

# Business Case for Investment in IT

## Proposed Project:

Author:

Date:

### 1. Executive summary

This section should provide a high level outline of the proposed project including general information on the issues surrounding the business problem or enhancement and how the proposed project or initiative will help address it, a summary of the detail that is provided in subsequent sections of the document.

### 2. Issue

This section should briefly describe the business problem or enhancement that the proposed project will address.

### 3. Recommendation

This section summarises how the project will address the business problem or enhancement and sets out the anticipated outcomes.

### 4. Organisational impact

This section describes how the proposed project will modify or affect the organisational processes, tools, hardware, and/or software. It should also explain how existing roles may change as a result of the project.

### 5. Technology impact

This section provides a high-level overview of how the new technology will be implemented and how any data from the legacy technology will be migrated. This section should also explain any outstanding technical requirements and obstacles which need to be addressed. It should also highlight any licensing commitments and how these will be funded going forward. Input from the IT team as they relate to key resources must be listed in this section.

### 6. Dependencies, constraints and risks

#### Dependencies

*Examples; availability of key staff, other project timelines; budget approvals, committee approval,*

*external factors*

**Constraints**

*Examples; timeframes, resources, budget, limited suppliers*

**Risks**

*Examples; risks of the project, risks of doing nothing*

**7. Major project milestones and a high level timetable**

This section lists the major project milestones and their target completion dates. Since this is the business case, these milestones and target dates are general and in no way final.

*Examples; project kick off date, key deliverables, stakeholder approvals, meetings, checkpoints, critical activity etc*

**8. Resources/skills required to deliver**

Set out the skills and resources required to deliver this project including, work required to map existing processes and user testing. This should include the resources that the service area will commit to enable effective delivery.

**9. Project costs & proposed budget allocation**

Full costs of the project must be listed as much as possible. This will include all business resources that will be required, for example initial costs to purchase the IT, costs to carry any customer journey mapping and ongoing licence costs. The funding allocation will need to be identified or stated if there will be a capital bid.

**10. Cost benefit analysis including timescales & investment payback**

It is important to quantify the financial benefits of the project as much as possible in the business case. The purpose of this is to illustrate the costs of the project and compare them with the benefits and savings to determine if the project is worth pursuing.

*Examples:*

*reduce the need for rekeying data*

*enables self service reducing the number of calls to the council*

*reducing the number of back office systems*

**11. Alternative analysis**

A brief summary of considered alternatives should also be included—one of which should be the status quo, or doing nothing. The reasons for not selecting the alternatives should also be included.

**12. Approval from ELT Lead**

Signed and dated by ELT Lead before submission to the IT Strategy Board

**13. Approval from IT Strategy Board**

This business case will either have approval granted or denied moving forward with the creation of a project. Therefore, the document should receive approval or disapproval from the IT Strategy Board.