

## Business Requirements Template

Project Name:  
Project Sponsor:  
Service Owner:  
Project Manager:  
Document Date:



## 1. Proposed Business State

Provide a high level description of the proposed business state. Please see Appendix 6.1 for an example of proposed process flow diagram.

## 2. Business Requirements

| ID  | Requirements   |
|-----|--|
| 2.1 | Business Requirement <i>List business requirements. <b>Example:</b> Need a mobile application for the existing system.</i> |

## 3. Functional & Non-Functional Requirements

### 3.1 Functional Requirements

| ID    | Requirements  |
|-------|---|
| 3.1.1 | Functional Requirement <i>List functional requirements. <b>Example:</b> The application should be able to transfer money from one account to other.</i> |

### 3.2 Non-Functional Requirements (If applicable) (System Performance/ Scalability/ Availability)

| ID    | Requirements   |
|-------|--|
| 3.2.1 | Non-Functional Requirement <i>List non-functional requirement, if any. <b>Example:</b> The website should load completely within 30 seconds.</i> |

### 3.3 User Requirements (If applicable)

| ID    | Requirements   |
|-------|--|
| 3.3.1 | User Requirement <i>List user requirement, if any. <b>Example:</b> User needs to be able to login online to use the application.</i> |

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### 3.4 Reporting Requirements (If applicable)

| ID    | Requirements   |
|-------|--|
| 3.4.1 | Reporting Requirement <i>List reporting requirements, if any. <b>Example:</b> User should be able to pull weekly and monthly usage data.</i> |

### 3.5 Security Requirements (If applicable)

| ID    | Requirements  |
|-------|---|
| 3.5.1 | Security Requirement <i>List security requirement, if any. <b>Example:</b> Passwords should be 8 characters long.</i> |

## 4. Use Case

Give each use case a unique numeric identifier like 4.1, 4.2 etc. Use one table per use case. Add more use case tables if needed.

### 4.1 Use Case

|  |   |
|--|---|
| <b>Actors (Internal Users, External Users, System)</b> | <i>Who performs this activity?</i><br><b>Example:</b> Bank customer, bank   |
| <b>Description</b>                                     | <i>Describe briefly the business activity accomplished by this use case.</i><br><b>Example:</b> The use case describes the withdrawal process of money from a ATM. It contains various steps that involve the verification of customer card and processing and generating receipt and giving money.   |
| <b>Preconditions</b>                                   | <i>List any activities that must take place before the use case can be started.</i><br><b>Example:</b> The customer withdrawing money should have a bank account and a valid card.  |
| <b>Triggers</b>  | <i>What is the event that starts the use case?</i><br><b>Example:</b> In need of cash.  |
| <b>Flow of events</b>                                  | <i>Provide a detailed description of the user actions and system responses that will take place during execution of the use case under normal, expected conditions.</i><br><b>Example:</b> <ol style="list-style-type: none"><li>1. The customer inserts the card.</li><li>2. The system will check the validity of the card and will prompt for PIN no.</li><li>3. The customer will enter the PIN.</li><li>4. The system will check the database and validates the PIN no &amp; customer acct.</li><li>5. Bank database confirms the correctness.</li><li>6. ATM asks the customer to enter the amount to be withdrawn.</li><li>7. Amount verified against the balance in customer acct.</li><li>8. ATM dispenses the amount</li><li>9. Receipt is printed</li><li>10. Card is ejected.</li></ol> |
| <b>Success Criteria</b>                                | <i>What marks the end of the use case?</i><br><b>Example:</b> The use case concludes when the card is taken out of the slot.  |
| <b>Exceptions</b>                                      | <i>Describe any anticipated error conditions that could occur during execution of the use case, and define how the system is to respond to those conditions.</i><br><b>Example:</b> ATM machine is not in working condition. ATM machine should be  |

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*repaired and then tested for the use case.*

## 5. Document Signatures

| Role               | Name                            | Signature | Date |
|--------------------|---------------------------------|-----------|------|
| Service Owner      |                                 |           |      |
| Project Manager    |                                 |           |      |
| Others (if needed) | <i>Add more rows if needed.</i> |           |      |

## 6. Addendums & Appendices

*Include any additional documents/ information.*

### 6.1 Proposed Process Flow

*Insert proposed business process flow.*

*Sample:*

