# Business Case Template

A **business case** captures the reasoning for initiating a work or task.

The logic of the business case is that, whenever resources such as money or effort are consumed, they should be in support of a specific business need. An example could be that a software upgrade might improve system performance, but the "business case" is that better performance would improve customer satisfaction, require less task processing time, or reduce system maintenance costs. A compelling business case adequately captures both the quantifiable and unquantifiable characteristics of a proposed project.

A business case should contain the following information types (sections):

1. **Case Reference** - work name/reference, origins/background/current state
2. **Description/User Story** - a general description of the Cloud Client/Consumer/User that highlights a compelling need for Authorisation in order to access resources in Clouds.
3. **Execution Context** – description of execution environment that includes both business and technology rules, policies, regulations, priorities and definition of implementation platforms if identified
4. **Goals & Objectives –** a description of business needs/goals/objectives that lead to a work.
5. **Value proposition** - desired business outcomes, outcomes roadmap, business benefits (by outcome), quantified benefits value, costs/ROI financial scenarios, risks/costs of not proceeding, project risks (to project, benefits and business). The most important elements of Value Proposition should match Goals & Objectives. That is, for some cases, Value Proposition section may be ptional
6. **Focus** or **Categories Covered** - problem/solution scope, assumptions/constraints, options identified/evaluated, size, scale and complexity assessment
7. **Actors** – a description of entities operating in the Business Case
8. **Deliverables** – (if different from outcomes) deliverables and benefits planned, organizational areas impacted (internally and externally), key stakeholders, dependencies.
9. **Workload** – (optional) approach, phase/stage definitions (project (change) activities, technical delivery activities, workload estimate/breakdown, work plan and schedule, critical path)
10. **Required resources** - (optional) work leadership team, project governance team, team resources, funding
11. **Commitments** - (optional) work controls, reporting processes, deliverables schedule, financial budget/schedule