**General Information**: Some information is bidirectional from the Investment Business Case

**Business Problem:** A question, issue, or situation, pertaining to the business, which needs to be answered or resolved. State in specific terms what problem or issue this project addresses. The business problem is often reflected as a critical business issue or initiative in the Agency’s Strategic Plan or Information Technology Strategic Plan.

Last update: July 6, 2020 Environment Overview Appendix Id: Service Management Manual (VAR)

**Scope of the Project**: Project Scope defines all of the products and services delivered by a project, and identifies the limits of the project. In other words, the scope establishes the boundaries of a project. The Project Scope addresses the who, what, where, when, and why of a project. Describe the sum of the products and services provided and identify the limits of the project.

Constraints: List any factors that limits the options for managing the project.

Is this an updated project document: (Y/N) If yes what is the reason for the update

Follow-on to previous project: (Y/N)

Will the project deliverable(s) replace a current asset or group of assets? (Y/N)

What is being replaced (if applicable)

Is the project initiation phase effort funded? (Y/N)

What is the amount of the initiation funding?

Is the project planning phase funded? (Y/N)

What is the amount of the planning funding?

**Project Solution 1**

**Description of solution 1:** Provide an identifier and a brief title of the potential solution. The description should include enough detail to provide a clear understanding of the solution and should differentiate it from the other potential solutions. Also, describe how the solution will resolve the Business Problem.

**Project Solution Description 1**

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**Intangible Benefits Solution 1**: list of intangible benefits

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**Project Description Solution 1:** Provide a description of the project approach, the customer(s) served, and expected benefits. The approach is the overall strategy for solving the business problem. (This description establishes the framework for identifying potential solutions.)

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**Business Process Impact Solution 1:** Describe how the potential solution will impact current Business Processes and the degree of organizational change and stakeholder resistance anticipated.

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**Technical Feasibility Solution 1:** Describe any special technical considerations that would be required to implement the potential solution, such as technical experience required for project team members. Also, describe the level of technical complexity of the solution.

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**Maturity of Solution 1:** Describe the level of technical maturity for the potential solution. The description should address questions such as “Is the potential solution technically proven or a recent innovation? Has the technology solution being proposed fully matured? Is it nearing obsolescence? Are services and expertise required to support the potential technical solution readily available?

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**Resource Estimate Solution 1:** Estimate all the resources required to implement the solution. Resources include funding, personnel, facilities, customer support, equipment, and any other resources needed to implement the solution.

**Project Resource Estimate1:**

**Cost Benefit Analysis Summary Solution 1:**

**Project Cost Benefit Analysis Summary 1:**

**Return on Investment (ROI) Summary Solution 1:**

**Project Return on Investment (ROI) Summary 1:**

**Project Solution 2**

**Description of solution 2:** Provide an identifier and a brief title of the potential solution. The description should include enough detail to provide a clear understanding of the solution and should differentiate it from the other potential solutions. Also, describe how the solution will resolve the Business Problem.

**Project Solution Description 2:**

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**Intangible Benefits Solution 2**: list of intangible benefits

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**Project Description Solution 2:** Provide a description of the project approach, the customer(s) served, and expected benefits. The approach is the overall strategy for solving the business problem. (This description establishes the framework for identifying potential solutions.)

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**Business Process Impact Solution 2:** Describe how the potential solution will impact current Business Processes and the degree of organizational change and stakeholder resistance anticipated.

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**Technical Feasibility Solution 2:** Describe any special technical considerations that would be required to implement the potential solution, such as technical experience required for project team members. Also, describe the level of technical complexity of the solution.

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**Maturity of Solution 2:** Describe the level of technical maturity for the potential solution. The description should address questions such as “Is the potential solution technically proven or a recent innovation? Has the technology solution being proposed fully matured? Is it nearing obsolescence? Are services and expertise required to support the potential technical solution readily available?

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**Resource Estimate Solution 2:** Estimate all the resources required to implement the solution. Resources include funding, personnel, facilities, customer support, equipment, and any other resources needed to implement the solution.

**Project Resource Estimate2:**

**Cost Benefit Analysis Summary Solution 2:**

**Project Cost Benefit Analysis Summary 2:**

**Return on Investment (ROI) Summary Solution 2:**

**Project Return on Investment (ROI) Summary 2:**

**Project Solution 3**

**Description of solution 3:** Provide an identifier and a brief title of the potential solution. The description should include enough detail to provide a clear understanding of the solution and should differentiate it from the other potential solutions. Also, describe how the solution will resolve the Business Problem.

**Project Solution Description 3:**

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**Intangible Benefits Solution 3**: list of intangible benefits

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**Project Description Solution 3:** Provide a description of the project approach, the customer(s) served, and expected benefits. The approach is the overall strategy for solving the business problem. (This description establishes the framework for identifying potential solutions.)

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**Business Process Impact Solution 3:** Describe how the potential solution will impact current Business Processes and the degree of organizational change and stakeholder resistance anticipated.

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**Technical Feasibility Solution 3:** Describe any special technical considerations that would be required to implement the potential solution, such as technical experience required for project team members. Also, describe the level of technical complexity of the solution.

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**Maturity of Solution 3:** Describe the level of technical maturity for the potential solution. The description should address questions such as “Is the potential solution technically proven or a recent innovation? Has the technology solution being proposed fully matured? Is it nearing obsolescence? Are services and expertise required to support the potential technical solution readily available?

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**Resource Estimate Solution 3:** Estimate all the resources required to implement the solution. Resources include funding, personnel, facilities, customer support, equipment, and any other resources needed to implement the solution.

**Project Resource Estimate3:**

**Cost Benefit Analysis Summary Solution 3:**

**Project Cost Benefit Analysis Summary 3:**

**Return on Investment (ROI) Summary Solution 3:**

**Project Return on Investment (ROI) Summary 3:**