**PENNSYLVANIA DEPARTMENT OF PUBLIC WELFARE**

**DIVISION OF ENTERPRISE APPLICATIONS**

Business Requirements Document

<System Name>

Business Requirements Document

<Version #>

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Version | Description | Author |
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|  |  |  |  |

**Table of Contents**

[1. Introduction 5](#_Toc324328746)

[*1.1* *Document Overview* 5](#_Toc324328747)

[*1.2* *References* 5](#_Toc324328748)

[*1.3* *Glossary of Terms* 5](#_Toc324328749)

[2. Business Requirements Summary 6](#_Toc324328750)

[*2.1* *Problem Statement* 6](#_Toc324328751)

[*2.2* *Project Description* 6](#_Toc324328752)

[*2.4* *Project Goals and Objectives* 6](#_Toc324328753)

[*2.5* *Stakeholders* 6](#_Toc324328754)

[*2.6* *Business Functionality Summary* 6](#_Toc324328755)

[*2.7* *Business Constraints* 7](#_Toc324328756)

[*2.8* *Business Assumptions and Dependencies* 7](#_Toc324328757)

[*2.9* *Apportioning of Business Functional Requirements* 7](#_Toc324328758)

[3. Business Process Flow Charting and Diagrams 7](#_Toc324328759)

[*3.1* *As Is Diagrams* 7](#_Toc324328760)

[*3.2* *To Be Diagrams* 8](#_Toc324328761)

[4. Business Requirements 9](#_Toc324328762)

[*4.1* *Functional Requirements* 10](#_Toc324328764)

[*4.2* *External Communications and Interface Requirements* 10](#_Toc324328765)

[*4.3* *Business Intelligence Reporting Requirements* 10](#_Toc324328766)

[*4.4* *Information Lifecycle Requirements* 11](#_Toc324328767)

[*4.5* *User Interface Requirements* 12](#_Toc324328768)

[*4.6* *Document Management Requirements* 12](#_Toc324328769)

[*4.6.1* *Imaging Requirements:* 12](#_Toc324328770)

[*4.6.2* *Correspondence Requirements:* 12](#_Toc324328771)

[*4.6.3* *Printing Requirements:* 13](#_Toc324328772)

[*4.7* *Business Rules* 13](#_Toc324328773)

[5. Other Business Requirements 14](#_Toc324328774)

[6. Business Requirements Traceability Matrix 15](#_Toc324328775)

[7. Appendices 15](#_Toc324328776)

[*7.1* *Appendix A RTM Template* 15](#_Toc324328780)

[*7.2* *Appendix B Sample BRD Document* 16](#_Toc324328781)

# Introduction

*[The introduction of the BRD should provide an overview of the entire BRD. This narrative should be a maximum of 3 pages]*

## *Document Overview*

*[This subsection should:*

*a) Delineate the purpose of the BRD:*

*b) Specify the intended audience for the BRD;*

*c) BRD Organization and Content]*

## *References*

*[This subsection should:*

1. *Provide a complete list of all documents referenced elsewhere in the BRD;*
2. *Identify each document by title, report number (if applicable), date, and publishing organization;*

*c) Specify the sources from which the references can be obtained. This information may be provided by reference to an appendix or another document.]*

## *Glossary of Terms*

*[This subsection should provide the definitions of all terms, acronyms, and abbreviations required to properly interpret the BRD. This information may be provided by reference to one or more appendixes in the BRD or by reference to other documents.]*

# Business Requirements Summary

*[Provide an overall summary of the business requirements for the initiative – The length of this section will vary, but should not be more than 5 to 10 pages]*

## *Problem Statement*

*[Describe the business reason(s) for initiating the project, specifically stating the business problem.]*

## *Project Description*

*[Describe the approach the project will use to address the business problem.]*

## *Project Goals and Objectives*

*[Describe goals and objectives. The program goal is set by business owners. It is the reason the project was created. It sets forth the ultimate outcome of the project in business terms. It is generally not quantifiable, time-dependent or suggestive of specific actions for its achievement. Objectives are specific ends, conditions, or states that are steps toward attaining a goal. They should be achievable, measurable and time-specific.]*

## *Stakeholders*

*[Identify the stakeholders with responsibility for either managing, performing, or placing essential requirements on the processes being documented. For tightly-coupled business processes, those responsible for the adjacent business processes and/or functions must be documented and considered for inclusion as a stakeholder. A specific interface module* ***may or may not be known/impacted at this time, if it is known it must be listed.****]*

***Stakeholders List:***

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency/Bureau** | **Stakeholder** | **Support Role** | **Interfaces** |
| *DPW/OIM* | *Eric Graves* | *Eligibility* | *N/A* |
| *DPW/BIS* | *Robert Ziegler* | *Middleware* | *MSUAPP01* |
| *DPW/BIS* | *Ebby Abraham* | *Data Warehouse* | *DWRpt001* |
|  |  |  |  |

## *Business Functionality Summary*

*[This section will provide a business functional summary of the desired end product required to support the agency mission, and associated business operations from an enterprise perspective derived from the subsequent sections of this document. This subsection of the BRD should provide a summary description of the core essential functions, decomposition, and business reference model to support business operations.]*

## *Business Constraints*

*[This subsection of the BRD should provide a list of any other items that will limit the business operations or solution options.]*

## *Business Assumptions and Dependencies*

*[This subsection of the BRD should list assumptions and dependencies used in developing this BRD.]*

## *Apportioning of Business Functional Requirements*

*[This subsection of the BRD should identify business requirements that may be delayed until future versions of the system.]*

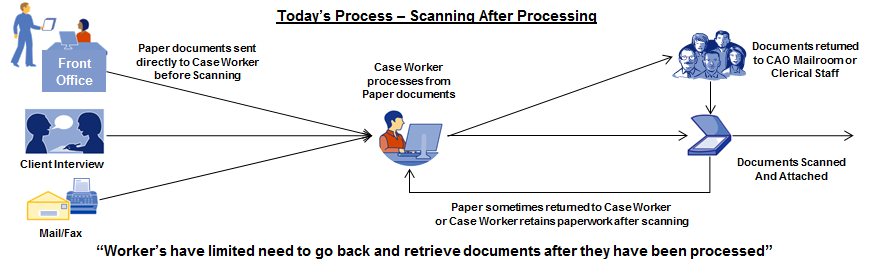
# Business Process Flow Charting and Diagrams

*[Describe the current existing high level process workflow using flow diagrams (using Visio Flowcharts) and supporting narratives. These diagrams representing processes, are to provide a mapping and standard notation readily understandable by business stakeholders. Consequently, these diagrams serve as a common flowcharting language, bridging the communication gap that frequently occurs between the Business Requirements Documentation and the Systems Requirements Documentation. This will also form an input for the SRD phase of the project to commence system requirements use cases within the SRD.]*

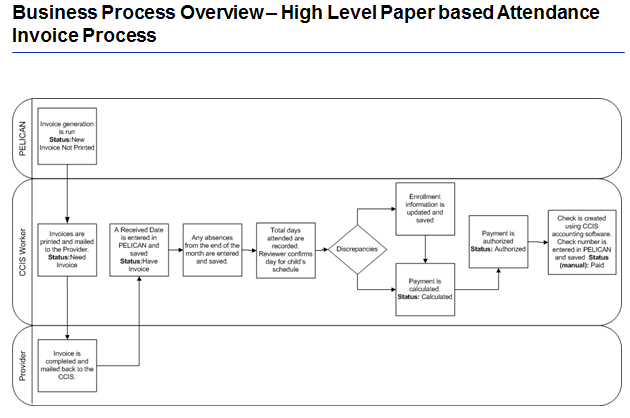
## *As Is Diagrams*

*[Insert As Is diagrams here]*

Example 1A – As Is Scanning



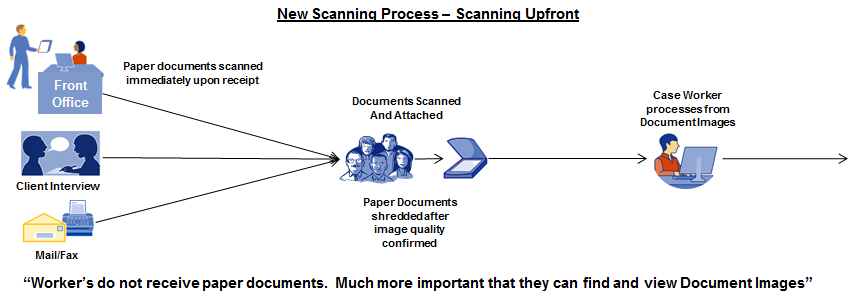
Example 2A – As Is Invoice Processing



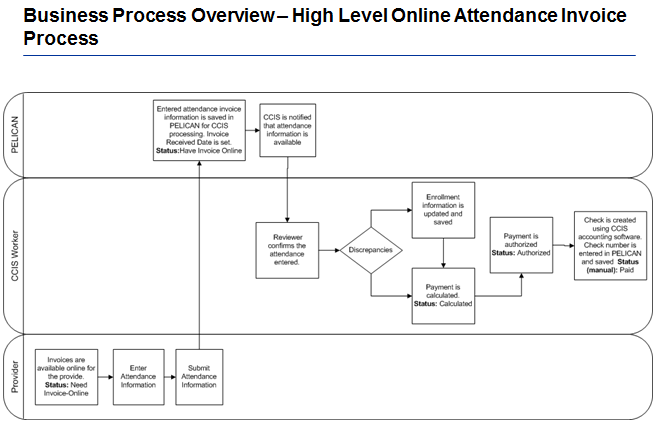
## *To Be Diagrams*

*[Insert To Be diagrams here (if applicable)]*

Example 1B– To Be Scanning



Example 2B – To Be Invoice Processing



# Business Requirements

*[This section documents the product business functional requirements using the Requirements Definition Template, provided in Appendix A, as the basis and is embedded here in this section. These individual requirements list will be consolidated in the Appendix A document. The Lot 6/7 vendor will use this requirements list as the basis to commence the SRD.]*



## *Functional Requirements*

*[As listed in the following table, this section provides a list of the business requirements for each of the core functions that are impacted in the following table. It may be appropriate to partition the core functions into sub-functions or sub processes. This does not imply that the architecture or software design will also be partitioned in that way.]*

*Business Requirements List:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **BRD # ID** | **Function/**  **Module** | **Business Requirement** | **Criticality**  (Low-Medium-High) | **Status**  (Add-Change-Delete) | **Rationale** |
| *WXXX - BRD– 001* | *Client Registration* | *Capture Individual Demographic Information – Name, Sex, Race, Date of Birth etc.* | *High* | *Add* | *Federal Policy Mandate* |
| *WXXX - BRD– 002* | *Intake* | *Capture additional income information – earned income in a monthly frequency* | *High* | *Add* | *State Policy Interpretation* |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## *External Communications and Interface Requirements*

*[As listed in the following table, this provides a listing of inputs into, and outputs from, the software system.]*

*Business Requirements List:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **BRD # ID** | **Function/**  **Module** | **Business Requirement** | **Criticality**  (Low-Medium-High) | **Status**  (Add-Change-Delete) | **Rationale** |
| *WXXX - BRD– 003* | *Intake* | *Create income interface with IRS using HHS hub* | *High* | *Add* | *Federal Policy Mandate* |
| *WXXX - BRD– 004* | *Intake* | *Provide smart phone device interface for delivering client benefit information* | *High* | *Add* | *Operational Improvement* |
|  |  |  |  |  |  |

## *Business Intelligence Reporting Requirements*

*[This section would lists reporting requirements and should address requirements by identifying Name, BI Report type, brief description, purpose, target audience, performance measures, report frequency, retention and availability demand.]*

*Business Requirements List:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **BRD # ID** | **Function/**  **Module** | **Business Requirement** | **Criticality**  (Low-Medium-High) | **Status**  (Add-Change-Delete) | **Rationale** |
| *WXXX - BRD– 001* | *BI Report Type (i.e., standard reports, dashboard, scorecards, trend reporting, OLAP, operational, etc)* | * *Identify report requirement* | *Low* | *Add* | *Describe rationale for requirement* |

## *Information Lifecycle Requirements*

*[This section should provide a summary of the ILM requirements by application subsystem and/or category of data. Requirements should include: description, selection criteria, archive after, purge after, owner, and requirements driver.]*

*Business Requirements List:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **BRD # ID** | **Function/**  **Module** | **Business Requirement** | **Criticality**  (Low-Medium-High) | **Status**  (Add-Change-Delete) | **Rationale** |
| *WXXX - BRD– 009* | *Eligibility* | *All case eligibility information must be maintained for 7 years* | *High* | *Add* | *State policy* |
| *WXXX - BRD– 010* | *Intake* | *All individual demographic information must be available for archival for a period of 3 years after the case is closed* | *High* | *Add* | *State policy* |
| *WXXX - BRD– 011* | *Case Comments* | *Archive-Purge of Case Comments*   * *Selection Criteria:After comment creation date* * *Archive after 5 years* * *Retrieval timeframe: 1 day* * *Retrieval strategy: via eCIS* * *Purge after 15 years* * *Owner: OIM BOP* | *High* | *Add* | *OIM DIR 123.6* |

## *User Interface Requirements*

*[As listed in the following table, this provides a listing of user interface requirements for the software and equipment to support business operations.]*

*Business Requirements List:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **BRD # ID** | **Function/**  **Module** | **Business Requirement** | **Criticality**  (Low-Medium-High) | **Status**  (Add-Change-Delete) | **Rationale** |
| *WXXX - BRD– 011* | *Intake* | *Capture individual demographic information to support Medicaid expansion – Receiving MA from another state, or another insurance carrier* | *High* | *Add* | *State policy* |
| *WXXX - BRD– 0012* | *Intake* | *Capture demographic information in a smart phone device interface* | *High* | *Add* | *State policy* |
|  |  |  |  |  |  |

## *Document Management Requirements*

*[As listed in the following tables, it specifies requirements for document management such as imaging, printing and correspondence requirements.]*

## *Imaging Requirements:*

*[This section lists the requirements specific to document imaging, handling and storage and use.]*

*Business Requirements List:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **BRD # ID** | **Function/**  **Module** | **Business Requirement** | **Criticality**  (Low-Medium-High) | **Status**  (Add-Change-Delete) | **Rationale** |
| *WXXX - BRD– 013* | *Intake* | *Image verification documents for income related documents* | *High* | *Add* | *Federal policy* |
| *WXXX - BRD– 014* | *Intake* | *Support retrieval of income verification when income information is entered by the worker* | *High* | *Add* | *State policy* |
|  |  |  |  |  |  |

## *Correspondence Requirements:*

*[This section lists the requirements specific to corresponding with the department’s stakeholders and citizens.]*

*Business Requirements List:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **BRD # ID** | **Function/**  **Module** | **Business Requirement** | **Criticality**  (Low-Medium-High) | **Status**  (Add-Change-Delete) | **Rationale** |
| *WXXX - BRD– 015* | *Client Notices* | *Provide separate notices for MA expansion programs* | *High* | *Add* | *Federal policy* |
| *WXXX - BRD– 016* | *Client Notices* | *Consolidate all client notices into a single notice package* | *High* | *Add* | *State policy* |
|  |  |  |  |  |  |

## *Printing Requirements:*

*[This section lists printing requirements specific to the documents that will be required for printing and mailing.]*

*Business Requirements List:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **BRD # ID** | **Function/**  **Module** | **Business Requirement** | **Criticality**  (Low-Medium-High) | **Status**  (Add-Change-Delete) | **Rationale** |
| *WXXX - BRD– 017* | *Client Notices* | *MA Notices should include Spanish inserts for disclaimers* | *High* | *Add* | *Federal policy* |
| *WXXX - BRD– 018* | *Client Notices* | *Central mailing should support UPS bar coding* | *High* | *Add* | *Operational Support* |

## *Business Rules*

*[As listed in the following table, this subsection would provide the high level functional requirements for business rules. Business rules describe and document the steps, evaluation, and/or decision criteria in a business process.]*

*Business Requirements List:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **BRD # ID** | **Function/**  **Module** | **Business Requirement** | **Criticality**  (Low-Medium-High) | **Status**  (Add-Change-Delete) | **Rationale** |
| *WXXX - BRD– 019* | *Eligibility* | *MA income eligibility for 2 parent household has a income limit of $10,000 each calendar year* | *High* | *Add* | *Federal policy* |
| *WXXX - BRD– 020* | *Intake* | *Absent parent information is required when the household is TANF eligible* | *High* | *Add* | *State policy* |

# Other Business Requirements

*[In the following table, list other ancillary business requirements relative to the business operations and or environment:*

*4.1 Safety: Specify those requirements that are concerned with possible loss, damage, or harm that could result from the use of the product. Define any safeguards or actions that must be taken, as well as actions that must be prevented. Refer to any external policies or regulations that state safety issues that affect the product's design or use. Define any safety certifications that must be satisfied;*

*4.2 Legal: Specify those requirements that are concerned with business partner contracts, legal re views and safeguards, privacy officer to prevent liability, damage, or harm to the Commonwealth that could result from the use of the product or is essential to facilitate or enable the proper use of the product in the business environment;*

*4.3 Policy: Specify those requirements that are concerned with policy creation, amendments, interpretation, validation, and approvals with both internal and external entities associated with this initiative;*

*4.4 Union: Specify those requirements that are concerned with union agreements interpretation, validation, and/or approvals for with this initiative. Define any actions that must be taken, as well as actions that must be prevented;*

*4.5 Procurements: Specify those requirements that are concerned with procurement of assets and services associated with this initiative;*

*4.6 Site Adoption: This section will define any specific site adoption requirements based on the business solutions strategy outlined in section 2.3 (subsection under End Product-Business/Operational Environment). Define the requirements for any data or initialization sequences that are specific to a given site, mission, or operational mode. In addition, specify business reengineering and governance (i. e., mission-related processes, procedures, performance metrics, etc.) as well as other site preparation requirements that should be modified 10 adapt the software to a particular installation.*

*4.7 User Documentation: List the user documentation requirements (such as user manuals, on -line help, and tutorials) that will be delivered along with the software. Identify any known user documentation delivery formats or standards.]*

*Business Requirements List:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **BRD # ID** | **Function/**  **Module** | **Business Requirement** | **Criticality**  (Low-Medium-High) | **Status**  (Add-Change-Delete) | **Rationale** |
| *WXXX - BRD– 021* | *Site Adoption* | *Field needs to set up access points at the front desk for imaging* | *High* | *Add* | *State Operations Policy* |
| *WXXX - BRD– 022* | *User Documentation* | *Provide detailed systems use guide for this initiative* | *High* | *Add* | *State Training policy* |
|  |  |  |  |  |  |

# Business Requirements Traceability Matrix

*[This section will outline the consolidated RTM. The RTM is a dynamic document and deliverable artifact that will be periodically updated and reviewed throughout the SDLC phases. The RTM template, provided in Appendix A of this document, shall be used to provide bidirectional traceability of the detailed requirements of the software product as outlined in the BRD to the matching parts of high-level or general systems design (GSD), detailed design (DSD) specifications, test plan, and specific test cases (i.e., unit, integration, and user acceptance test cases and their respective verifications) from the beginning until the end of the software development life cycle.]*

*Business Requirement General Template:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **BRD # ID** | **Function/**  **Module** | **Business Requirement** | **Criticality**  (Low-Medium-High) | **Status**  (Add-Change-Delete) | **Rationale** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# Appendices



## *Appendix A RTM Template*

*[As listed in the following table, this subsection would provide the high level functional requirements for business rules. Business rules describe and document the steps, evaluation, and/or decision criteria in a business process.]*

*Business Requirement General Template:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **BRD # ID** | **Function/**  **Module** | **Business Requirement** | **Criticality**  (Low-Medium-High) | **Status**  (Add-Change-Delete) | **Rationale** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

*Example:*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **BRD # ID** | **Function/**  **Module** | **Business Requirement** | **Criticality**  (Low-Medium-High) | **Status**  (Add-Change-Delete) | | **Rationale** |
| *WOXX - BRD– 001* | *Intake* | *Provide users with the ability to request a merge of two individual consumers.* | *High* | | *Add* | *User Request* |
| *WOXX - BRD– 002* | *Intake* | *Provide users with the ability to request an unmerge of two individual consumers.* | *High* | | *Add* | *User Request* |

*Systems Requirement General Template:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SRD # ID** | **Function/**  **Module or Component** | **Systems Requirement** | **Criticality**  (Low-Medium-High) | **Status**  (Add-Change-Delete) | **Rationale** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

*Example:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SRD # ID** | **Function/**  **Module or Component** | **Systems Requirement** | **Criticality**  (Low-Medium-High) | **Status**  (Add-Change-Delete) | **Rationale** |
| *WOXX-SRD– 001* | *Operational Reporting* | *Development team will use SSRS to fulfill all reporting needs* | *High* | *Add* | *BIS Mandate* |
| *WOXX-SRD– 002* | *Rate Adjustments* | *Annual Benefit Rate adjustment and evaluation criteria logic will use Corticon Rules Engine* | *High* | *Add* | *BIS Mandate* |
| *WOXX-SRD– 002* | *FNS Data Exchange* | *FNS Data exchange will comply with Fed Std-518* | *High* | *Add* | *Federal Mandate* |

## *Appendix B Sample BRD Document*

*[As shown in the attached document, this subsection would provide an example of a Business Requirements Document.]*

**