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Business Requirements Development Process

Document Control

Document Information	
Project Name:	Business Requirements Development Process
Project Manager:	Robyn Porter
Agency / Division:	Indiana State Department of Health / Office of Technology and Compliance
Program Area:	
Document Author:	Robyn Porter
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Revision History

Version	Date	Change Description

<u>Purpose</u>:
The purpose of the Business Requirement Gathering process is to define standard templates and methods to collect, gather, analyze and document business requirements. The intent is to improve facilitation of gathering business areas wants and needs and translating them into business requirements that satisfy those needs.

Business Requirement Operational Definition:
The identified specific business need within any segment of a business function that will accomplish a task such as

- Remove a deficiency,
- Enhance a system or operation,
- Improve service, service operations or process flow

The Business Requirement must be measurable, testable and validated by the requestor. The business need must also be scoped by the requestor and part of the scoping should be linked back to the strategic objective, Macro or Micro objective or other initiative that it would support.

Application:
These templates and this process are applicable in all systems, environments, activities and process related to documenting business and information technology system needs. This document assumes the ISDH Project Manager is developing or providing oversight to development of all project documents.

Gathering Business Requirements
Step 1 – Prepare for development of Business Requirements by:

- Linking the business need to the agency strategic objective, division or program priority;
- Complete Project Charter (see Appendix I) or acquire copy of Project Charter authorizing the work effort;
- Determine the level of priority based on business unit input;
- Develop the Scope;
- Identify Subject Matter Experts (SMEs), and
- Identify expected Business Requirement Documentation completion target date.

Step 2 – Meet with Subject Matter Experts (SMEs) to understand current processes, new requirements and any legislative, grant or program requirements.

Step 3 – Utilize Business Requirement Standard forms to describe / document requirements for policy and IT projects.

Step 4 – Log any issues identified in the Issues Log and assign an owner and deadline for follow-up and resolution. Issue Owner will communicate results to the Project Manager

Step 5 – Review completed Business Requirements with SME and make any changes needed.

Step 6 – Review completed Business Requirements with the requestor and obtain sign-off.

Complete the following REQUIRED CATEGORIES (Definitions on next page)

General High Level Requirements (Scope of Work):

Specific Detailed Requirements:

Resources Identified:

Reporting:

Data Conversion:

Security:

Service Level Agreements:
Key Performance Indicators

Metric	Current Performance	Target

Implementation Planning:

Process Improvement:

Integration/Coordination:

Complete any of the following OPTIONAL CATEGORIES if applicable:

Regulatory:

Exceptions/Errors:

Grant Requirements:

Definitions

General High Level Requirements (Scope of Work) – High Level Requirements

Specific Detailed Requirements – Detailed Requirements

Resources Identified – Staff, funding, equipment, etc. Any resources identified to complete the requirements.

Reporting – Define report contents, frequency, criteria for data to be displayed. Include how report should be grouped, sorted, paginated and distribution method. Identify user groups who have access to the report, to request the report. Is the report printed or can it be saved for later reference if needed.

Data – New information that should be collected. Include any known information about length, default value, valid values, use in business rules, data types and data standards.

Data Conversion – Detail any data conversion to bring in data from older applications or sources into the new application.

Security – Define users, user groups and their roles including permission granted per roles. Consider regulatory security requirements such as HIPAA and privacy rules, financial regulation or grant requirements. Define environmental factors that would apply to HIPAA regulations such as secured records, privacy related to end users or clients, etc.

Service Level Agreements – Define expectations of the solution's service levels in terms of how the program or business unit will be measured against pre-determined target levels. These are specific key performance indicators that are used to measure the performance of the vendor or business unit that are linked to rewards, penalties and or consequences of not meeting the expectations.

Implementation Planning – Determine issues and steps to implement the new processes, application, etc. Consider if a pilot will be needed to test changes before full rollout occurs, if a phased in approach would be beneficial and what equipment or resources are needed to facilitate implementation.

Process Improvement: - Define the requirements or steps to implement new business processes without service breaks to the customer or end user.

Integration/Coordination – Review the impact of changes on the value stream. List all areas or processes that are affected by this business need and ensure proposed changes do not negatively impact the overall performance of the program area or related business units.

Regulatory – Categorize requirements deemed necessary to support legal, Indiana Code or applicable Federal code.

Exceptions/Errors – Identify unique events that will need specific exception handling or processing. Determine negative impacts. Example of a unique event: Miss a check writer, billing cycle not posted or miss timelines to process standards.

Grant Requirements: - Identify grant requirements applicable to this work effort, determine how to meet grant requirements and documentation required.

Appendix I Project Charter Template

Project Charter

DOCUMENT CONTROL

Document Information	
Project Name:	
Project Manager:	
Agency/Division:	
Document Author:	
Date	

REVISION HISTORY

Version	**Date**	**Changes**

Agency Strategic Objective

Key Project Stakeholders

Stakeholder	**Title**	**Business Unit**	**Responsibility**

Project Purpose/Critical Success Factors

Business Needs

Project Assumptions

Project Constraints

Preliminary Budget Estimate

$0

Schedule

Signatures

Position/Title	Signature	Date