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| --- |
| Preliminary/Final Business Requirements Specifications (BRS)Project Name |



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TMR OnQ Template Version 3.0 (06/09/2017)

Project Proposal

Options Analysis

Business Case

Project

Plan

Handover Report

Completion Report

Component Assignment Brief

Business Process Analysis

Business Requirements Specification

Project Summary

|  |  |
| --- | --- |
| 1. **Region/Unit**
 |  |
| 1. **Location**
 |  |
| 1. **Program**
 |  |
| 1. **Project Number**
 |  |
| 1. **Project Description**
 |  |

Document Control

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| --- | --- |
| 1. Prepared by:
 | 1. Name
 |
| 1. Title:
 | 1. Job title
 |
| 1. Branch:
 | 1. Branch
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| 1. Division:
 | 1. Division
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| 1. Location:
 | 1. Floor, street, city
 |
| 1. Version no:
 | 1. 0.1
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| 1. Version date:
 | 1. dd mm yyyy
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 | 1. File number/document number
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Version history

|  |  |  |  |
| --- | --- | --- | --- |
| **Version no.** | **Date** | **Changed by** | **Nature of amendment** |
| 1. **0.1**
 |  |  | 1. **Initial draft.**
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Endorsement and Approval

Project Customer

I approve the business requirements specifications in this document.

|  |  |
| --- | --- |
| 1. Name
 |  |
| 1. Position
 |  |
| 1. Signature
 |  | 1. Date
 |  |

The following officers have **endorsed** this document

Project Sponsor

|  |  |
| --- | --- |
| 1. Name
 |  |
| 1. Position
 |  |
| 1. Signature
 |  | 1. Date
 |  |

Project Manager (= Component Project Customer)

|  |  |
| --- | --- |
| 1. Name
 |  |
| 1. Position
 |  |
| 1. Signature
 |  | 1. Date
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Component Project Sponsor

I accept the business requirements specifications in this document.

|  |  |
| --- | --- |
| 1. Name
 |  |
| 1. Position
 |  |
| 1. Signature
 |  | 1. Date
 |  |
| 1. **Comments**
 |
|  |

The following officers have **endorsed** this document

Component Program Manager

|  |  |
| --- | --- |
| 1. Name
 |  |
| 1. Position
 |  |
| 1. Signature
 |  | 1. Date
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Component Project Manager:

|  |  |
| --- | --- |
| 1. Name
 |  |
| 1. Position
 |  |
| 1. Signature
 |  | 1. Date
 |  |

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| Read this guidance text box before proceeding.1. This template is completed initially in the concept phase and then updated in the development phase.
2. In the second instance, start with this template from the website, as it may contain updates. Then bring material from the initial template, bold italicising that text. Insert any new material is in normal typeface, enabling a reviewer/approver to readily see what has changed from the last approved document. This can be particularly useful when there is a long time lapse between templates, and avoids unnecessary searching by the reviewer/approver. As this material is being brought forward, check that all the material mentioned in the guidance has been covered, then delete the corresponding guidance box.

Most sections contain guidance shown in yellow boxes and a content area denoted by a placeholder symbol Type here. Other sections contain draft text that needs to be reviewed and selected/amended/deleted as necessary.When the template is complete and the guidance boxes removed, update the table of contents by right-clicking and selecting ‘Update Field’, then ‘Update entire table’.Once approved, this document should be managed in accordance with the Department of Transport and Main Roads Recordkeeping Policy.To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

Executive summary

|  |
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| Extract the key points of this document. The executive summary should not say anything that has not been included in the body of the template. So it is usually best to write this section last i.e. after the rest of the template has been completed. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Purpose of this document

The purpose of this document is to detail the business requirements.

1. Definitions

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| 1. In the table below, define any term the audience may not understand, including specific terms, abbreviations and acronyms.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

| Terms, abbreviations and acronyms | Meaning |
| --- | --- |
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1. Governance
2. The key governance information from the most recent business template has been extracted below.
	1. Key Roles

|  |
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| 1. Bring forward from the most recent business template.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. The key project management roles are:

|  |  |
| --- | --- |
| 1. Project Customer
 | 1. [Name], [Position] (decision maker ‘owning’ the new asset)
 |
| 1. Project Sponsor
 | 1. [Name], [Position] (head of the delivery group)
 |
| 1. Concept Manager
 | 1. [Name], [Position]
 |
| 1. Program Manager
 | 1. [Name], [Position]
 |
| 1. Project Manager
 | 1. [Name], [Position]
 |
| 1. Advisory Group
 | 1. (optional)
 |
| 1. Component Project Sponsor
 | 1. [Name], [Position]
 |
| 1. Component Program Manager
 | 1. [Name], [Position]
 |
| 1. Component Project Manager
 | 1. [Name], [Position]
 |

* 1. Business and program benefits of the project

|  |
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| 1. Bring forward from the most recent business template.

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1. Type here
	1. Project management method

The component interaction flow from the OnQ website will be used, indicating the flow of Business Process Analysis (BPA) and Business Requirements Specifications (BRS) templates between the controlling and component projects.

1. Project definition
	1. Location

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| 1. Bring forward from the most recent business template.

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1. Type here
	1. Background

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| 1. Bring forward from the most recent business template.

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1. Type here
	1. Current situation

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| 1. Bring forward from the most recent business template.

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1. Type here
	1. Objectives

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| 1. Bring forward from the most recent business template.

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1. Type here
	1. Proposed project

|  |
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| 1. Bring forward from the most recent business template.

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1. Type here
	1. Project performance measurement/success criteria/KPIs

|  |
| --- |
| 1. Bring forward from the most recent business template or component assignment brief.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Product performance measurement/success criteria/KPIs

|  |
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| 1. Bring forward from the most recent business template or component assignment brief.

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1. Type here
2. Project scope
	1. In scope

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| 1. Bring forward from the most recent business template.
2. Also bring forward for the component project from the component assignment brief.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Out of scope

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| --- |
| 1. Bring forward from the most recent business template.
2. Also bring forward for the component project from the component assignment brief.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Constraints

|  |
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| 1. Bring forward from the most recent business template.
2. Also bring forward for the component project from the component assignment brief.

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Type here

* 1. Assumptions

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| 1. Bring forward from the most recent business template.
2. Also bring forward for the component project from the component assignment brief.

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1. Type here
	1. Related projects/proposals/planning studies

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| 1. Bring forward from the most recent business template or the component assignment brief.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Urgency/desired completion date

|  |
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| 1. Bring forward from the most recent business template or the component assignment brief.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Stakeholder impacts

|  |
| --- |
| 1. Bring forward from the most recent business template or the component assignment brief the stakeholders relevant to this component.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. **Internal**

| Stakeholder  | Impact/Interest in the project |
| --- | --- |
|  |  |
|  |  |
|  |  |
|  |  |

1. **External**

| Stakeholder | Impact/Interest in the project |
| --- | --- |
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1. Business processes

|  |
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| 1. Bring forward from the business process analysis, or refer to Appendix.

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1. Type here

| Item no. | Business process | Impact area | Reference |
| --- | --- | --- | --- |
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1. Business requirements

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| --- |
| 1. A requirement is: (From BABOK – The Guide to the Business Analysis Body of Knowledge)(1) A condition or capability needed by a stakeholder to solve a problem or achieve an objective(2) A condition or capability that must be met or possessed by a system or system component to satisfy a contract, legislative need, standard, specification, or other formally imposed documents.(3) A documented representation of a condition or capability.
2. Note – (A Business Requirement does not have to involve the use of ICT device).
3. Criteria to assist in the creation of successful Business Requirements:
4. **Characteristic and explanation**
* Complete - The requirement is fully stated in one place with no missing information.
* Length - Requirements should be kept to a maximum length of one page. If the requirement extends over a page, further review should be performed to confirm that it is a single requirement.
* Consistent - The requirement does not contradict any other requirement and is fully consistent with all documentation.
* Correct - The requirement meets all or part of a business need as authoritatively stated by stakeholders.
* Current - The requirement has not been made obsolete by the passage of time.
* Externally Observable- The requirement specifies a characteristic of the product that is externally observable such the layout of a report
* Feasible - The requirement can be implemented within the constraints of the project.
* Unambiguous - The requirement is concisely stated in plain English. The requirement expresses objective facts, not subjective opinions. It is subject to one and only one interpretation.
* Mandatory - The requirement represents a stakeholder-defined characteristic that if absent will result in a deficiency for the project.
* Verifiable - The implementation of the requirement can be determined through one of four possible methods: inspection, analysis, demonstration, or test.
1. **Notes for Systems Projects**When developing requirements for a systems project, manual business requirements should be documented within the requirements specifications. This allows readers to understand the overall business process and mitigate the issue of decisions being made in isolation.
2. If a requirement represents an entirely manual process that is not intended to be automated or an existing automated process for which no change is required to be made by the project, the requirement must be marked as 'Out of scope'.
3. **If the project involves systems development it is recommended that a system Analyst be involved in the development of this document**.
4. Review how effectively the project was governed, focussing on:
* sponsor’s role
* involvement of customer
* approval or gating process
* stakeholder involvement
* consultation processes undertaken.

To delete this guidance text box right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Business requirement naming and guidance pro forma

|  |
| --- |
| 1. Each Business Requirement must have a name and should generally begin with a verb. For Example: Record the Lodgement of the Application.
2. Each Business Requirement should be completed in line with the reference table below.
3. To remove guidance text in the table below, select the cell and change the background colour to ‘no fill’ and then delete the text.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. Reference
 | 1. Insert requirement reference.
2. For example RQ001, RQ002 and so on.
 | 1. Benefit
 | 1. Categorise the benefit of this requirement, one of the following must be recorded; mandatory or optional.
 | 1. Status
 | 1. Identify the current status of the requirement; one of the following must be recorded; out of scope or in scope.
 |
| 1. Cross reference to business process
 | 1. Insert the identifier(s) for the process/es in Section 9 that addresses this business requirement.
 |
| 1. Purpose
 | 1. Provide a brief description of what each function is set out to achieve. For example ‘This Business Requirement is to issue an approval for the cancel action’.
 |
| 1. As is business requirement details.
 | 1. Document the ‘as is’ business requirements as they currently exist. If there is no current requirement then record (no current requirement).
 |
| 1. To be business requirements details.
 | 1. Document how the purpose is to be achieved from a business perspective. These details should explain what the requirement is expected to do and how the requirement should function or perform or act.
 |
| 1. Business rules
 | 1. Record here all the business rules that apply to this business requirement. A business rule is a compact statement about an aspect of the business. A business rule must define what must or must not happen. A business rule should not be a process. For example:
* a process would be 'business representative to check application'
* a rule would be 'Applicant must have a satisfactory application history'
* a business rule is either a statement that can be verified as being true or false, or is a statement of fact. For example: 'An application check is valid for 6 months from the date the check was conducted'
* a rule should be expressed in business terms, not technical terms
* system specifications are not to be included.
 |
| 1. Cross reference to existing document(s)
 | 1. Record here any reference to existing documents that impact on the requirement.
2. All cross-references should be to the current (latest issued) version of a document. If there are no cross-references record ‘no cross reference’.
 |
| 1. Issues
 | 1. Record any subsequent issues that may have an impact on the successful delivery of the business requirement.
2. If there are no issues record ‘no issues’.
 |

1. Business processes

|  |
| --- |
| 1. Use this section to describe the processes associated with your business requirements.
2. The following is a list of characteristics for a business process.
* Definability: It must have clearly defined boundaries, input and output.
* Order: It must consist of activities that are ordered according to their position in time and space.
* Customer: There must be a recipient of the process' outcome, a customer.
* Value-adding: The transformation taking place within the process must add value to the recipient, either upstream or downstream.
* Embed: A process can not exist in itself; it must be embedded in an organisational structure.
* Cross-functionality: A process can span several business requirements.
1. Each business requirement may need a separate process description to describe it adequately.
2. You may also find that more than one process description is needed to fully describe how a business requirement works.
3. Process mapping of end-to-end business processes supporting the functional change requirements should be developed or refined if pre-existing. (‘as is’ and ‘to be’ maps of business processes need to be available).

To delete this guidance text box right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Business process name

|  |
| --- |
| 1. Process name: For each new business process, copy and paste this section.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	* 1. Description

|  |  |
| --- | --- |
| **From business requirement** | 1. - List the business requirement(s) from section 8 that this process covers.
 |

* + 1. Event sequence

|  |
| --- |
| **Preconditions** |
| 1. - Record what event needs to have happened before the process can start.
 |

|  |
| --- |
| **Typical course of events** |
| **Step** | **Action** |
| 1. Step 1…n
 | 1. - List here the steps that occur as part of this process. If you wish, you can draw a process diagram to describe the process in addition to, or instead of, listing the steps.
 |

|  |
| --- |
| **Alternate course of events** <(Optional) Create an alternative to describe anything that may go wrong or may be different in the above process.> |
| **Step** | **Action** |
| **Alternate 'X' at step 'N'** | 1. Enter a summary name for the alternative
 |
| 1. Step A1…An
 | 1. -List here the steps that occur as part of the alternative process.
 |

|  |  |
| --- | --- |
| **Alternate 'X' at step 'N'** | 1. -Enter a summary name for the alternative>
 |
| 1. Step A1…An
 | 1. -List here the steps that occur as part of the alternative process.>
 |

* + 1. Graphical representation

|  |
| --- |
| 1. The graphical representation of the business processes. For example a Visio flowchart or business process mapping notation.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Performance requirement
		1. Performance requirement name

|  |
| --- |
| A performance requirement is the extent to which a process or function must be executed, and is generally measured in terms of quantity, quality, coverage, timeliness or readiness. A performance requirement may refer to the response time expected at an event.In identifying and quantifying performance requirements, it is important to identify the reasoning behind a particular requirement. This is part of the general capacity planning process. Users might be basing their statements of requirements on assumptions about the logic of the program that do not match the programmer or developers assumptions. For systems projects a minimum, a set of performance requirements should document the following:* The maximum satisfactory response time to be experienced most of the time for each distinct type of user-computer interaction, along with a definition of most of the time.
* The response time that is minimally acceptable the rest of the time. A longer response time can cause users to think the system is down.
* The size and timing of maximum- throughput periods.
* The mix of requests expected and how the mix varies with time.
* The number of users per machine and total number of users, if this is a multi-user application.
* Any assumptions that the user is making about the machines.

For example:Reference: OR0001Description: The search functionality must provide a response time of less than five seconds.To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

|  |  |
| --- | --- |
| **Reference** | 1. <<Insert Reference Here>> that is, OR001..ORXXX
 |
| **Description** |  |

* 1. Interface requirements
		1. Interface requirement name

|  |
| --- |
| 1. For each Interface requirement copy and paste this section.
2. An interface requirement will describe either internal or external interfaces requirements that are non functional.
3. A particular function may require that the interface must be designed using a certain type of interface.
4. Alternately, an interface to an external party may require that a certain standard of security or encryption is used.
5. For example:Reference: OR0001Description: All screen interfaces must support the use of Internet Explorer or Netscape and must conform to the accessibility standards as specified by Queensland government.

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|  |  |
| --- | --- |
| **Reference** | 1. <<Insert Reference Here>> that is, OR001..ORXXX
 |
| **Description** |  |

* 1. Operational or technical requirements
		1. Operational requirement name

|  |
| --- |
| 1. For each operational requirement copy and paste this section.
2. An operation requirement will specify requirements relating to the capabilities and characteristics required for the proposed system.
3. For example:Reference: OR0001Description: The ability to change fees and charges easily in accordance with CPI increases.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

|  |  |
| --- | --- |
| **Reference** | 1. <<Insert Reference Here>> that is, OR001..ORXXX
 |
| **Description** |  |

* + 1. Operational sustainability

|  |
| --- |
| 1. Specify what requirements are necessary to maintain operational sustainability. The ability to effect changes within the system to reflect the continual businesses change process.
2. For example:Reference: OR0001Description: The ability to change fees and charges easily in accordance with CPI increases.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

|  |  |
| --- | --- |
| **Reference** | 1. <<Insert Reference Here>> that is, OR001..ORXXX
 |
| **Description** |  |

* + 1. Operational usability

|  |
| --- |
| 1. Specify what requirements are necessary to ensure that the system being developed will confirm the useability requirements of end users.
2. For example:Reference: OR0001Description: the formatting of screen layout to follow the applicable application forms.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

|  |  |
| --- | --- |
| **Reference** | 1. <<Insert Reference Here>> that is, OR001..ORXXX
 |
| **Description** |  |

* 1. Resource requirements
		1. Resource requirement name

|  |
| --- |
| 1. For each resource requirement copy and paste this section.
2. A resource requirement specifies what hardware, software or technical requirements are required.
3. For example:Reference: OR0001Description: The ability to change fees and charges easily in accordance with CPI increases.

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|  |  |
| --- | --- |
| **Reference** | 1. <<Insert Reference Here>> that is, OR001..ORXXX
 |
| **Description** |  |

* 1. Acceptance testing requirements
		1. Acceptance testing requirement name

|  |
| --- |
| 1. The acceptance testing requirements specify what provisions are to be made by the business to support the acceptance of the delivered system, including personnel and schedules.
2. You must record each acceptance testing requirement.
3. For example:Reference: OR0005Description: acceptance testing is to be undertaken on the customer site during the period of 1 week.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

|  |  |
| --- | --- |
| **Reference** | 1. <<Insert Reference Here>> that is, OR001..ORXXX
 |
| **Description** |  |

* 1. Documentation requirements
		1. Documentation requirement name

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| 1. The documentation requirement specifies the deliverables that are expected by the customer. Ask technical solutions provider for specific advice.
2. You must record each documentation requirement.
3. For example:Reference: OR0001Description: IMD will provide the functional requirements specification.

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| **Reference** | 1. <<Insert Reference Here>> that is, OR001..ORXXX
 |
| **Description** |  |

* 1. Security requirements
		1. Security requirement name

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| 1. The security requirement will specify policies and procedures which must be used in designated functional area of the system to be implemented.
2. You must record each security requirement.
3. For example:Reference: OR0009Description: credit Card information is not stored within the system in accordance with Queensland Government legislation.

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| **Reference** | 1. <<Insert Reference Here>> that is, OR001..ORXXX
 |
| **Description** |  |

* 1. Portability requirements
		1. Portability requirement name

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| 1. The portability requirement will identify which system architectures the system is to support.
2. You must record all portability requirements.
3. For example:Reference: OR0006Description: The system must be supported on Windows XP and Linux desktops.

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| **Reference** | 1. <<Insert Reference Here>> that is, OR001..ORXXX
 |
| **Description** |  |

* 1. Availability requirements
		1. Availability requirement name

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| 1. The availability requirement specifies that the system will have a designed up-time of a specified period.
2. You must record all availability requirements.
3. For example:Reference: OR0001Description: The system will be available for operation on a 24x7 basis, with provision for critical failure and recovery within X hours of any downtime.

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| **Reference** | 1. <<Insert Reference Here>> that is, OR001..ORXXX
 |
| **Description** |  |

* 1. Criticality requirements
		1. Criticality requirement name

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| 1. The criticality requirement specifies what aspects of the system are of high importance and are essential to the effective operations of the customer.
2. You must record criticality requirements.
3. For example:Reference: OR0001Description: The customer billing functionality is of critical importance and must provide failsafe backup mechanisms to ensure 99% accuracy and turnaround in invoicing and recovery of debt.

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| **Reference** | 1. <<Insert Reference Here>> that is, OR001..ORXXX
 |
| **Description** |  |

* 1. Legal requirements
		1. Legal requirement name

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| 1. The legal requirement specifies the legal issues that may impact the project.
2. You must record all legal requirements.
3. For example:Reference: OR0001Description: The system must be operational by X date to support the announcement in parliament of the availability for the new services.
4. The system will be subject to freedom of information legislation.

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| **Reference** | 1. <<Insert Reference Here>> that is, OR001..ORXXX
 |
| **Description** |  |

* 1. Other requirements

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| 1. Identify any other requirements for the system.

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2. Continuity planning

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| 1. Outline the alternative business processes that will support business continuity when the main business processes or systems are unavailable.
2. For example, if the business process is system-dependent, how will the business continue to operate should the system become unavailable for a significant period of time? Detail how the product produced by the project has performed against the business success criteria in the project plan, for example project performance since handover, and how the project is expected to perform in the future.

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2. Policies, processes and forms

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| 1. Identify all policies, processes and forms requiring changes or amendments as well as new forms to be developed or old forms that will become obsolete as a result of the project.
* policies
* processes
* forms.
1. Legislation (identify any potential legislative changes or reviews that may be required as a result of proposed changes coming from the project).

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2. Business glossary

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| 1. The glossary contains the working definitions for terms and components in the system being analysed.
2. This glossary will be expanded throughout the life of the project.

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| --- | --- |
| Business term | Detailed description |
| 1. Unique business term identifier
 | 1. Detailed description of the business term
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|  |  |

1. Issues outstanding

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| 1. List any issues affecting requirements that have not yet been resolved.

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| 1. When all information has been put into this document and the guidance text boxes have been deleted, it will be necessary to reformat the document. To update the table of contents:
* right click mouse in the table of content, ‘click update fields’
* click on ‘update entire table’, then click ‘ok’. (This will update the table of contents to show the new page numbers).

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1. Annexures

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| Annexures may include but not be limited to the following: Process mapsAdditional requirements detailsTo delete this guidance text box, right-mouse click within this box, select Delete Rows. |

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| When the template is complete and the guidance boxes removed, update the table of contents by right-clicking and selecting ‘Update Field’, then ’Update entire table’.To delete this guidance text box, right-mouse click within this box, select Delete Rows. |