Business Case - One Pager ⸜

Administration

1. Project Name

(A short descriptive name to reference when comparing Business Cases)

2. Business Case ID

(A unique reference number specific to this Business Case)

3. Business Case Submitter

(Who is taking accountability for the information in the Business Case)

4. Approver

(Who this is going to for review and possible approval)
- this can be a person or a forum

5. Approval Status

Please select at most 5 options.

☐ 1st Request

☐ Update to a previous request

☐ Approved

☐ Declined

☐ Pended - Awaiting the right time to review

☐ Pended - More Information

Summary & Metrics

6. Executive Summary

A short summary of what the project is intended to achieve and the background to how it came to be requested.
Additional Strategic context on the project can be included here if there is any.

7. Primary Metric

(What the project absolutely has to change to be successful).
- This should be in format of: Change X to Y by Timeframe T.
- Taking the project live is not the Primary Metric, it needs to be linked to why the project needs to be undertaken.
-This does not have to be a financial measure ...but certainly can be.
-This is unlikely to be more than one measure but can very occasionally be a composite of more than one.
Example : Reduce average call handling time for the escalations team from 127 seconds to 115 seconds within 2 weeks of go live.

8. Secondary Metric(s)

(What should be measured but does not absolutely have to change to still be successful).
- This should be in format of: Change X to Y by Timeframe T.
Example - Improve Customer NPR scores on escalations within 2 weeks of going live

9. Consequential Metric(s)

(What cannot be broken while achieving the primary metric - would be regarded as a failure if it did).
- This should be in format of: Don't Change X to beyond Y at or beyond Timeframe T.
- Example: Do not increase the call back ration from the current 15% to beyond 17% at or after go-live.

Costs & Risks

10. Project Costs - Once Off

Initial Upfront Costs

11. Project Costs - Ongoing

Expected ongoing costs (cash outflows over time)

12. Project Net Present Value

3 Year Net Present Value & reference to financial representative that calculated this.

13. Risks to Delivery of Project

Risks to the delivery of the expected project plan (Time, Cost , Quality)
Mitigations plans for those Risks
Residual Risks (after mitigation)
Risk Appetite of the business

14. Risks to the Outcomes of the Project

Risks to the delivery of the expected project outcomes (Reduced Benefits, Increased Costs)
Mitigations plans for those Risks
Residual Risks (after mitigation)
Risk Appetite of the business

Tracking and Communication

15. Reporting Needs

Additional reporting needs required to track the Project Metrics, Benefits, Costs and Risks

16. Stakeholder Communication

Communication Plan for Stakeholders in this project

17. Contact me to guide me through the document?

If yes, please share your name, email address and contact number below so that we can help you.
Or visit www.base12.info-contact-us