## The Hubble Project

## Business case template v1

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| Name of project | | Status of paper: (eg draft, final, approved etc) | |
| Version: | | Date | |
| Lead author: | | Contributors: | |
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| **EXECUTIVE SUMMARY**  The executive summary consists of no more than one page and presents a concise summary of the business case. The reader should be able to clearly understand the grounds for the request just by reading the summary. | |
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| **CURRENT SYSTEM**  Describe the current system you are using. This may be another tech solution, or a more manual system. Describe the resources required to maintain the current setup. For example, you might specify the financial costs as well as the work hours needed for the existing processes. What data do you have about this (e.g. no of hours staff spend completing paper records). | |
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| **REASON FOR CHANGE**  Why is a new technical solution necessary? Make a clear case for the new solution, keeping in mind that your readers have competing appeals for resources. Detail why the existing arrangements no longer work (e.g. inefficient use of staff time, history of poor record keeping, inability to efficiently evidence compliance with regulations etc). | |
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| **FINDING A NEW IMPLEMENTATION**  Explain the processes you used to find the new solution. Briefly describe any research sources. Detail any product demos you tried, vendor presentations or trade shows you attended, and other in-person research you conducted. It gives management confidence when they see that you have performed substantial due diligence. | |
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| **REVIEW OF OPTIONS**  Describe the options – including option of continuing with current arrangements. Ideally set these out in a table so that readers can compare the key elements of each option. For example compare third party costs, staff resources, benefits (eg no of service users supported), time savings. Include comparisons of features of each product (e.g. bespoke products vs add-on products). Ideally, this comparison should reveal your chosen option as the best possibility. | |
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| **POSSIBLE VENDORS**  Describe possible vendors for the new solution. Discuss the company and the unique characteristics of its solutions. You can boost your case by researching at least a few vendors. | |
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| **BENEFITS**  Benefits describe not just features and how something works, but how the product can positively impact the organisation beyond just making it more efficient. Include benefits for service users, family and friends, care workers, managers, leaders, organization as a whole – and partners (eg health care partners). (See Benefits sections of all Hubble Visitors pack for examples to quote). | |
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| **KEY PERFORMANCE INDICATORS**  Key performance indicators (KPIs) provide a way to show whether a new product and its implementation are a success or not. Use the benefits described earlier to determine KPIs. Include how you will measure these KPIs | |
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| **RISKS**  List the possible risks of this change, both big and small, and how you might mitigate against those risks. | |
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| **SUGGESTED VENDOR** Explain why this vendor is the best choice. As well as ability to deliver tech solution, refer to due diligence findings, flexibility, understanding of sector and your requirements, training and post implementation support package etc. If this implementation is above budget, detail your justification for the added costs. | |
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| **OPTION COSTS**  Thoroughly detail all costs for the recommended implementation so that you do not find yourself having to ask for more money as the setup progresses. Also, consider and note indirect costs, such as system downtime. Consider staff time required to support implementation – and all third party costs eg any upgrade to internet required to implement the new system | |
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| **TECHNOLOGY MIGRATION**  Explain the plan and high-level schedule for the backups and setup of any new systems. | |
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| **IMPLEMENTATION PROGRAM**  Describe in detail how the new system will be implemented, including key personnel, backups, system stoppages, and important dates and deadlines. | |
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| **CONCLUSION**  Conclude your business case with a strong and clear request for the materials, money, and other resources you need to complete the new IT implementation. | |
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