**Business Requirements Document (BRD)**

**<Client Name>**

**<Project Name>**

**<Version Number>**

# Document Versioning Details

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| **Version** | **Date** | **Action** | **Author** | **Approver** |
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# Introduction

*[A Business Requirements Document (BRD) is a requirements package that describes the general business requirements of any software along with the specific requirements of the key users that will interact with that software.*

*The objective of the BRD is to provide a high-level understanding of the customer needs that will be met by the solution and to gain consensus on the requirements with the project stakeholders.*

*This section provides a quick overview of the contents of the BRD document, its purpose and defines the key terms that are used throughout the document.]*

## Purpose

*[This section should define the specific purpose behind creating the BRD document and what the reader can expect to learn from this document. Also, it should contain the activities/artifacts this document will serve as an input to.]*

## Document Overview and Intended Audience

*[This section should contain a general overview of the contents of the BRD document and the details of the intended readership of this document.]*

## Definitions and abbreviations

*[The meaning and definition of any project-specific terminology, technical abbreviations, and business acronyms used in the document should be mentioned here. If the project used terms in a different context than the general understanding, even those details should be listed here.]*

|  |  |
| --- | --- |
| **Term** | **Definition** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

## References

*[List down any of the other reference documents that are mentioned in the document. It may include:*

* *Documents on the shared project repository*
* *URLs or network locations*
* *Websites*
* *White papers*

*Also, the information against the reference artifacts shall be captured in the below table:]*

|  |  |
| --- | --- |
| **Reference Document Details** | **Location** |
| *<Name/details of the artifact>* | *<Respective location in the network or shared project repository>* |
|  |  |
|  |  |
|  |  |
|  |  |

# Client Profile

*[Knowing about the client, their domain, and business operations aid in developing a better overall project understanding. Also, such an exercise helps the project core team recommend a solution that seamlessly aligns with their(client’s) existing business framework.*

*Some of the information that should be a part of this section:*

* *Client name*
* *Client’s domain/line of business*
* *Number of years of operation*
* *Their existing products/services*
* *Their core beliefs/vision*
* *Their strengths/Unique Selling Proposition (USP)]*

# Stakeholders Categories

*[This section contains the different verticals or categories of clients that have a vested interest in the project’s success and/or could be affected by the project’s outcome.*

*The following sub-sections are to be used to depict such details:]*

|  |  |  |  |
| --- | --- | --- | --- |
| **Stakeholder Type** | **Stakeholder Category** | **Key Stakeholder Names** | **Responsibilities** |
| *The ‘type’ are broad areas to which the stakeholders could belong. The permitted types are: Project Management, Business Analysis, Testing, Application development, Subject Matter Expert (SME), Client Management, Vendors, Suppliers* | *There are only two categories here Internal (the core project development team, i.e., the PM, BA, testers, and development team) and External (somebody outside the core team, i.e., Vendors, suppliers, and outside organizations)* | *Names of the stakeholders falling into each of the stakeholder types* | *Key responsibilities of the stakeholders for every stakeholder type* |

# High-Level Description

## Background

*[This information could be taken from the project charter or the project vision documents and contains the following information:*

* *Details of the client’s existing business environment*
* *Issues and problems being faced by the client today*
* *What kind of solution is being looked at to solve those problems? (brief explanation)*
* *The objective behind creating the specific product or software]*

## Business Objectives

*[This is the section where the BA should define what the project intends to ‘actually’ achieve, and what ‘needs’ of the users will be fulfilled after successfully completing the project.*

*It should contain:*

* *The goal of the project (should be a logical solution to the problem explained in the above section)*
* *Details of the business drivers*
* *Relevant benefits that the users will achieve after using the product*
* *Name or unique identifier of the product/application being developed (if decided by then)*
* *Brief description of what components/modules the system is expected to have*
* *Details of actions/activities that could be performed within each of the components/modules]*

## Scope

*[This section contains an executive summary of what is included and what isn’t in the scope of activities under this project. The requirements under this section should be specific, clear, and crisp while also being feasible.*

* **In-Scope:** *Provide a high-level summary of what is to be included (in scope) for project completion and should be considered as a part of project efforts. All the features, functionalities, and modules which are ‘in scope’ define the overall project boundaries.*

*Care should be taken with this section, and only the ‘What’ of the solution should be included here (and not ‘How’).*

*Also, items under this section should be subjected to a thorough review (from both internal and external stakeholders) as they will be referenced in case of change requests discussions and disputes.*

* **Out of Scope:** *Provide a high-level summary of what should not be considered (out of scope) for project completion and shouldn’t be a part of the current project scope (these requirements can be a part of future phases of the project).]*

## Key assumptions and constraints

*[Any kind of belief or events or premise that are considered to be true (even without proof) in the near future is called an assumption. In the absence of assumptions, a lot of decisions and plans couldn’t be made at all.*

*Constraints are defined as any ‘factors’ that mark the boundaries around the project functions or ‘dependencies’ that explain how the project activities are to be carried out.*

*This section lists the fundamental assumptions and constraints against the business and stakeholder requirements documented in this BRD.]*

# Business Requirements

*[Business Requirements are the high-level specifications that must be fulfilled in order to meet the business objectives while remaining independent of the solution used to accomplish them.*

*The business requirements should be appropriately discovered and clearly defined under this section. However, care should be taken not to over-describe a requirement as it’s done in subsequent requirement specification documents (i.e., SRS and FRS)]*

## Priority

*All the business requirements are implemented based on their order of importance, and thus the definition of each of the priority levels should be defined beforehand.*

*The requirements of a project can be categorized based on the below-defined priority levels:*

|  |  |  |
| --- | --- | --- |
| **Level** | **Rating** | **Description** |
| 1 | Critical | *e.g.: This requirement is imperative to the success of the project.* |
| 2 | High | *e.g.: This requirement is of high priority, but the project can be implemented at a bare minimum without this requirement.* |
| 3 | Medium | *e.g.: This requirement is somewhat necessary, as it provides some value, but the project can proceed without it.* |
| 4 | Low | *e.g.: This is a low priority requirement or a “nice to have” feature if time and cost allow it.* |
| 5 | Future | *e.g.: This requirement is out of scope for this project and has been included here for a possible future release.* |

## Business Requirements

## Business Requirements – <Module X>

*To enable better understanding, the business requirements should be segregated for every module, and each of the business requirements should contain the following information in a tabular format:*

***[Requirement ID]:*** *A unique identifier given to each business requirement of the project and have a format: BR <Requirement ID>.*

*Requirement ID helps quickly identify and reference requirements between different documents throughout the project life cycle.*

***Requirement Title:*** *The title briefly defines (in not more than 10-12 words) what is being done under this requirement.*

|  |  |
| --- | --- |
| **[BR xx]: Requirement Title** | |
| **Requirement Description** | *Clearly elaborate what is expected of the solution and specify the intended behavior of the software being developed/upgraded* |
| **Priority** | *List the level of priority of this requirement (based on the requirement priorities defined above)* |
| **Raised By/Source** | *Write the source of the request for this business requirement* |
| **User Need** | *Describe the driver (actual need) behind initiating this requirement* |
| **Benefits** | *Should contain the details of the exact business objective that will be fulfilled when this business requirement is successfully implemented* |
| **Additional Details** | *Any additional information that will help the user get more context around this business requirement* |

*Note – The above section should be replicated for each business requirement*

## Business Process Flows:

*Any details and/or diagrams related to the solution process flow, data flow, and information flow should come here. Also, if there are multiple processes within the system, the details of where those processes fit on, how they are interconnected (if they are), and to what effect they are used.*

## As-is process flow

*The as-is process flow is a visual representation of how an organization's business activities are currently performed.*

*The rationale behind creating an as-is process flow is to depict the flow of information from one step to another and to capture the complete business process as a whole so that it can be analyzed and improved when a to-be process flow is defined.*

*The project's as-is process flow diagram (created as a flow chart/flow diagram or process mapping diagram) should be embedded here, along with a brief explanation of the different processes contained within.*

## To-be process flow

*The to-be process flow visualizes how the business processes are expected to work once the project is successfully implemented.*

*The rationale behind creating a to-be process flow is to overcome the shortcoming of the existing business processes (identified by studying the as-is processes) and define the refined, modified future state processes.*

*The project's to-be process flow diagram (created as a flow chart/flow diagram or process mapping diagram) should be embedded here, along with a brief explanation of the different processes contained within.*

# Non-functional Requirements

*[The ‘operational characteristics’ or non-functional requirements of the system like system response time, performance, scalability, and usability are included here. While trying to figure out what kind of requirements should come under here, try to see them as ‘qualities’ that the system should have.*

*This section should only contain the details around the requirement without specifying how these requirements are supposed to be satisfied.]*

## Performance Requirements

*[List all the application/software performance-related attributes and characteristics over here. All such details will help the technical team carry out the capacity planning for the servers, hardware, and software components of the system being developed.*

*It should have information for:*

* *Details about average load on the system (number of users)*
* *System response time (minimum acceptable and maximum)*
* *System turnaround time*
* *Throughput for optimal performance*
* *Maximum (peak) workload the system should handle*
* *Scalability (ability to handle the additional workload if additional hardware/computation processors are added)*
* *Any assumptions regarding the performance*
* *Specify limits for how long it’s tolerable for different types of fault to remain undetected (fault detection and prevention)*
* *How long will the system be available (all day or at specific times?)*
* *How will the users learn of unavailability?*
* *Any fallback activities needed in case of non-availability]*

## Usability Requirements

*[Applications and products should be easy to understand and efficient to use. Any requirements regarding the usage of the system being developed should come here; examples include:*

* *Ease of use*
* *Effectiveness of use*
* *Speed of operations*
* *Intuitiveness/understandability*
* *Satisfaction]*

## Security Requirements

*[These requirements define how secure (from unethical and non-permitted users) the application and its network, servers, operating systems and infrastructure are, and depends on the kind of software or application being built and the data it contains.*

*The analyst should spend a great deal of time with the technical & IT department of the customer and try to get all such details. However, in the absence of the same, the standard security requirements applicable in the industry should be proposed, like:*

* *User authentication*
* *User authorization*
* *Data access*
* *Access control*
* *Data integrity*
* *Vulnerability (to hacking) testing]*

## Training Requirements

*[Any kind of requirement where the users have to be trained regarding the usage of the system should come here.*

*It includes:*

* *End-user training*
* *Training of support personnel*
* *Preparation of training manuals/guides/videos]*

## Recovery Requirements

*[These are the requirements that ensure that the business and services are up and running even in the event of any natural disasters and unforeseen circumstances (also called as Business Continuity).*

*It should contain:*

* *What will qualify as a disaster (its definition)?*
* *Details around the Disaster Recovery (DR) plan: Plan which defines how the services will be restored in the event of a disaster*
* *Recovery Point Objective (RPO): Acceptable amount of data that can be lost in the event of a disaster*
* *Recovery Time Objective (RTO): Acceptable amount of time the application and/or services will be down in the event of a disaster*
* *What are the performance degradation tolerance limits in the event of a disaster?*
* *How often a DR mock drill needs to run?]*

# Risks

*[Any uncertain events or factors that pose a threat to the successful implementation of the project activities are classified as a risk. This section should contain any of the initial risks that are foreseen based on what is known about the project to date.*

*Some of the areas from where risk could emanate are:*

* *Availability of resources/skilled resources*
* *Incorrect/overly optimistic estimations*
* *Assumptions tend to be false*
* *Unclear/poorly defined requirements*
* *Scope creep*
* *Learning curve*
* *Lack of change management*
* *Requirements are not reviewed/signed off*
* *Vague or inadequate project communications*
* *Technical/implementation risks]*

# Milestone and Delivery

*[Milestones are special events (like delivery of functionality or completion of a module) in the lifecycle of a project, and all such details should come in here.*

*Additionally, this section should also contain other key delivery dates or timelines, including, but not limited to:*

* *Development completion*
* *User acceptance testing (UAT)*
* *Resolution of issues found in UAT*
* *Go-Live / Production deployment]*

# Appendix

*[This section includes any supplementary material and supporting artifacts that will help the reader strengthen their understanding of the BRD document. However, crucial information should always be provided in the main document body*

* *More information on the current state of processes*
* *Any type of graphs, charts, tables, figures, diagrams, etc…*
* *Process flows, detailed specifications, technical details, etc…*
* *Any other information set that is too detailed or out of place for the main body of the BRD template*

*It should be noted that if possible, the original documents should not be attached here; instead, the names and links to the location of those documents should be provided]*