

Business Case Request:

All fields within the Business Case Request are mandatory/required fields. To ensure a complete Business Case entry, this template provides a preview of the data entry fields and can be printed prior to entering a Business Case Request in the Customer Portal.

Agency: (Select from drop down list of Division and Departments)

IRM: (Auto populates based on Agency selected, can be manually updated/changed)

CES: (Auto populates based on Agency selected, can be manually updated/changed)

Business Case Sponsor: (manually type in sponsor name)

Business Case Name: (manual entry – BC Name should begin with Agency Acronym)

Detailed Description: Clearly define the business problem, challenge or opportunity to be addressed (not the solution):

Business goals and objectives

What are the expected benefits of doing this project? (check all that apply)

- Cost savings/avoidance/recovery
- Comply with legal or regulatory requirement (when this box is checked, respond to the question below)
 - Yes No Will Federal or State funding be lost or a penalty incurred if not in compliance?
 - If Yes, what is the legal or regulatory requirement?

- Provide enhanced services (e.g., improve usability, provide new features)
- Modernization (e.g., coding language, platform, database)
- Information security improvements
- Technology End of Life (EOL)
 - Already at EOL
 - EOL before project completion
 - EOL within 1 year
 - EOL within 18 months
 - EOL within 2 years
- Improve Service Delivery (e.g., IT service, citizen service)
- Other – explain (when you select Other enter Details below)

Details or Other Description:

Are you attaching business requirements?

Yes No (when “Yes” is selected attach document to the request. When “No” is selected an additional question appears)

(No) Explain plans to develop requirements:

Risk Assessment: *(Items to take into consideration in accessing risks to a project: Impact on users, willingness to embrace the solution, number of agencies impacted, complexity of the solution, clarity of scope, uncertainty, resource availability from both the project and the business, deadlines on deliverables, stakeholder involvement/agreement, decision making, number of interfaces/integrations, impact of selected technology.*

High Medium Low

Identify the known Risks?

What is your perceived complexity of this project? *(Items to take into consideration in ranking complexity are: maturity of technology, objectives, conflicting objectives, dependencies, number of interfaces or integrations, number of agencies involved, project structure, team structure, development scope, coordination - to name a few)*

High Medium Low

Identify the Complexities:

Describe the consequences of not addressing this problem or opportunity?

What is the level of impact if the problem or opportunity is not addressed?

High Medium Low

Does this problem or opportunity impact the public’s health or safety?

Yes No

Business Criticality

- Critical – supports Statewide Public Safety/Health
- Significant – Supports Statewide Financials
- Moderate – supports Dept mission or multi Dept/Div
- Limited – supports mission of a Division
- Minimal – does not have direct Impact on State
- Not Applicable – does not have a DR Criticality

Is this a request for a new service offering or a modification to an existing service offering?

Yes No Don’t Know

Is this request for a change to an existing system or solution, a replacement of an existing system or solution, or a new system or solution?

Enhancement/Upgrade (when selected the following questions appear)

What is the name of the existing solution or system?

Does the enhancement/upgrade involve moving to a cloud/off-premise hosted solution?

Yes No

Replacement of an existing system or solution (when selected additional questions appear)

What is the name of the existing solution or system? If not found, select Other or Unknown

Are you considering a cloud/off-premises hosted solution?

Yes No

If No, why are you not considering a cloud/off-premise hosted solution?'

Have you evaluated any solutions?

Yes No (When "Yes" is selected the following additional questions appear)

Solution(s) evaluated?

Vendor(s)?

Is there an existing State of Delaware contract vehicle to procure this solution?

Yes/No/Don't Know

Are you planning to build a custom solution?

Yes No (When "Yes" is selected the following additional questions appear)

Reason for custom solution

Do you plan to publish an RFP for a solution?

Yes No

Implementation of new solution (when selected additional questions appear- see below)

Are you considering a cloud/off-premises hosted solution?

Yes No

If No, why are you not considering a cloud/off-premises hosted solution?

Have you evaluated any solutions?

Yes No (When "Yes" is selected the following additional questions appear)

Solution(s) evaluated?

Vendor(s)?

Is there an existing State of Delaware contract vehicle to procure this solution?

Yes No Don't Know

Are you planning to build a custom solution?

Yes No (When "Yes" is selected explain the reason for custom solution)

Reason for custom solution

Do you plan to publish an RFP for a solution?

Yes No

Are ERP Applications Impacted?

Yes /No (When "Yes" please select application(s) impacted below and describe the impact)

- PHRST
- FSF
- DTC – HR
- DTC – FN
- eStar
- Pensions
- SSO

Describe the impact for the selected ERP applications, including existing or new interfaces.

Does this project align with the Governor's Action Plan for Delaware? (For more information please access the [Governor's Action Plan](#))

Yes No Don't know (When "Yes" is selected the following additional question appears)

Provide additional details:

How many agencies are affected or involved?

One agency Two agencies Three or more (When 2 or 3+ is selected the following question appears)

Name the Agencies affected

Will this be a statewide rollout?

Yes No

Who are the individuals or groups that will be using the application? (Third Party: A non-state person or party that requires credentials to gain access to an application)

State Public Third Party (select all that apply and if Third party is selected the following question appears)

Third Party Name:

Will this solution be internet facing? (Internet facing is any system or service that can be accessed from the Internet)

Yes No

What is the data classification of this system?

Public Confidential Secret Top Secret Not Applicable

Expected cost of this project

<100k \$100k-200k \$200k-500k \$500k-1M >\$1M

Are all necessary funds currently available to support this project?

Yes No (When "Yes" or "No" is selected the following additional questions appear)

(Yes) Type of Funding and amount?

General funds

Special funds

Federal/Grant funds

Will Grant or Special Funds Expire?

- Not Applicable
- Within 3 months
- Within 6 months
- Within 12 months
- After 12 months

What is the Grant or Special Funds Expiration date?

Identify mm/dd/yyyy

Other

(No) If no, explain

How long do you expect this project to take?

<6 Months 6-12 Months >12 Months

Is there a desired start date?

Yes No (When "Yes" is selected the following additional question appears)

Desired Start Date

Enter MM/DD/YYYY or select from the calendar

Is there a required completion date?

Yes No (When "Yes" is selected the following additional question appears)

Required Completion Date

Enter MM/DD/YYYY or select from the calendar

Reason for required completion date

Will this project require payments to be accepted (cash, credit card, ACH, etc.)?

Yes No

Do you anticipate needing DTI Resources for this project?

Yes No

Please select resources required from the options below

- Project Manager – not checking assumes agency will manage project
- Technical Resources – outside of ARB review and approval

Business Case Prioritization (Please select the option below that best describes the agency priority for this request)

- Needed to meet a deadline
- This is a near-term strategic goal for the agency
- This needs to be done, but it is not urgent
- This is desired, but there are higher priorities

Additional Information/Comments

When required or appropriate, add document attachments by selecting the paperclip at the bottom of the Business Case Request screen.