# Utility\_v1\_Business Requirements Document (BRD)

# VAR Utility

# Scheduling Enhancements Work Effort Under Scheduling Enhancements Contract

# Includes VAR Utility Release v 1.0.0

# Business Requirements Document

### February 2016

### BRD Version 1.0

### Revision History

Note: The revision history cycle begins once changes or enhancements are requested after the Business Requirements Document has been approved.

| **Date** | **Description** | **Author** |
| --- | --- | --- |
| November 10, 2015 | Initial version | Jennifer Zinck |
| Date when Business Owner/Business Liaison and OI&T sign-off | Approved version | Business Owner Name (date of approval)  Business Liaison name (date of approval)  OI&T name (date of approval) |

### 1.Purpose

The Business Requirements Document (BRD) is authored by the business community for the purpose of capturing and describing the business needs of the customer/business owner. The BRD provides insight into the AS-IS and TO-BE business area, identifying stakeholders and profiling primary and secondary user communities. It identifies what capabilities the stakeholders and the target users need and why these needs exist, providing a focused overview of the request requirements, constraints, and other considerations identified. This document is a business case and does not mandate a development methodology, however the requirements are written using agile methodology terminology. The intended audience for this document is the Office of Information and Technology (OI&T).

### 2. Overview

Who: The Connected Health Office (CHO) is supporting this request.

What:  The request is for the creation of a Scheduling Administration Utility that includes:

* The ability to supply customized messages related to user registration status and availability of services for direct scheduling
* The ability to select and edit direct appointment service offerings for select Facilities/Clinics

When:  The Period of Performance for the VAR enhancements contract is September 28, 2015 through September 27, 2016.

Where the change will occur:  The enhancements will be completed in the VA Mobile Framework (VAMF).

How the IT solution will improve the business process:

* Provide system administrator control and customization of offerings and information displayed in VAR

Why is the project necessary or desired:  The VAR enhancement project is needed to:

* Allow administrators control over scheduling options and content

### 3.Scope

The scope of this effort includes the following primary enhancement areas:

|  |  |
| --- | --- |
| **Enhancement** | **Description** |
| CLIN 7 (PWS 5.2.6) - Create Scheduling Administration Utility | * Allow VA facilities to locally maintain custom messages and parameters used by VAR and direct scheduling capabilities. |

### 4. Customer and Primary Stakeholders

Dr. Kathleen Frisbee, representing Connected Care (previously Connected Health), is the primary stakeholder for this request. Review Appendix C (link to be added) for the complete list of primary and secondary stakeholders.

### 5. Goals, Objectives, and Outcome Measures

To be determined by the business owner.

|  |  |  |
| --- | --- | --- |
| **Goal/Objective** | **Impact/Benefit** | **Measurement** |
|  |  |  |

### 6. Enterprise Need/Justification

* Improve the quality of health of Veterans
* Increase the quality of healthcare available through the VHA
* Improve the efficiency of Providers as well as supporting staff
* Continuously expand Veteran's overall satisfaction with VA

### 7. Business Requirements

#### 7.1. Themes, Epics (Needs), and User Narratives (Business Requirements)

The requirements table below provides a list of the epics that are detailed in the Requirements Traceability Matrix (RTM) for this project. The RTM is stored as a separate document and can be accessed via the Requirements Traceability Link located on the [Required Artifacts](https://DNS/display/ARA/VAR+3.0+Required+Artifacts) wiki page.

**Scheduling Administration Utility Requirements Table**

|  |  |
| --- | --- |
| **Identifier** | **Epic** |
| VAR-1573 | Scheduling Administration Utility |

#### 7.2. User Access Levels

|  |  |  |  |
| --- | --- | --- | --- |
| **User Level** | **Role** | **Responsibilities** | **Access Level** |
| Primary | Utility User | View, Update facility direct appointment scheduling configurations for VAR  View, Update facility request submission configurations for VAR | Scheduling Admin Access (by facility)  Provider authentication with SD\_Supervisor authorization |

#### 7.3. Known Interfaces and Data Sources

This is the business community’s best understanding of known interfaces and may not be a comprehensive listing. All required interfaces will also be stated as Business Requirements in the RTM.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name of Application** | **Description of current application** | **Interface Type** | **Existing Functionality** | **Deliverables** |
| VAR (web) | Veteran facing appointment and request submission system | Automated | No | Ability to configure facility settings for appointment requests and direct bookings in VAR via the utility |
| VistA Authorization Services |  | Automated | No | Authentication with Auth Services and unique identifier to identify scheduling supervisors (administrators for the utility) at each site |

#### 7.4. Related Projects or Work Efforts

[VAR - Scheduling Enhancements](https://DNS/display/ARA/VAR+-+Scheduling+Enhancements)

[Scheduling Manager - Scheduling Enhancements](https://DNS/display/SCV/SM+Scheduling+Enhancements_Release+%28App%29+Documentation+Package)

#### 8. Service Level Requirements (SLR)

#### 8.1. Availability

|  |  |  |
| --- | --- | --- |
| **SLR Question** | **SLR Criteria** | **Description** |
| 1. How much time should the system be available (and how much down time is acceptable due to incident [unexpected] outage)? | 99% (3.65 days down time)  99.5% (1.83 days down time)  99.9% (8.76 hours down time) |  |
| 2. When should the system be available (what will be the core operating hours of the system)? | 9-5 standard weekdays  24-hour standard weekdays  24x7 |  |
| 3. How soon should the system fully recover from an outage? (Includes Mean Time to Restore [MTRS]) | 8-24 hours  2-8 hours  minutes |  |
| 4. How much data will be restored when outage is recovered? | 24 hours back  2-8 hours back  100% (continuous backup) |  |
| 5. What time period should be considered for maintenance periods? | Early morning (define)  After hours (define)  Overnight (define) |  |
| 6. In what standard time zone will the system operate? | Local (specify time zone i.e., ET Standard)  More than one time zone (specify)  All time zones |  |

#### 8.2. Capacity and Performance

|  |  |  |
| --- | --- | --- |
| **SLR Question** | **SLR Criteria** | **Description** |
| 1.How many users will be on the system hourly? | 1-100  101-1000  >1000 |  |
| 2. How many transactions will each average user perform each hour? | 1-5  6-10  >10 |  |
| 3. What are the anticipated peak user times during the day? | Business day (specify)  Erratic Peak (specify)  No peak (small number of users on system)  Other (specify) |  |
| 4. What is the anticipated peak transaction load (when do you think that there will be the most transactions being performed on the system) during the day? | Business Day (specify)  Evenings (specify)  Weekends (specify)  None  Other (specify) |  |
| 5. How many new users will be added in one year? | 0-100  101-1000  >1000 |  |
| 6. How many more (if any) transactions will be added in one year? | 0-5  6-10  >10 |  |
| 7. What kind of information will be stored?  (Specify average of each kind per month) | Small documents (example pdf or Word file)  Forms & Documents that are formatted (example forms or documents with images)  All Media (example video, audio, and medical images) |  |
| 8. What kind of search capacity is required? | Light (less than 10 per hour)  Medium (11-1000 per hour)  Heavy (greater than 1,000 per hour) |  |
| 9. What type of system(s) is/are required? | Local (regional)  Intranet (All VA)  Internet (public) |  |
| 10. Is there a need for heavy application reporting? If yes, when? | None  End of day  End of month  End of quarter  Other (specify) |  |

#### 8.3. Interfaces and Security

If you answer "yes" to any of the following questions, provide an explanation in the Description column.

|  |  |  |
| --- | --- | --- |
| **SLR Question** | **SLR Criteria** | **Description** |
| 1. Does this system interact with other existing systems? | Yes | VistA Auth Services, VAR web |
| 2. Will this system require additional monitoring for Information Technology (IT) system metrics? | Yes | Use of Metrics Service |
| 3. Will this system contain personally identifiable information (PII), Protected Health Information (PHI), Health Insurance Portability and Accountability Act (HIPAA) information, or other confidential/regulated data? | No |  |
| 4. Who will be the anticipated users of this system? |  | Utility Users (VistA Scheduling Clerks with the SD Supervisor scheduling key |

### 9. Other Considerations

#### 9.1. Alternatives

Identify alternatives the stakeholder perceives as available. These can include buying a commercial product, enhancing an existing capability, building a custom solution or simply maintaining the status quo. Include the major strengths and weaknesses of each alternative as perceived by the stakeholder or end user.

#### 9.2. Assumptions

An assumption is a statement that is presumed to be true without concrete evidence to support it. Assumptions are made concerning how the solution will be used, how it will evolve, and what business environment it will operate in. Briefly list the assumptions for this request.

#### 9.3. Dependencies

Dependencies include, but are not limited to, the availability of resources (e.g. stakeholders, subject matter experts [SME]), applications, and systems that interact with this one, hardware, facilities, equipment, business processes, regulatory approvals, policy, and training.

Additionally, use this section to document possible interfaces, relationships, and/or conflicts with ICD (diagnosis and/or procedure) code usage (such as edit/entry/display/print). Additional guidance regarding this process can be found at the following link -- <http://go.va.gov/2etl>.

#### 9.4. Constraints

Constraints are explicit limitations that will be encountered in pursuing an objective. These include regulatory, technological, or business realities that legitimately constrain solution development. In listing the constraints, include a brief statement stating why this is a constraint.

An example might be “The new system must be in place by March 1st because treasury will stop issuing checks."

If known, specify the constraints that could include required software products or licensed data sets as part of the development of the product. Some examples include specialized installation software, 3rd-party tools that require licensing, and/or data sets that require license agreements (e.g., First Data Bank, E&M Codes, Code 1, etc.)

#### 9.5. Business Risks and Mitigations

List any potential business threats to the development and/or implementation of the proposed enhancement. Include any possible mitigation strategies for minimizing or eliminating the risk.  Business Risks should be written using 'if-then' syntax.

|  |  |
| --- | --- |
| **Business Risks** | **Mitigation** |
| If there is insufficient funding to support development or acquisition, then necessary immunization data will not be collected. | Coordinate with Business Owners and leadership to ensure project funding. |
| If resources are not available, then the deployment of BCMA enhancements may be delayed. | Coordinate with stakeholders to ensure understanding of BCMA requirements as part of their scope. |
|  |  |

### Appendix A: References

Provide a complete alphabetical list of all documents referenced elsewhere in this document, including sources from the VA Software Document Library and relevant hyperlinks. Identify each document by title, report number (if applicable), date, and publishing organization. Specify the sources from which the references can be obtained. If necessary, provide this information by reference to an appendix or another document. Include strategies, HIPAA, public law.

* VA Handbook 6500 – Information Security Program [http:/DNS/vapubs/viewPublication.asp?Pub\_ID=638&FType=2](http://DNS/vapubs/viewPublication.asp?Pub_ID=638&FType=2)

### Appendix B: Models

Describe, with Flowcharts or other business process models, the “as is” user experience with the current solution. In some cases, especially where business processes are being modified, it may also be necessary to document the “to be” state of user experience with the desired solution.  Models to be inserted, imbedded or hyperlinked. Examples of the BPMN format can be found at the following link: <http://go.va.gov/svxy>

### Appendix C: Stakeholders, Users and Workgroups

#### Stakeholders

It is necessary to identify and involve all of the stakeholders as part of the Requirements Modeling process to effectively provide products and services that meet the needs of stakeholders and users. It is necessary to identify the users of the system and ensure that the stakeholder community adequately represents them. Provide a profile of the stakeholders and users involved in the request.  
  
There are a number of stakeholders with an interest in the system’s development and not all of them are end users. Present a summary list of the business owner and these non-user stakeholders. The stakeholders identified in this section should be linked to the business architecture. List all contributors to the BRD in this section. Certain representatives may act in the role of more than one type of stakeholder.

**Stakeholder Support Team (BRD Development)**

|  |  |  |
| --- | --- | --- |
| **Type of Stakeholder** | **Description** | **Responsibilities** |
| Delete this row after reviewing instructional text. | Name, (use Shift + Enter to put a character return after the name) Title, Organization of Stakeholder  Bullets should only be used when listing more than one stakeholder per cell. | Summarize the stakeholders’ key responsibilities with regard to the system being developed--that is, their interest as a stakeholder. For example, this stakeholder monitors the project’s progress and approves funding. |
| Requester | * Name   Title, Organization | Submitted request. Submits business requirements. Monitors progress of request. Contributes to BRD development. |
| Endorser | * Name   Title, Organization | Endorsed this request. Provides strategic direction to the program. Elicits executive support and funding. Monitors the progress and time lines. |
| Business Owner(s)/Program Office(s) | * Name   Title, Organization | Provide final approval of BRD with sign-off authority. Provide strategic direction to the program. Elicit executive support and funding.  Monitor the progress and time lines. |
| Business Subject Matter Expert(s) (SME) | * Name   Title, Organization | Provide background on current system and processes. Describe features of current systems, including known problems. Identify features of enhancement. |
| Technical SME(s) | * Name   Title, Organization | Provide technical background information about the current software and requested enhancements. |
| User SME(s) | * Name   Title, Organization | Ensure that the enhancements will account for current business processes and existing software capabilities. |
| Security Requirements SME(s) | * Name   Title, Organization | Responsible for determining the Certification and Accreditation (C&A) and other security requirements for the request. |
| Service Coordination SME(s) | * Name   Title, Organization | Responsible for ensuring all aspects of non-functional requirements have been accurately recorded for this request. |
| Business Liaison Staff | * Name   Title, Organization | Serve as the liaison between the Program Office (Business Owner) and Product Development throughout the lifecycle. |
| Requirements Analyst(s) | * Name   Title, Organization | Responsible for working with all stakeholders to ensure the business requirements have been accurately recorded for this request. |

### Appendix D: Usability Requirements

User Experience encompasses direct and indirect interactions between the user and the system Improving usability over the prior version is a key requirement for this application. The International Organization for Standardization (ISO) defines usability as “the extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use” (1998).

For an optimal user experience the system must meet the requirements outlined in this section, which involve attributes of the application and the process required to achieve them.

In order to improve usability of VA-developed or purchased applications, the following actions are required:

* In accordance with the Office of the National Coordinator for Health Information Technology’s Meaningful Use Stage 2 final ruling, employ an industry recognized User Centered Design (UCD) process. The methods for UCD are well defined in documents and requirements such as ISO 9241–11, ISO 13407, ISO 16982, National Institute of Standards and Technology Interagency Report 7741, ISO/International Electrochemical Commission 62366, and ISO 9241-210.  Developers will choose their UCD approach; one or more specific UCD processes will not be prescribed.
* Adhere to an industry recognized User Interface (UI) Best Practices Guideline or Style Guide. For example, first follow UI guidelines for the development platform.  In instances where platform guidelines are not available, adhere to VA’s Best Practices Guidelines/Style Guide.
* Inform requirements and designs with detailed human factors work products that have been/will be completed for the specific project. Examples of specific human factors activities might include heuristic evaluations, site visits, interviews, application-specific design guides, and usability testing on existing systems or prototypes.

A sound UCD and development process based on human factors should include the following activities:

* Understanding of the users, the users’ tasks, and the users’ environments
* Review of similar or competitive systems to inform requirements and design
* Heuristic evaluation of prior versions, prototypes, or baseline applications, if applicable
* Iterative design and formative usability testing (formative usability testing is used to discover usability problems during the design and development process)
* User risk analysis
* Summative validation usability testing (summative usability testing is used to quantify and validate usability of a product with measures of effectiveness, efficiency, user perceptions, etc.)

To demonstrate high usability, the application should be:

* Intuitive and easy to learn, with minimal training
* Effective by allowing users to successfully complete tasks
* Efficient by allowing users to complete their work in a manner consistent with clinical practice and workflow
* Perceived to have high usability, as demonstrated by appropriate survey measures
* Designed to aid users in meeting task goals without being an additional burden

The system must be reliable and enable user trust by providing:

* Stable and reliable performance
* Accurate data
* Display of all data that is available in native or interfaced systems and intended to be available in the application
* Accessible information related to the source of data

The application should include a modern Graphical User Interface that allows the user to view data from multiple sources and include:

* Integrated display of structured and unstructured data
* Rich data visualization and graphical display of data
* Ability to switch between tabular and graphical data views
* Ability to interact with displayed data to obtain additional details related to the data and source of the data
* User customizable components and settings

The application must provide for advanced and up-to-date searching, to include:

* Fast search functionality with auto-complete and real-time display of matched results during typing
* Search history

The application must provide for advanced filtering capabilities, to include:

* Filtering of data tables, lists, and grids
* Filtering of search results

The application design should be modified to:

* Address the specific findings from a human factors heuristic evaluation conducted on the prior version of the application
* Address the specific findings reported from field use of the prior version
* Address the specific findings reported from usability testing of the prior version or relevant prototypes

| **Identifier** | **Usability/User Interface Requirements** |
| --- | --- |
|  | Left align content in table cells to facilitate quick visual scan. |
|  | Left align text for column headers to facilitate visual scan and make columns and content appear more organized. |
|  | Use mixed case instead of all caps whenever possible (e.g., dropdown list items, table data, table headers, hyperlinks, tab names). Limit the use of “all caps” throughout the application. |
|  | Simplify button labels. Re-label buttons to reflect standard terminology that is common in web interfaces and other applications (e.g., “Cancel”). Emphasize the action being performed in the most succinct way possible. Minimize redundancy in text/terminology that is used to convey the same action. |
|  | Left align page/section titles to anchor titles in consistent locations regardless of window sizing. |
|  | Labels for fields should be left aligned to facilitate quick visual scan and make forms and field groupings appear more organized. |
|  | Avoid using acronyms or abbreviations unless (a) they are widely understood/well known or (b) there is very limited space to display the full meaning. This supports naïve user understanding. If limited space results in using a non-common acronym/abbreviation, ensure it is specified within “Help” and/or as a tooltip. |
|  | Use colors such as red and green only for status driven content.  Avoid using red for text/content, links, button labels, etc. This will reduce risk for user error, improve link discoverability, and facilitate understanding of differences in navigation/actions/content.  It will also help users to isolate important status information (using red, green, etc.) from other less important information when viewing and processing information provided to them on a page. |
|  | Provide visual separation between the navigation space and the main content area. |
|  | Add field level validation and notification of missing information on the same page without launching a new window or navigating to another page. |
|  | Make all text hyperlinks appear consistent in style. |
|  | Make drop-down selection box widths appropriate for content and visual appeal. |
|  | Use standard and always visible radio buttons for “Yes/No” options instead of requiring the user to click in a drop down box and then click to select the “Yes” or “No” option. |
|  | Use standard date and time selection widgets.  Where date and time are selected/picked from a standard widget, also provide direct data entry to support keyboard navigation.  Enable field level validation immediately upon entry.  Include instructional format text within the field entry box. |
|  | Provide standard sort behavior and visual indications on columns in all tables. |
|  | Define and adhere to a standard model for use and design of controls, buttons, hyperlinks, and navigation elements. |
|  | Ensure that text is sized to be readable (for example, by using the 007 Rule to assure text size is readable for users with 20/40 vision. The formula: Text height = .007 \* distance between eyes and screen). |
|  | Place common navigation elements in consistent locations. |
|  | Place critical information “above the fold” (i.e., in the top portion of the screen that is immediately viewable). |
|  | Use consistent screen flow models, elements, and terms to support similar workflows. |
|  | Use consistently named buttons when actions are the same (e.g., Add vs. Save vs. Submit). |
|  | Enable users to print views from where they are in the interface.  Avoid requiring the user to “run a report” in order to print something that is viewable on the screen. |
|  | Provide field entry tool tips at the field location.  Ensure consistency across the application in field labels, formats, location of tooltips, and tool tip text. |
|  | Provide visual indication of required fields. |
|  | Display field labels in close proximity to entry elements. |
|  | Use consistent elements to filter data. |
|  | Use consistent elements to sort data. |
|  | Use a consistent model for display, layout, and grouping of data entry fields. |
|  | Provide alternate row shading in lengthy tables of data, form elements, etc. |
|  | Ensure that icons are recognized by users. |
|  | Provide some “white space” between status icons in report views, white board views, etc. |
|  | Auto-populate default values in entry/selection fields when possible and appropriate. |
|  | Visually differentiate status icons from clickable icons, when appropriate. |
|  | Define and support the appropriate user tab sequence through fields in forms in order to support keyboard navigation when entering data in forms. |
|  | Define and adhere to standard action button placement on screens, forms, etc. |
|  | Visually distinguish the primary action button on a page. |
|  | Consistently use screen elements, action elements, workflow sequences within/across screens, language, etc. |
|  | Provide error messages in user-centric language with specific instructions on the meaning of the error and how to recover from it. Use error messages and method of display consistently across the interface. |
|  | Provide context-specific Help. |
|  | Do not use the term “sex” or any like abbreviations of that to represent gender. |

### Appendix E: Acronyms and Abbreviations

Include terms used in the document and process models other than instructional text.

| **Term** | **Definition** |
| --- | --- |
| BRD | Business Requirements Document |
| HIPAA | Health Insurance Portability and Accountability Act |
| ISO | International Organization for Standardization |
| IT | Information Technology |
| MAP | Mobile Application Program |
| MTRS | Mean Time to Restore |
| OI&T | Office of Information and Technology |
| PHI | Protected Health Information |
| PII | Personally Identifiable Information |
| RTM | Requirements Traceability Matrix |
| SLR | Service Level Requirements |
| SME | Subject Matter Expert |
| UCD | User-Centered Design |
| UI | User Interface |
| VA | Department of Veterans Affairs |
| VHA | Veterans Health Administration |
| VistA | Veterans Health Information Systems and Technology Architecture |

### Appendix F: Approval Signatures

This section is used to document the approval of the BRD during the Formal Review. The review should be ideally conducted face-to-face where signatures can be obtained ‘live’ during the review. However, the following forms of approval are acceptable:

* Physical signatures obtained face-to-face or via fax
* Digital signature tied cryptographically to the signer
* /es/ in the signature block, provided that a separate digitally-signed e-mail indicating the signer’s approval is provided and kept with the document

The requirements defined in this document are the high-level business requirements necessary to meet the strategic goals and operational plans of the <Program Office (insert name of PO)>. Further elaboration to these requirements will be done in more-detailed artifacts.

|  |
| --- |
| **Business Owner**  Signifies that the customer approves the documented requirements, that they adequately represent the customers desired needs, and that the customer agrees with the defined scope.    Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  <Business Owner Name and Title>                                                                                                                   Date  Include approval message attachments HERE |

|  |
| --- |
| **Business Liaison**  Signifies appropriate identification and engagement of necessary stakeholders and the confirmation and commitment to quality assurance and communication of business requirements to meet stakeholder expectations.    Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  <Business Liaison Name and Title>                                                                                                                   Date  Health Enterprise Systems Manager (for VHA)  XXXXX (for VBA)  XXXXX (for NCA)  XXXXX (for Corporate)  Include approval message attachments HERE |

|  |
| --- |
| **Customer Advocate**  Confirms that the request merits consideration and review by the Business Intake Review Board.    Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  <Customer Advocate Name and Title>                                                                                                             Date  Additional signature for out-of-cycle requests processed through the Business Intake Review Board: Deputy Chief Officer for Health Systems (VHA)  Executive Customer Advocate CorporateExecutive Customer Advocate Benefits and Cemetery  Include approval message attachments HERE |

|  |
| --- |
| **Office of Information and Technology**  Indicates agreement that the requirements have been received, are clear, understandable, and are documented sufficiently to facilitate project planning when the project is approved and funded. It is understood that negotiations may need to occur with the business during project planning as a result of technical reviews and feasibility.    Signed:  <OIT Name and Title>                                                                                                                                      Date  Include approval message attachments HERE |

## 