**BRD(Business Requirements Document)**

It includes Business Requirements, Stakeholder Requirements, Business Processes, Scope and Limitations, Glossary, Appendix, Approvals, and sign-off.

**Business Requirements**- Needs Statement

Business Goals

Business Objectives

Success Metrics

**Scope and Limitations**- Solution Scope

Stakeholders

Constraints

Assumptions

Dependencies

**Business Processes-** Current State

Future State

**Stakeholders Requirements-** Requirement List

Grouped by Stakeholders

**Glossary, Appendix, Approvals, and Sign-off-** It provides additional contacts or supporting background information that is relevant to business requirements.

**Glossary-** It provides common terms that are used in the project.

Appendix- It provides information on any attachments and links that are additional information.

**Approvals and Sign-off-** This document includes the signatures of all stakeholders.

**BRD Example:**

**1. Introduction**

* **Project Overview:  
  The company is developing an e-commerce website to expand its retail operations online. This website will allow customers to browse products, place orders, and make payments securely.**
* **Purpose of the BRD:  
  This document outlines the business requirements for the e-commerce website to ensure that all stakeholders are aligned with the project goals.**
* **Scope:  
  The project will include website development, integration with payment gateways, and a basic content management system. The project does not include mobile app development.**
* **Stakeholders:**
  + **Business Owner: John Doe**
  + **IT Manager: Sarah Smith**
  + **Marketing Lead: Emily White**
  + **Finance Team: Robert Brown**

**2. Business Objectives**

* **Expand the company’s reach by selling products online.**
* **Increase revenue by 20% in the next fiscal year.**
* **Enhance the customer experience with a user-friendly platform.**

**3. Project Scope**

* **Included:**
  + **Product catalog with search and filter options.**
  + **Shopping cart and checkout process.**
  + **Payment gateway integration.**
  + **Basic order management system.**
* **Excluded:**
  + **Mobile app development.**
  + **International shipping and multi-currency support.**

**4. Requirements**

* **Functional Requirements:**
  + **The website should allow users to create accounts and log in.**
  + **Users should be able to browse and search for products.**
  + **The system should support adding/removing items from the cart.**
  + **The system should support secure online payments via PayPal and credit cards.**
* **Non-Functional Requirements:**
  + **The website must load within 3 seconds.**
  + **The system must be able to handle 500 concurrent users.**
  + **The website should be mobile responsive.**

**5. Assumptions, Constraints, and Risks**

* **Assumptions:**
  + **All product data will be provided by the marketing team.**
  + **The payment gateway API will be fully functional and available for integration.**
* **Constraints:**
  + **The project must be completed within 6 months.**
  + **The budget for the project is $100,000.**
* **Risks:**
  + **Payment gateway downtime may cause delays in the checkout process.**
  + **There is a risk of scope creep if additional features are requested later.**

**6. Business Rules**

* **Customers must create an account to make a purchase.**
* **Users can return products within 30 days of purchase.**
* **Payment transactions must be PCI-DSS compliant.**

**7. Approval and Sign-Off**

* **Business Owner: [Signature]**
* **IT Manager: [Signature]**
* **Marketing Lead: [Signature]**
* **Finance Team: [Signature]**

**BRD Example:**

**1. Business Requirements -** Needs Statement

The company seeks to develop an online e-commerce platform that allows customers to browse products, place orders, and securely pay online. The platform aims to increase market reach and improve customer engagement by providing a seamless and secure shopping experience.

**2. Business Goals**

Goal 1: Expand the company’s market reach by launching an e-commerce platform.

Goal 2: Enhance the customer shopping experience through improved accessibility and usability.

Goal 3: Increase annual revenue by 25% within the next year via online sales.

**3. Business Objectives**

* Launch the e-commerce platform by Q1 2025.
* Provide customers access to the entire product catalog, real-time stock availability, and pricing.
* Integrate secure online payment methods, including credit cards and PayPal.
* Achieve a 15% increase in customer retention through loyalty programs within 6 months.
* **4. Success Metrics**
* The platform should handle at least 1,000 concurrent users with no downtime.
* 90% of users should complete their purchase without any technical issues.
* Customer satisfaction (as measured by post-purchase surveys) should improve by 20%.
* Revenue from online sales should increase by 25% in the first year.
* **5. Scope and Limitations - Solution Scope**
* In-Scope:
* Development of a web-based e-commerce platform.
* Integration with the existing product database.
* Payment gateway integration (PayPal, credit cards).
* Customer registration and order management functionality.
* Basic analytics and reporting dashboard for sales tracking.
* Out of Scope:
* Development of a mobile app.
* Support for multi-language or multi-currency options.
* Integration with third-party vendors for shipping.

**6. Stakeholders**

* Primary Stakeholders:
* Business Owner: John Smith
* Marketing Lead: Emily Johnson
* IT Manager: Sarah Brown
* Finance Department: Robert Lee
* Customer Service Manager: Lily Thomas
* Secondary Stakeholders:
* External payment gateway providers.
* Logistics and fulfillment teams.
* Marketing and sales teams.
* **7. Constraints**
* The project must be completed within 8 months to meet the market launch date.
* The overall project budget is limited to $150,000.
* The e-commerce platform must comply with PCI-DSS security standards for online payments.
* **8. Assumptions**
* Product data (images, descriptions, pricing) will be readily available from the marketing team.
* Payment gateway APIs will be available and functional for integration without delay.
* The IT infrastructure (servers, databases) will support the increased load from online sales traffic.
* **9. Dependencies**
* The availability of external payment gateway APIs (PayPal, credit card processors).
* Timely delivery of product data from the marketing team.
* IT team readiness for integration and testing of the platform.
* **10. Business Processes**
* Current State:
* The company sells products primarily through brick-and-mortar stores. Customers have no way to browse or purchase products online.
* Future State:
* The e-commerce platform will allow customers to browse the product catalog, place orders, and make payments online. Customers will also be able to track their orders and request returns online.
* **11. Stakeholders' Requirements**
* Grouped by Stakeholders:
* Business Owner:
* The platform must generate detailed sales reports weekly.
* The system must allow real-time updates for product inventory.
* Marketing Lead:
* The platform must feature product promotions, discounts, and loyalty programs.
* SEO optimization for product pages.
* IT Manager:
* The platform must integrate with existing backend systems (inventory, ERP).
* Data security must comply with industry standards (SSL, PCI-DSS).
* Finance Department:
* The system must provide daily financial reports.
* It should integrate with the company's accounting software for reconciliation.
* Customer Service Manager:
* A support ticket system must be integrated to handle customer queries.
* The system should enable customers to request returns directly from the platform.
* **12. Glossary, Appendix, Approvals, and Sign-Off**
* Glossary:
* E-commerce: The buying and selling of goods or services via the internet.
* PCI-DSS: Payment Card Industry Data Security Standard.
* SSL: Secure Sockets Layer, a protocol for establishing secure links.
* Appendix:
* Attachment 1: Project timeline and Gantt chart.
* Attachment 2: Link to the company's branding guidelines.
* Attachment 3: Wireframes of the e-commerce platform.
* Approvals and Sign-Off:
* Business Owner: [Signature]
* IT Manager: [Signature]
* Finance Lead: [Signature]
* Marketing Lead: [Signature]
* Customer Service Manager: [Signature]