Instructions

*Business Cases are required for all Executive Branch IT **projects** or **purchases, including internal application development***, *that meet at least one of the following criteria:*

1. *Project or Purchase exceeds **$250,000***
2. *Project or Purchase includes **New Technology***
   a. ***New Technology** is defined as new to state government use. Technology not previously reviewed by the **ARB**.*
3. *When **DTS** purchases a **Fixed Asset** to be <u>*owned and maintaind*</u> by **DTS***

The following is a list of required sections that must be included in the business case. All sections must be included and completed. The content below provides suggestions for completing the required sections. If the purchase is for maintenance of a previous fixed asset, a new business is not required (just the original business case is required). Please submit the business case form in ServiceNow before any purchase requests are made. Questions regarding Business Cases may be directed to DTS Finance

1.0   Executive Summary

Do not write this section until the rest of the document has been written. This section should be a brief summary of the most important points from the remainder of the document. There should not be any new information in the Executive Summary that is not in the main body of the document.

2.0   Problem / Opportunity Statement

Discuss the problem that needs attention, or the opportunity for improvement. If problem, identify the issues and costs (monetary or other) of this problem. If opportunity, identify the cost that is present by not taking advantage of this opportunity.

3.0   Current Environment

Discuss the "current environment" data gathering process and results. This section should be a high level synopsis of validated "as is" observations. If any significant risks are identified these should be explicitly noted. The following represents potential areas that may be used to describe the current environment:

- *services required*
- *processes and procedures*
- *performance measures*
- *financial considerations*
- *staff/management resources*
- *training requirements*
- *end users*
- *tools/technology*
- *quality assurance*
- *stakeholders*
- *security*

4.0 Future Environment

Discuss the future environment based on assessment of the current state, business requirements/needs, stakeholder views, and the applicable industry best practices. The following represents potential areas that may be used to describe the future environment:

- *services required*
- *processes and procedures*
- *performance measures*
- *financial considerations*
- *staff/management resources*
- *training requirements*
- *end users*
- *tools/technology*
- *quality assurance*
- *stakeholders*
- *security*

5.0 Solutions Analysis and Estimations

5.1. *Solutions Analysis*

This section describes the possible alternatives/solutions that could be implemented to address the business needs of the future environment. Ideally at least three alternatives will be reviewed. This section should include analyses such as a description of the alternative and a summary report of how the alternatives meet the requirements.

5.2. *Cost Estimates of the Project*

This section identifies costs of implementing solutions, and clearly states assumptions or qualifications associated to those costs. A five year outlook is recommended. Depending on the nature of the investment, there are different ways to show the total cost including:

One time costs such as:

- *hardware and software (including any third party licenses needed to support the primary investment)*
- *consulting/contractor (for integration/installation, coaching, etc. should include travel)*
- *State personnel (DTS, other agency, direct and indirect, including any rate increases over the outlook period)*
- *conversion (if applicable)*
- *technical and user acceptance testing*
- *system and user documentation*
- *training*

Ongoing costs such as:

- *maintenance*
- *consulting/contractor (including projected rate increases over the outlook period)*
- *State personnel (DTS, other agency, direct and indirect, including any rate increases over the outlook period)*

Depending on the type of investment, and how it impacts other factors you may want to include other types of items or analyses such as:

- *hardware depreciation*
- *software amortization*
- *Net Cash Flow summary*
- *Revenue Detail Summary*
- *Buy v. Build Analysis*
- *Software-as-a-Service v. On Premise Software Analysis*

5.3. *Funding of the Project*

Discuss whether this project has already been planned and/or budgeted for in the IT Plan and/or Department budget, and how it is or could be funded.

5.4. Business Value (*Cost Savings/Cost Avoidance and ROI*)

Discuss the business value of addressing the problem or opportunity discussed above. How does addressing this problem or opportunity meet the needs of the stakeholders (users, agencies, the State, etc.)? This could include:

- *increases in productivity / decreases in workload*
- *improved service to customers*

If applicable, discuss the cost savings / cost avoidance, potential return on investment, or mandated requirement for the project.

6.0 Recommendations

This section summarizes the findings and describes the implementation recommendations and what work is involved with moving forward with the recommendation. This provides the basis for formal implementation planning activities.