

*Client Logo*

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<Client Name>  
Business Case Template

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Version 0.1

<Date>



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# Executive Summary

<The executive summary should provide a high level overview of the business case. It can be used as a stand-alone document, if required, to summarize the project>

Last Updated		
Project Name <i>Project Name</i>		Project Number <i>Assigned Project ID</i>
Program Name (if applicable) <i>Program Name</i>		Program Number (if applicable) <i>Assigned Program ID</i>
Project Manager <i>Project Manager's Name</i>	Business Project Owner <i>Customer Name</i>	Executive Sponsor <i>Sponsor Name</i>
Program Manager <i>Program Manager's Name</i>	Project Start Date <i>Planned Start Date</i>	Project End Date <i>Planned End Date</i>
<p>Business Issue and / or Opportunity <i>State the business reason for the project. Common reasons include: Strategic issues, business growth opportunities, operational improvements and external mandates.</i></p> <p><b>Current Situation:</b> <i>Describe the Current Situation</i></p> <p><b>Desired Situation:</b> <i>Describe the Desired Situation</i></p>		
<p>Strategic Initiative Supported</p> <p><i>Describe any strategic initiatives e.g. to support Information Management Strategic Plan for Data Storage</i></p>		
<p>Project Goal</p> <p><i>State the goal of the project, which will contribute to satisfying the business opportunity or resolving the business issue stated above.</i></p> <p><i>Note: The following sections should be filled in when the business case is finalized after a detailed work plan is created in during Project Planning.</i></p>		

Principal Project Objectives Note: These should be SMART (Specific, Measurable, Achievable, Relevant, Time-based) <b><i>Specify key project milestones and target timings. These may be summarized from the Project Goal and Objectives section.</i></b>
Principal Project Deliverables <b><i>Identify the major business deliverables the project will provide. These may be summarized from the Business Case Deliverable Scope section.</i></b>
Benefits (e.g., cost savings, satisfaction scores, employee retention) <b><i>Describe the project's major benefits to the business, both financial and non-financial. These may be summarized from the charter Financial Scope section]</i></b>  Tangible Benefits:  Intangible Benefit (gained by improved technology):
Approach to Measure Project Results (Key Performance Indicator, if available) <b><i>Briefly describe how project benefits will be measured. This may be summarized from the charter Financial Scope section.</i></b>
Project Risks <b><i>Describe any major risks to the project's success. These may be summarised from the Risk Analysis section</i></b>
Related Projects <b><i>Specify any related projects (active or scheduled) and note the interdependency. These may be summarized from the charter Risk Analysis section.</i></b>

# 1. Project Scope

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## 1.1. Objective & Goals

*>Note: These should define the whole project and be derived from the business issues and opportunities>*

### 1.1.1. Project Objectives

### 1.1.2. Goals

### 1.1.3. Exclusions

*<List exclusions to the project or anything that is “Out of Scope” e.g. this project excludes user training>*

### 1.1.4. Assumptions

## 1.2. Deliverable Scope

The following deliverables will be produced by this project:

*<List all major deliverables>*

## 1.3. Inputs

*<List project inputs>*

## 1.4. Organizational Scope and Dependencies

*<Describe the logical and Organizational Scope, showing the inputs into the project and the outputs from the project.>*

## 1.5. Timing

*<List any external time constraints e.g. this project is required to be complete by December 20XX to ensure compliance with XXX Regulation>*

## 1.6. Project Control Milestones

### 1.6.1. Milestones

Milestone	Date
Project Start	
Project Completion	

### 1.6.2. Project Plan

*<Identify the location of the project schedule>*

## 1.7. Financial Scope

### 1.7.1. One Time Costs

Description	Cost
Labor – In-House	
Labor – External	
Travel	
Facilities	
Hardware	
Software	
Outside Services	
Project Administration	
Training	
Other	
<b>Total Spending</b>	

### 1.7.2. Operating Costs

Description	Cost
Maintenance/Support	
Enhancements	
Licenses	
Usage Fees	
Other On-Going Costs	
<b>Total Spending</b>	

### 1.7.3. Tangible Benefits

*<List all planned financial benefits that will be offset and include rationale>*

**1.7.4. Additional Benefits**

*<List all planned non-tangible benefits that will be offset and include rationale>*

**1.7.5. Approach to Measure Project Results**

*<Describe how project benefits will be measured and the types of measurements that will be used>*

## 2. Risk Analysis

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### 2.1. Critical Risk Factors

Critical Risk Factor	Mitigation Strategy

### 2.2. Other Risks

Risk	Probability of Risk	Potential Impact of Risk	Risk Mitigation Strategy and Contingent Action
	H/M/L *	H/M/L *	

### 2.3. Related Programs and Projects

Program/Project	Dependency	Coordination Strategy

## 3. Project Management Approach

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### 3.1. Scope Management Approach

*<Describe the approach to manage scope e.g.*

*Scope changes should be managed through a formal change management, which ensures that the project manager logs and tracks the change in a project scope change log and then reviews all requests with the project sponsor(s).*

*It should be their responsibility to 'accept' the change and assign an individual(s) to investigate the impact, or to 'reject' or 'defer' the change.*

*The project sponsor(s) should 'approve' all scope changes. Changes to the original business case should be documented in the business case addendum by the project manager and approved by the project sponsor(s)>*

### 3.2. Issues Management Approach

*<Describe the issue management approach e.g.*

*Any member of the project management organization and/or the project team may identify a project issue to the project manager.*

*It will then be the responsibility of the project manager, and when applicable, the project sponsor(s) to validate the issue and determine its severity.*

*It will then be their responsibility to assign an individual(s) to investigate and recommend a solution, and subsequently to assign an individual(s) to resolve.*

*Once accepted as an issue, the project manager should be responsible for logging and tracking issues in the project issues log>*

### 3.3. Risk Management Approach

*<Describe the risk management approach e.g.*

*It should be the responsibility of the project manager to identify and manage the project risks with assistance, where appropriate, by the project sponsor(s). All project risks should be documented in the project risk management log.*

*The project manager should report immediately to the project sponsor(s), in writing, changes to the status of high-risk items. These would include conditions where the mitigation strategy is not working, an existing risk has changed to a 'high' severity, or a new 'high' severity risk is identified.*

*Risks should be re-evaluated as part of the project review process, or in the event of a change, to the project management organization>*

### 3.4. Quality Management Approach

*<Describe the quality management approach e.g.*

*The project manager should be responsible for ensuring that the project adheres to process standards, which will ensure high-quality, timely completion, as well as, compliance with corporate standards, including infrastructure and security.*

*The project will follow its quality standards, which include the completion of independent quality reviews at major project milestones. The results of the reviews will be reported to the sponsor as they occur>*

### 3.5. Implementation & Transition Management Approach

*<Describe the implementation & transition management approach e.g.*

*The project manager should be responsible for developing and communicating detailed plans for implementing and transitioning project deliverables to customers and support functions.*

*Those plans will be made available to the sponsor(s) at final business case review>*

### 3.6. Communications Management Approach

*<Describe the communications management approach>*

#### 3.6.1. Status Reviews

*<The project manager should conduct weekly project review meetings with the project team. The project manager should be responsible for setting the agenda, preparing the items for review, conducting the meeting and documenting the results. During these meetings project schedule and milestones, risk, scope*

*changes, issues and budget will be reviewed. Progress on assigned action item should be reported. >*

### **3.6.2. Project Reviews**

*<The project manager should conduct weekly review meetings with the project sponsor(s). The project manager should be responsible for setting the agenda, preparing the items for review, conducting the meeting and documenting the results. During these meetings project schedule and milestones, risks, scope changes, issues and budget should be reviewed. Overall project status should be assessed and project continuation approved>*

### **3.6.3. Other Communications**

*<The project manager should develop a complete communications plan and make that plan available to the sponsor at business case signing>*

## **3.7. Contingency Approach**

*<Describe the contingency approach>*

## **3.8. Resource Management Approach**

*<Describe the way in which the project team members will receive the training necessary to carry out their function within the project team.*

*Note 1: identify subject matter experts to support the training, wherever possible.*

*Note 2: include a training budget in the project>*

## 4. Alternatives Considered

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*Include a discussion of alternatives considered including*  
*Make vs. buy (outsource);*  
*Do now versus later;*  
*Don't do at all; and*  
*Varying levels of scope which were strongly considered (full blown*  
*implementation vs. more targeted results);*

# 5. Project Organization

## 5.1. Roles and Responsibilities

Role	Description	Responsibility (Name)
Sponsor	<ul style="list-style-type: none"> <li>• Should be responsibility for approving project feasibility;</li> <li>• Articulates business goals and objectives;</li> <li>• Provides funding for the project;</li> <li>• Takes ultimate responsibility for the project;</li> <li>• Has ultimate authority over the project;</li> <li>• Approves changes to the scope and obtains any additional funds those changes require;</li> </ul>	
Project Customer	<ul style="list-style-type: none"> <li>• Uses deliverables to generate benefits from the project;</li> <li>• Assists in developing project plan;</li> <li>• Controls the customer aspects of the project;</li> <li>• Ensures availability of resources;</li> <li>• Resolves or approves resolution of issues, approves scope change requests and actions deferred changes;</li> <li>• Assists in tracking action items and budgets;</li> <li>• Participates in status reviews with the project team and project reviews with the sponsor;</li> <li>• Approves project deliverables and takes responsibility for their quality; and</li> <li>• Ensures completion of the post implementation review</li> </ul>	
IT Project Owner	<ul style="list-style-type: none"> <li>• Assigns a project manager;</li> <li>• Helps resolve and approve issues;</li> <li>• Approves scope change requests;</li> <li>• Manages project integration and approve project completion; and</li> <li>• Leads/conducts operations reviews with the sponsor</li> </ul>	
Program Manager	<ul style="list-style-type: none"> <li>• Approves and monitor component project plans;</li> <li>• Helps resolve and/or approve resolution of issues;</li> <li>• Approves scope change requests and actions deferred changes;</li> <li>• Manages project integration and approves project completion; and</li> <li>• Participates in project reviews with the sponsor</li> </ul>	

Role	Description	Responsibility (Name)
Project Manager	<ul style="list-style-type: none"> <li>• Ensures that the sponsor and business project owner are aware of their responsibilities;</li> <li>• Develops and maintains the project implementation plan;</li> <li>• Controls the technical and day-to-day aspects of the project;</li> <li>• Manages the project team;</li> <li>• Executes team status reviews and project reviews with the sponsor &amp; program manager;</li> <li>• Coordinates technical and quality reviews of project plans and deliverables and supports operations reviews;</li> <li>• Tracks issues and scope change requests, escalating as appropriate;</li> <li>• Assists in resolving issues and auctioning scope change requests;</li> <li>• Tracks the project schedule and costs, action items, and manages the contingency element of the budget; and</li> <li>• Takes responsibility for quality of project deliverables</li> </ul>	
Project Team	<ul style="list-style-type: none"> <li>• Identifies solutions alternatives;</li> <li>• Support project planning and tracking;</li> <li>• Requirements analysis;</li> <li>• Design, develop and test; and</li> <li>• Solution implementation</li> </ul>	

## 6. Business Case Approval

Approval of the Business Case				
By signing this Control Sheet, I confirm that I approve Version.... Of the Initial / Project Business Case for the ..... Project.				
Name	Role on the Project	Signature	Conditions N / Y (See below)	Date
Conditions				