Business Requirements Document (BRD)

1. Document Control

Field	Details
Project Name	IT Service Management (ITSM) Tool
Version	1.0
Document Owner	Paul Avendaño
Author(s)	Paul Avendaño
Reviewer(s)	Chris Ascaño
Approver(s)	Chris Ascaño
Date Created	04 February 2026
Last Updated	
Status	Draft / Reviewed / Approved

2. Executive Summary

Madison88 requires an Integrated IT Service Management (ITSM) platform to standardize, automate, and monitor IT operations in alignment with the organization's IT Framework, Incident Management Policy, and IT Roadmap. The new tool must support global IT operations across regions (PH, US, Indonesia) and all managed systems – including Microsoft 365, GreatDay, Infor Nexus, Vision PLM, Pivot88, and internal infrastructure – consistent with governance and process standards.

3. Business Objectives

Objective ID	Description	Success Metric
OBJ-001	Establish a standardized incident, service request, and change management workflow	100% adoption by IT Team
OBJ-002	Implement centralized dashboards for SLAs, KPIs and ticket volumes	Dashboards available & used monthly
OBJ-003	Reduce manual email-based processes via automated workflows	≥40% reduction in manual ticket handling
OBJ-004	Strengthen accountability and documentation in accordance with the Madison88 IT Framework and Roadmap	100% ticket closure notes compliance

4. Scope Definition

4.1 In Scope

- **Incident Management** process implementation (logging → classification → resolution → closure)
- **Service Request Management** (access, account creation, hardware/software requests).
- Change Management
- Asset Tracking Integration
- Power BI Dashboards for SLA, backlogs, volume and performance reporting
- Knowledge base for SOPs, troubleshooting guides, and IT policies

4.2 Out of Scope

- Replacement of non-IT workflows
- Custom development unrelated to IT Processes
- Non-IT project management tools

5. Stakeholders

Stakeholder	Role	Responsibility
Project Sponsor	CFO VP of Operations	Approves scope, funding and strategic priorities
System Owner	IT Systems Manager	Define requirements, ensures policy alignments, leads implementation
Administrator	IT System Administrator	Ticket Handling, asset management, configuration
End Users	All employees	Submit incidents/requests

6. Current State Overview

Incidents and requests are currently logged manually via Outlook forms and emails. There is **no automated prioritization**, **no SLA tracking**, and **no centralized analytics**. Ticket routing relies on memory and manual sorting, resulting in inconsistent response times, limited visibility, and challenges in reporting IT performance.

7. Future State Overview

The future system will serve as the centralized platform for all IT service interactions. Users will log incidents and request through a unified portal, while IT team benefits from automated classification, priority, SLA timers, and streamlined workflows.

The platform will:

- Provide guided ticket submission with predefined categories
- Automatically classify urgency (Critical/High/Medium/Low)
- Maintain a full audit trail of actions, escalations, approvals
- Provide dashboards for leadership visibility
- Maintain a documented trail for compliance, audits, and continuous improvement

8. Business Requirements

Req ID	Requirement Description	Priority	Acceptance Criteria
BR-001	Standardized Idea Intake – all incidents/requests must be logged via a single ITSM platform	1	Users can submit incident; system captures mandatory fields
BR-002	Mandatory Ticket Fields – category, priority, business impact, attachment, location	2	System enforces field completion before submission
BR-003	Automated Classification Engine – System automatically assigns ticket priority	3	Priority is auto generated based on rules
BR-004	SLA-based Scoring Model – System evaluates urgency and impact according to agreed SLAs	4	SLA timers start automatically; escalations trigger when breached
BR-005	Workflow Routing – incidents/requests route to correct team	5	Correct team receives ticket information without manual intervention
BR-006	Dashboard & Reporting – ticket volume, SLA performance, aging	6	Dashboards accessible in real-time; export available

9. Functional Requirements

Function	Description	Related Req IDs
Ability to log incidents via portal	Form-based guided inputs for incidents	BR-001, BR-002
Auto categorization & Prioritization	Rule-based logic for urgency/impact	BR-003, BR-004
Audit Log	All ticket actions recorded	BR-005
Role-Based access control	Permissions for submitter, agent, manager, admin	BR-002
Reporting & Analytics	SLA Dashboards, export tools	BR-006

10. Non-Functional Requirements

Category	Requirement
Performance	Ticket submission & load in < 5 secs.
Security	Role Based access control
Usability	Interface must be intuitive
Scalability	Supports multi-country operations
Reliability	99% uptime minimum

11. Assumptions

Assumption ID	Description
A-001	All employees will use the new portal for IT Services
A-002	SOPs and IT Policies will be updated for the ITSM Rollout
A-003	IT Team will maintain categories, routing rules, SLA values

12. Constraints

Constraint ID	Description
C-001	Budget Limitations may affect advanced automation features
C-002	Ticket quality depends on user-provided information

13. Risks

Risk	Impact	Likelihood	Mitigation
Incomplete or poor-quality submissions	Medium	Possible	Mandatory fields + training
Misclassification of tickets	Medium	Rare	Regular review of classification rules
Low User Adoption	High	Possible	Onboarding sessions, user-friendly portal

14. Success Metrics

Metric	Target
% of IT Tickets submitted via ITSM platform	100% within 90 days
SLA compliance	≥90%
Reduction in manual ticket handling	≥40%
Dashboard utilization by management	Monthly reporting cadence

15. Approvals

Name	Title	Signature	Date
Paul Avendaño	IT Systems Manager		
Chris Ascaño	VP of Operations		