
University of Kuopio

SOSE Document Template
The Contents of a Business Case for New Services

Version 1.0

SOSE Document Template	Version: 1.0
The Contents of a Business Case for New Services	Date: 7/April /05

Version history

Date	Version	Description	Author
7/April/05	1.0	Draft	Marko Jäntti

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1. Introduction

1.1 The purpose of this document

1.2 Definitions and Abbreviations

ITIL = ICT Infrastructure Library
SOSE = Service Oriented Software Engineering
SLM = Service Level Management

1.3 References to Other Documents

This document template is based on the contents of a business case in ITIL standard: Office of Government Commerce (1) (2002). *ITIL Infrastructure Management*. The Stationary Office, UK.

2. Identification and quantification of all benefits to the business and its customers

3. The overall scope, objectives, Critical Success Factors and business benefits of the proposed solution

4. The business sponsor /owner and the stakeholders

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5. A description of the current situation: SWOT -analysis

Strenghts	Weaknesses
Opportunities	Threats

6. The strategic fit and relation to existing business processes and ICT policies

7. A description of the proposed new services, components or technology

8. Details of all constraints and dependencies

9. An overview of how this business case support the key objectives of the corporate strategy, the business strategies

10. Market considerations

11. Proposed Bring into Service Date

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12. Details of the Project Management methods

13. Details of anticipated business volumes and ICT volumes

14. Identification and quantification of all risks

Risk Description	Risk probability	Risk Impact	Analysis	Steps to minimize risk

15. The preferred solution and alternative solutions with its advantages, disadvantages, benefits, risks and costs, resources and timescales

16. The reason for selecting the preferred supplier

17. Key milestones in implementation process

18. Details of parent programmes or any dependent programmes

19. The authorizing, owning or sponsoring body and budget

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- 20. What levels of service are expected from the new services, components or technology**

- 21. Financial analysis with cost analysis and budget, ROI calculations, payback periods**

- 22. The requirements for resources and finances from other departments and organizations**

- 23. Contractual, legal and regulatory issues**