2019	1.1	Correction of Phase 1 and Phase 2 Estimated Days
5/4/2019	1.2	Further correction of Phase 2 and Phase 2 Days

## 2. Approvals

Role	Name	Signature	Date
Business Owner	Outcomes First		
Project Sponsor	Richard Cooke		
Project Manager/System Architect (Android Dreams)	Dave Bryan		
Development Lead	Jan Bryan		
Project Manager (Outcomes First)	Kerry Best		

## 3. Introduction

### 3.1. Project Summary

#### 3.1.1. Objectives

- Considering GDPR, we are looking to create a secure database system for Hillcrest Children's Services to improve the management of the referrals process.
- Provide a higher level of security than currently exists, to ensure that sensitive data is protected.
- Provide a database which will hold current and archived details in line with GDPR.
- Provide a secure application to manage the workflow.
- Improve reporting capabilities.

#### 3.1.2. Background

- Outcomes First Group approached Android Dreams Ltd to discuss the production of a software application to replace the manual system currently in use, as the excel spreadsheets used are becoming unmanageable and the data is not secure.

#### 3.1.3. Business Drivers

- The Business Development Officer produces daily, weekly and monthly reports by consolidating information from excel spreadsheets. This is a time-consuming task which would benefit from data being easily accessible from a database.
- Currently information is communicated via email, which is not secure.
- The current system does not conform to GDPR.

### 3.2. Project Scope

#### 3.2.1. In Scope Functionality

- Create a database to hold the following information:
  - Local Authorities
  - Basic referral information (secure)
  - Reason for archive
  - Service (Schools and Homes)
- Process to track the referral through the entire process.
- Provide archived data for reporting.
- Placement data for previous, current and upcoming placements.
- Provide audit trail.
- System access controlled by login to ensure security of data.
- Suite of reports (to be defined).
- Emails generated from the process.

### 3.2.2. Out of Scope Functionality

Currently none.

## 3.3. System Perspective

### 3.3.1. Assumptions

- Current documentation provided by Outcomes First Group covers all the initial system functionality requirements.
- Testing data will be provided.
- User Acceptance Testing (U.A.T.) will be completed and signed off prior to system roll-out.
- Monthly hosting fee.

### 3.3.2. Constraints

- Outlook First will assign a member of staff to be responsible for U.A.T.

## 4. Business Process Overview

### 4.1. Current Business Process (As-Is)

Referral is received (from local authority / parent / advocate) usually via:

- Microsoft Word / Adobe document attached to an e-mail
- Online portal (may be specific to each local authority)
- Egress encrypted e-mail

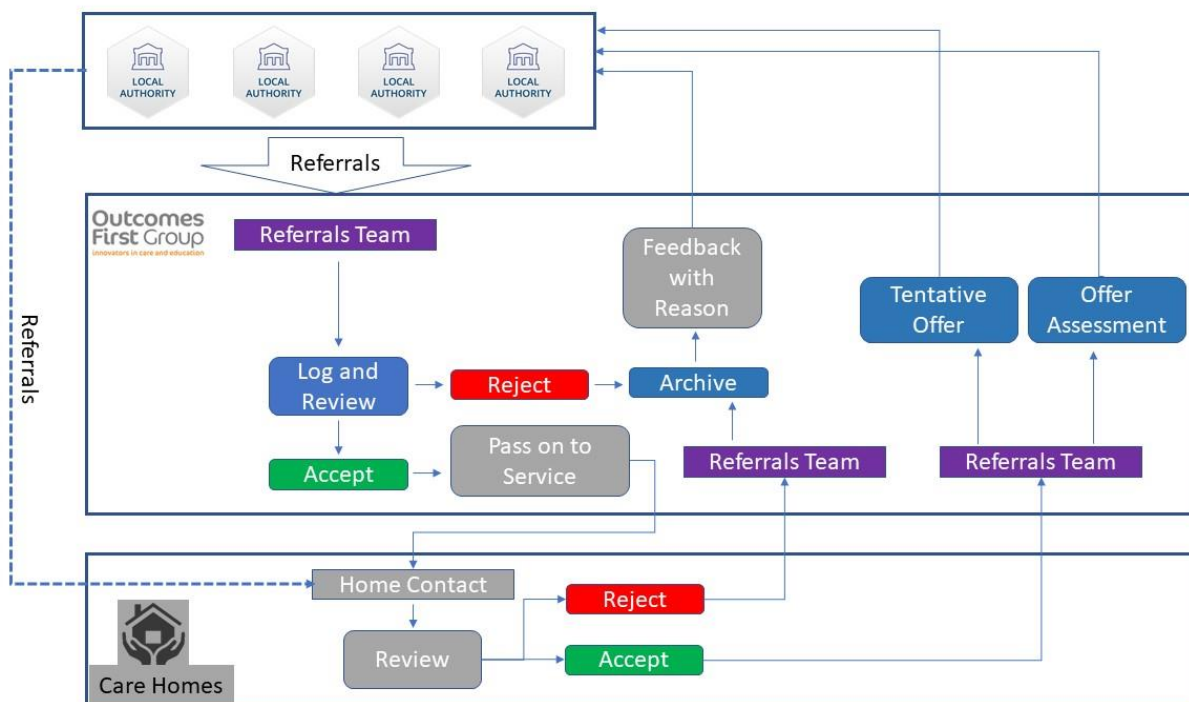
The referral is reviewed by the referrals team (Julie Speed & Aimee Hughes) who decide whether we may be able to support the young person appropriately. This entire process is rapid, approximately 10 minutes.

Normally, the team download the referral and attach it to an Outlook e-mail to send this to the home manager. Any passwords are included within the e-mail. In terms of GDPR, this obviously is not a secure system and is something we need to address.

The referrals team track the referral status manually, inputting information into an excel spreadsheet which can be complicated to track. Occasionally home managers will receive the referral and take actions themselves without the referrals team being aware. As a result, a more efficient and secure system needs to be developed for all parties involved.

## 4.2. Proposed Business Process (To-Be) Phase 1

The development will be split into two phases. Phase 1 will provide a data-entry/update screen, to facilitate the standardized input of referrals, pulling data from drop-downs, where appropriate. This will allow the recording of the status of the referral and provide the data for reporting.



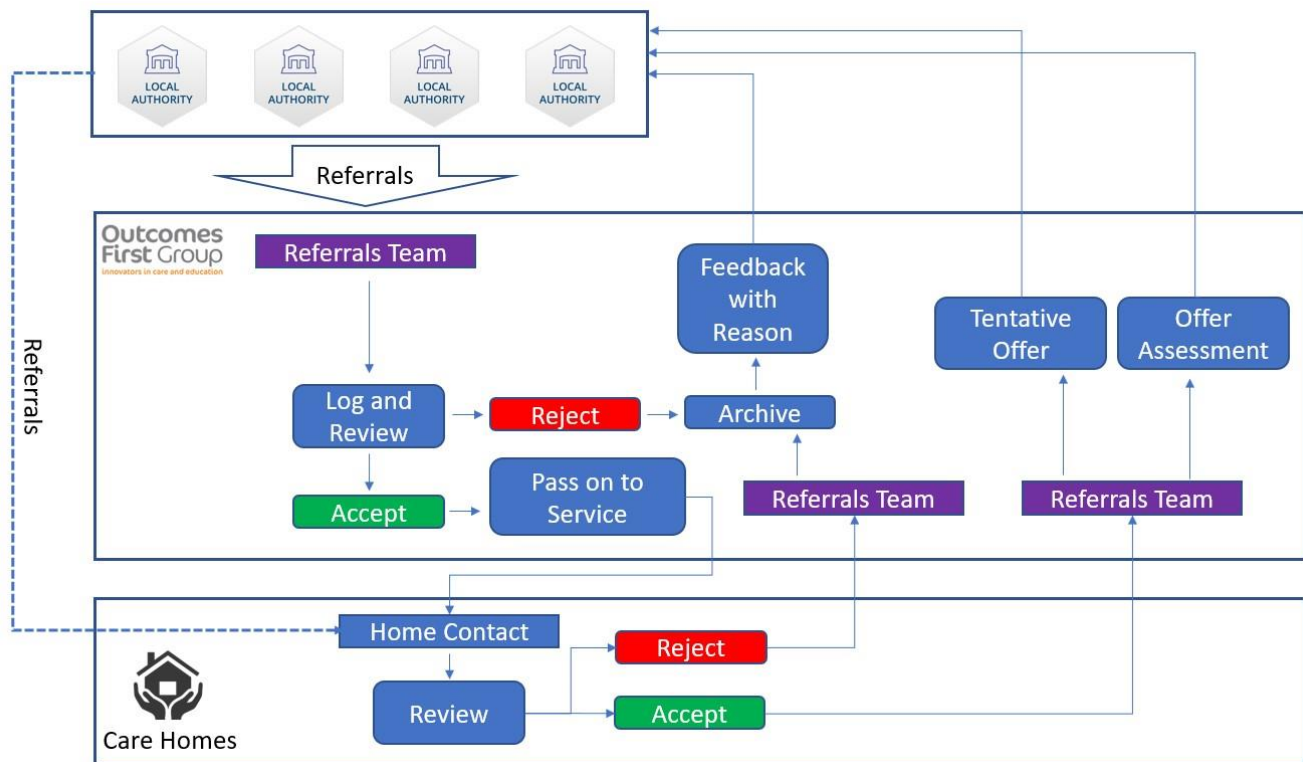
1. New referrals entered into database via a simple screen.
2. Dropdown boxes for
  - Gender
  - Local Authority
  - Reason for Archive
  - School
  - Home
  - Status

The phase 1 screen will enable the status of the referral to be updated manually, to provide data for reporting.

3. Functionality to enable active referrals to be archived/amended.
4. Facility to manually input current occupancy details/Import from spreadsheet?
5. Leavers tab to show when current occupants are due to leave Children's Services.
6. Screen to show current occupancy by service.

#### 4.3. Proposed Business Process (To-Be) Phase 2

Phase 2 will provide full automation of the process through the system.



1. If UNSUITABLE is selected, prompt for 'Reason for Archive'.
2. If SUITABLE is selected, the referral is summarized, and the referral is submitted to Service.
3. The referrals coordinators select which service will receive the referral.
4. The referral status changes to 'Awaiting Response', and an email is sent to notify the coordinators that a referral is available for viewing.
5. When action is taken, the status will be updated to
  - In Correspondence with LA
  - Offered
6. A facility will be provided to import old data into the archive.

## 4.4. Business Requirements

The requirements in this document are prioritized as follows:

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.

## 4.5. Functional Requirements

Req#	Priority	Description	Rationale	Impacted Stakeholders
FR-G-001	1	Design and create database.	Currently information is not held in a database.	
FR-G-002	1	System Tables to hold: Gender Archive Reasons Services (Homes & Schools)	As much information as possible entered from drop-downs to ease input of data.	
FR-G-004	1	Referrals Process	Current process is manual, involving emails, word documents, excel spreadsheets etc.	
FR-G-005	1	Archiving	Historic data is to be held in an anonymized format.	
FR-G-006	2	Reports	Currently data is extracted from excel spreadsheets.	

Req#	Priority	Description	Rationale	Impacted Stakeholders
FR-G-007	2	Occupancy	Current data will be available in the new system. Historic data will be imported from current source – excel spreadsheet?	
FR-S-001	1	Data security and web hosting security		
FR-S-002	1	Data Encryption		

#### 4.6. Non-Functional Requirements

ID	Requirement
NFR-001	Web-hosting



## 4.7.Screens/Tasks Required

Area	Detail	Estimate in days	Phase
1. System Design & Specification	1.1. High Level Business Requirements Document.	10 (not chargeable)	1
	1.2. Technical Specification. (Phase 1)	1	1
	1.3. Technical Specification. (Phase 2)	4	2
2. Database Design	2.1. Design & populate Database Phase 1	2	1
	2.2. Design & populate Database Phase 2	3	2
3. System Table Input screens	3.1. Gender	1	1
	3.2. Archive Reason	0.5	1
	3.3. Service (Homes & Schools)	0.5	1
	3.4. Status	0.5	1
4. Input Referral	4.1. Input Referral	2	1
5. Referral Process	5.1. Basic Referral Details	0.5	1
	5.2. Archived (Unsuitable) Screen	0.5	1
	5.3. Screen for comments/correspondence details (Suitable)	1	1
	5.4. Select Service Screen	1	2
	5.5. Awaiting Response from Service Screen	1	2
	5.6. Live Referrals Screen (filtered on login – same screen for Referrals Team – shows all records, and Service – shows only records for Service)		
	5.7. Generate emails to notify Service that referral is waiting for action.	3	1
6. Archiving	6.1. Create anonymized data for referrals which are not suitable.	3	1
7. Reports	7.1. Average length of placement	0.5	2
	7.2. Gender/Age Profile	0.5	1
	7.3. Number of referrals from specific LA	0.5	1
	7.4. Number of placements from specific LA	0.5	1
	7.5. Number of offers made per month by specific home	0.5	1
	7.6. Reasons for declining placements	0.5	1
	7.7. New/lapsed local authority customers by division	0.5	1
8. Occupancy	8.1. Update Screen showing all previous, current and upcoming placements.	3	1
9. Web Hosting	9.1. Set-up and configuration.	2	2

10. Drag & Drop Function	10.1. Implement drag & drop to facilitate saving of original Referral documentation	3	2
11. Data Encryption	11.1. Set Up and configuration	1	1
12. Testing	12.1. Unit Testing Phase 1 12.2. Integration Testing Phase 1 12.3. System Testing Phase 1 12.4. Unit Testing Phase 2 12.5. Integration Testing Phase 2 12.6. System Testing Phase 2 12.7. UAT	0.5 1 1 0.5 1 1 5 (non-chargeable)	1 1 1 2 2 2

## Appendices

### List of Acronyms

- **B.R.D** – Business Requirements Document
- **DBMS** – Database Management System
- **U.A.T.** – User Acceptance Testing

### Glossary of Terms

- **Microsoft SQL Server** - a relational database management system developed by Microsoft. As a database server, it is a software product with the primary function of storing and retrieving data as requested by other software applications—which may run either on the same computer or on another computer across a network (including the Internet).
- **Unit Testing** - The first level of testing, unit testing, is the most micro-level of testing. It involves testing individual modules or pieces of code to make sure each part or “unit” is correct. A “unit” can be a specific piece of functionality, a program, or a procedure within the application. Unit testing helps verify internal design and internal logic, internal paths, as well as error handling.  
The unit testing level includes a single type of testing; unit testing. Unit tests are done by the developer who wrote the code.
- **Integration Testing** - done after unit testing. This level tests how the units work together. Individual modules are combined and tested as a group. It’s one thing if units work well on their own, but how do they perform together? Integration testing helps you determine that, and ensures your application runs efficiently. It identifies interface issues between modules.



- **System Testing** - (multiple types of testing) This level of testing is the first level that tests the entire application as a whole. It is often done in a mirrored production environment. This level of testing is actually a series of tests whose purpose is to test the application end-to-end.  
System testing is particularly important because it verifies the technical, functional, and business requirements of the software. System testing is the last level of testing before the user tests the application.  
There are dozens of types of system testing, including usability testing, regression testing, and functional testing. This level of testing is typically done by the testing team and includes a combination of automated testing and manual testing.
- **UAT** - The final level of testing, acceptance testing, or UAT (user acceptance testing), determines whether or not the software is ready to be released. Let's face it, requirements change throughout the development process. It's important that the user verifies the business needs are met **before** the software is released into production.  
Are the functional requirements met? Are the performance requirements met? These are the questions that are answered during acceptance testing level. UAT is the final say as to whether the application is ready for use in real life or not. This phase also involves change control – managing requested modifications and new feature requests.  
Acceptance testing should be done by the business user / end-user.

## Related Documents

- Updated Proposed Process Document.docx