Business Use Case

|  |  |
| --- | --- |
| Use Case Name: |  |
| Created/Updated: |  |
| Use Case Sponsor: |  |
| Business Unit Manager: |  |

### 1.0 Purpose of Use Case (Executive Summary and Scope of Use Case)

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| --- |
| Briefly introduce the Use Case. How did it come about? Why are we undertaking it? What is the problem or opportunity? How will this Use Case benefit Bristol County Savings Bank? (Include the strategic plan initiative it aligns with)  Provide a clear and concise statement of what the Use Case consists of. Include the Use Case’s needs and problems and the benefits that are gained from completion, as well as specific requirements for completion, and anticipated completion dates.  Provide a clear description of what the Use Case’s problem statement is and what problem the Use Case is trying to solve. |

***2.0 Use Case Context (Business context for the use case)***

*Describe the approach, or strategy, for your Use Case. For example, will you be developing a system in-house, or purchasing a vendor package? Will the Use Case be delivered in phases as part of a larger Use Case? Will you be developing prototypes or pilots? If working with a new technology, will there be a critical decision point where you will decide to move forward or implement a contingency plan?*

### 3.0 Proposed Solution (Deliverables)

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| Describe alternative solutions you may have considered and explored as part of your decision to move forward with this initiative.  Please also identify any Use Case deliverable associated with the proposed solution. |

***4.0 Benefits and Potential Gains***

*Describe the benefits and potential gain from implementing this Use Case.*

***5.0 Success Criteria***

*Identify metrics for success for the completion of the Use Case. Metrics should benefit the core business and should capture benefits accrued to the organization.*

### 6.0 Use Case Budget/Cost – Benefit Analysis

*Indicate budget vs known costs at this point in time. If Cost Benefit Analysis is required, attach it as an exhibit to this charter. Include any known costs to internal departments as well as implementation costs.*

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| --- | --- | --- | --- | --- |
|  | **Budgeted Amount** | **Actual Amount** | **On Going Support Cost** | **Transaction Based Fees** |
| **Internal Costs** | | |  |  |
| * *Department X* |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **External Costs** | | |  |  |
| * *Implementation* |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

***7.0 Use Case Details***

| {Use Case Details} | |
| --- | --- |
| **Objective** | * {Use case details} |
| **Primary Internal Resources** | * {Use case details} |
| **Primary External Resources (if applicable)** | * {Use case details} |
| **Pre-Conditions** | * {Use case details} |
| **Trigger Events** | * {Use case details} |
| **BI User Story** | * {Use case details} |
| **Post Conditions** | * {Use case details} |
| **Data Required** | * {Use case details} |

### 8.0 Time Line

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| --- | --- |
| **Milestone / Deliverable** | **Target Completion Date** |
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### 9.0 Risk Plan

*Define key risks such as assumptions, dependencies, and constraints and a planned response for each.*

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| --- | --- | --- | --- | --- | --- |
| **Risk Factor** | **Impact On Project** | **Risk\* Rating** | **Risk Plan or**  **Mitigation Strategy** | **Person Responsible** | **In Place By** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# *\*Rating = Probability that the risk will happen (H,M,L) x the Severity of the Impact if it does (H,M,L).*

|  |  |  |  |
| --- | --- | --- | --- |
| HxH = H | HxM = H | HxL = M | MxL = M |

***10.0 Assumptions***

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| *This plan is based on the following assumptions (about resources, policies, schedules, technologies, etc.):* |

**APPROVALS**

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| Author(s) |  |
|  | Use Case Manager/Business Lead: (Type Name Here) |
|  |  |
|  |  |
|  | Use Case Sponsor |
|  |  |
| Data Enablement and Administration Committee |  |
|  |  |
|  |  |
| Date |  |