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| Pacific Compensation Insurance Company |  |
| <Project Name> Business Requirements | Revision No.: <N.NN> |
| SYSTEMS AFFECTED: <system name(s)> | Date: <MM/DD/YY> |
| Status: <DRAFT or FINAL> | Page 1 of 3 |

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Document Revision History

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| --- | --- | --- | --- |
| Version | Change Description | Date | Author |
| <N.NN> |  | <MM/DD/YY> |  |

Document Information

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| --- | --- |
| File Name | Network Directory Path |
| <fileName>.doc | <drive\directory\ or EDC wiki > Project Documentation > <project name>> |

Related Documents

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| Document # | Document Title | Location |
| <relDocNo> | <relDocTitle> | <drive>:\directory\ |

References

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| Document Title | Location |
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Contributors

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| Name | Title, Department | Signature | Date |
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|  | <Business analyst for the business> |  |  |

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1. Executive Summary

**<NOTE: Text in angle brackets, like this <text>, is an instruction or placeholder. Delete this text once you understand the instructions. Replace it with any required text.>**

<Present a high level summary of business issues being addressed by this project and the anticipated benefits. Provide an understanding of risks associated with the project. Include:

* What the project needs to accomplish and why
* By when (especially if there is a compelling reason, such as compliance or new business relationship
* What department needs the project>
1. Scope

The scope of <project name> Business Requirements covers <provide a short description of the system, application, enhancement, Software-as-a-Service (SaaS), Commercial Off-the-Shelf (COTS) software being specified and its purpose>, including benefits, objectives and goals. Relate the project to corporate goals or business strategies.>

1. Business Case

<Business Case including high-level problem, benefits, objectives and goals. Relate the project to corporate goals or business strategies.>

* 1. Problem Statement

<Duplicate as necessary>

|  |  |
| --- | --- |
| Problem | <Describe the problem; for example, improper resolution of claims issues, inefficiency in process, compliance requirements.> |
| Stakeholders | <List the primary stakeholders; for example, Claims Examiners, Executives, Customers and Supervisors.> |
| Impacts | <Describe the impact of the problem; for example, compliance penalties, workflow problems, customer satisfaction, loss of revenue.> |
| Success Criteria | <List some key factors of a successful solution; for example, ability to provide up-to-date, accurate claims information.> |

* 1. Business Drivers

<Identify the business drivers for this solution>

1. Workflow

<optional>

<As an introduction, briefly summarize what will be addressed in this workflow section. Describe current and proposed workflows. Include or attach reference workflow diagrams, if available.>

1. Requirements

This section describes the general features required for the project or solution.

* 1. General Requirements

|  |
| --- |
| Feature Description |
| <First feature> |
| <Second feature> |
|  |
|  |

1. Report Requirements

<When a project also has a report requirement, identify high-level report description and reference to report specification (if it exists).>

1. System Documentation

<If applicable, reference system documentation requirements, which may include:

System Administration and Maintenance Standard Operating Procedure

Vendor documents

Training manual

User’s Guide>

1. Training Requirements

<List necessary training related to implementation of this system for business users, developers, system administrators and help desk representatives. Include sandbox training environment needs. List the types of training records that are required. Discuss training plan and schedule.>

1. Other Considerations

<Provide additional information not covered in other sections of the document.>