



Business Requirements Document Template

BRD# 000008 / 29 Apr 2021

Complete

Actions	3
Business Requirements Document No.	BRD# 000008
Completed on	29th Apr, 2021 8:37 AM PST
Prepared by	Britney Business

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Actions

3 actions

Organization

What other changes are happening within the organization that may impact this project?

This hasn't been formally confirmed yet, but I heard that one of the leaders in the management team will be leaving us soon.

To do | Priority **Medium** | Due **5th May, 2021 11:00 AM PST** | Created by **SafetyCulture Staff**

Find out if this is true

Requirements

Why is this requirement important to your business function / group / team?

These requirements are important to us because the lag between the finance team implementing a new payments system and us applying changes on the website to accommodate those systems is too long (about a day and a half). And we wish the finance team would be more decisive on which payment systems are best for our users. We also really need about 3 additional graphic designers to help us make the website look interesting.

In progress | Priority **High** | Due **3rd May, 2021 7:00 AM PST** | Created by **SafetyCulture Staff**

Interview finance team re: payments systems

System / If there is a system:

Are you able to show us how this system works?

Yes

We'll schedule a demo with you for next week. Hope you can make it.

To do | Priority **High** | Due **29th Apr, 2021 4:00 PM PST** | Created by **SafetyCulture Staff**

Reply to schedule invite

Role

Can you please provide me with an overview of your department's key functions or the processes that you perform?

My department handles the upkeep of the website. We ensure that it's up and running and that users won't have an issue navigating the website. This process entails monitoring the user experience of the site as well as collaborating with the finance team for processing online payments.

Do you currently have any existing operational reports which help you manage this team?

Yes

If yes:

Are you able to tell us about your most important reports?

Our most important reports are our User Experience Report and Payment Processing Report.

Which systems produce your reports for you?

We use iAuditor for our reports.

How often do you receive these reports?

We receive these reports on a weekly basis.

Are you able to share some examples of these reports with me/us?

I can share some examples but our reports are fairly detailed so I'd prefer to send you some of them through email.

If no:

Tell us about some of your reporting requirements.

What would you really like to see produced as a report? Why?

Discuss the content, frequency, audience and layout of the report at a high level.

Organization

1 action

What are the biggest challenges in your role?

The biggest challenges in my role is keeping up with the different payments systems the company uses and creating images/designs for the website. I want these images/designs to be simple but unique. This is also extra challenging because we currently don't have enough graphic designers or creative artists on our team.

Who are the key business resources involved with this business process?

Finance team & Product team - we have to make sure the products look good on the website

Who do you think is impacted (positive and negative) by the project and how?

I think my team will be positively impacted by the project because we really need all the help we can get. But changes in our processes may have an impact (I don't know yet, if negative or positive) on the finance team on their end. They will also have to adjust to our new/improved processes.

What other changes are happening within the organization that may impact this project?

This hasn't been formally confirmed yet, but I heard that one of the leaders in the management team will be leaving us soon.

To do | Priority Medium | Due 5th May, 2021 11:00 AM PST | Created by SafetyCulture Staff

Find out if this is true

If you were able to provide me with your top 3 business requirements for this project, what would they be?

more organized communication between us and the finance team, streamlined online payment system/s, more graphic designers/creative artists hired

Why is this requirement important to your business function / group / team?

These requirements are important to us because the lag between the finance team implementing a new payments system and us applying changes on the website to accommodate those systems is too long (about a day and a half). And we wish the finance team would be more decisive on which payment systems are best for our users. We also really need about 3 additional graphic designers to help us make the website look interesting.

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Interview finance team re: payments systems

How will this requirement help the business become more efficient?

These requirements will help the business become more efficient by giving us the tools we need to do our job well.

What will this requirement enable your team to do differently or better?

We'll be able to make the payment process much smoother for our users.

How does this business requirement add value to your team and the entire organization?

These business requirements add value to my team and the entire organization by fostering better communication across teams.

What would happen if we don't change the way things are done today?

My team will burn out. Some of us are already. If we don't change the way things are done, I wouldn't be surprised if most of my team members decide to quit.

What will happen to the business if we choose to not implement this requirement?

The business will lose a lot of talented people and will miss the opportunity to make the customer/user's life better with a smoother payments system.

What are the key business data requirements to capture and store for future use?

payment processing data, rationale from finance on how they decide which payments systems get implemented, new graphic designer hiring process and onboarding

Process

Current

Can you perhaps tell me/us more about [process XYZ]

Finance informs us we have a new payments system, then we make changes to the website

How would you describe the process?

Inefficient and stressful

What is the purpose of this process?

The purpose of this process is to ensure that the user has a great experience when checking out

What business objective does this process satisfy?

Selling products

What triggers this process to start?

Finance sends us an email about the new payments system

Who is responsible to perform this process?

My team

How does this process work today?

It doesn't really work. We make do but the process isn't that good. It could be so much better.

What is the end result or output of this process?

The end result of this process is our customers seeing the payment option when they check out and having no issues (ideally) with using that payment option.

Ideal

Which areas of this process can be improved?

I think the entire process needs to be revamped. It just isn't as efficient as I would like it to be.

Why is this a problem area?

This is a problem area because it's causing my team to be disorganized since we're always rushing to put out a new payments system every couple of weeks.

What do you believe will help address this problem?

I think having a talk with finance would help.

What else do you think can help address this problem?

We really need more graphic designers to join our team.

What ideas do you and your teammates talk about as ways to improve the process?

We talk about having an annual payments presentation in which finance gives us all the options for the year and we pick the ones we think are best and they do the same. This way we can prepare in advance when the chosen payment options are implemented throughout the year.

System

1 action

Is there a system that supports this process today?

Yes

We use a "new payment option" iAuditor checklist whenever finance proposes a new one.

If there is a system:

1 action

Are you able to refer us to where we can find the user guide for this system?

<https://support.safetyculture.com/getting-started-guide/>

Are you able to provide us with some screenshots from this system?

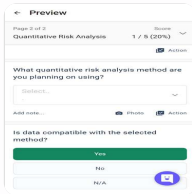


Photo 1

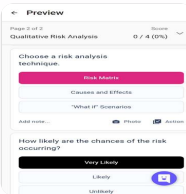


Photo 2

Are you able to show us how this system works?

Yes

We'll schedule a demo with you for next week. Hope you can make it.

To do | Priority High | Due 29th Apr, 2021 4:00 PM PST | Created by SafetyCulture Staff

Reply to schedule invite

Verification

Name and signature of stakeholder:



Britney Business

29th Apr, 2021 10:06 AM PST

Name and signature of business analyst:



Anna Analyst

29th Apr, 2021 10:13 AM PST

Appendix

Accessibility


← Preview

Page 2 of 2 Score
Quantitative Risk Analysis 1 / 5 (20%) ▼

Action

What quantitative risk analysis method are you planning on using?

Select, ▼

Add note...  Photo Action

Is data compatible with the selected method?

Yes

No


N/A 

Photo 1

← Preview

Page 2 of 2 Score
Qualitative Risk Analysis 0 / 4 (0%) ▼


Action

Choose a risk analysis technique.

Risk Matrix


Causes and Effects

"What if" Scenarios

Add note...  Photo Action

How likely are the chances of the risk occurring?

Very Likely

Likely 

Unlikely

Photo 2