

Business Case Online Request Form



A business case is a document that outlines the reasons for undertaking an investment, justifying its need by evaluating potential benefits, costs, and risks, essentially presenting a compelling argument to decision-makers on why the project is worth investing in; it serves as the foundation for deciding whether to proceed with the investment.

Submission Date:	<i>Provide the business case submission date</i>	
Investment Name:	<i>Provide the name of Investment/Project Name</i>	
Agency Name:	<i>Provide the name of agency submitting request</i>	
Business Sponsor Name:	<i>Provide the primary sponsor of the investment</i>	
Business Sponsor Phone #:	<i>Provide the primary sponsor's phone number</i>	
Business Sponsor Email:	<i>Provide the primary sponsor's email address</i>	
Agency CIO Name:	<i>Provide the CIO supporting technology requirements</i>	
Agency CIO Email:	<i>Provide the CIO's email address</i>	
Investment Manager's Name:	<i>Provide the Investment Manager's information</i>	
Investment Manager's Email:	<i>Provide the Investment Manager's email address</i>	

Investment Type (choose one)-

- **Technical Enhancement-** Modifications or improvements to current business functions that will be supported by enhancements to existing technological systems.
- **Technology Replacement-** Modifications or improvements to business functions that will be supported by replacing technology applications or systems currently in place
- **New Technology Business-** New business processes or functions that will be supported by new applications or systems not currently used by the business organization.

I. EXECUTIVE SUMMARY:

Provide a concise overview of the purpose of the investment, highlighting key points like the problem, proposed solution, benefits, and return on investment (ROI):

Answer in free text form:

Provide contextual information about the current situation, including relevant market trends, internal challenges, and business needs. Clearly define the issue or opportunity the investment aims to address and describe why the investment is needed, what problem the investment solves, and proposed outcomes for success:

Answer in free text form:

Detailed description of the project plan, including key features, functionalities, and approach to address the problem. Be sure to include specific, measurable targets the investment aims to address:

Answer in free text form:

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What are the key benefits of the investment? (Select all that apply)

- Improves efficiency
- Reduce costs
- Enhances customer service
- Modernizes outdated systems
- Ensures regulatory compliance
- Strengthens business or stakeholder partnerships
- Other:

How much funding has been allocated for this investment?

Numerical Value:

What is the funding source for this investment? (Select all that apply)

- State Budget
- Federal Grant
- Private Funding
- Public-Private Partnership
- Other:

What is the status of the funding source? (Choose one)

- Approved
- Pending
- Not Submitted:

Estimate the duration of the project? How long do you anticipate the project will take to complete? (In months)

Will procurement be required for this investment? (Choose one)

- No procurement required
- Competitive bid process (RFP, RFI, etc.)
- Sole Source contract
- Leverage State Contract
- Other:

(Answer in free text form)

II. BUSINESS IMPACT & DRIVERS

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What business processes will be impacted and how? (Please describe the positive and negative effects.)

What are the primary business drivers? (Choose one)

- Budget Reduction
- Modernization
- Legislative Mandate
- Available Funding
- Known Organizational Risk
- Process Improvement (Automation)
- Other:

Who will be most impacted by this investment? (Choose one)

- Internal Department Staff
- Agency Enterprise-wide
- Interagency
- Other:

How many entities are required for implementation? (Choose one)

- A single department/group within a single agency
- Multiple departments/groups within a single agency
- Two or more agencies
- Multiple state-wide agencies
- External stakeholders/entities

III. Alternative Analysis

Briefly explain the option of keeping things as they are in the current state.

Briefly explain Alternative A.

Briefly explain Alternative B.

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Enter total costs (in dollars) for each category including current state and alternatives below.

Cost Category	As Is	Alternate A	Alternate A	Alternate B	Alternate B
	Current	Year 1	Years 2 - 4	Year 1	Years 2 - 4
Agency Staff					
Software Licenses					
Hardware purchase					
Hosting Expense					
Implementation Cost					
Maintenance/Ops Cost					
Help Desk Support					
Training (project/ongoing)					
Consultant Costs					
• Business Process Mapping					
• IV&V					
• Project Management					
• Tech. Support Contractors					
• Organizational Change Management (OCM)					
Unknown Expenses					
Totals Costs					

What are the pros and cons of the current state and each alternative listed?

Current State

(+) Pros (Choose up to five)	(-) Cons (Choose up to five)
<ul style="list-style-type: none"> <input type="radio"/> Cost Reduction <input type="radio"/> Improved Financial Controls & Reporting <input type="radio"/> Improved Customer Service <input type="radio"/> Cloud-Based Efficiencies <input type="radio"/> Improved Operational Efficiency <input type="radio"/> Technology Upgrade (Applications) <input type="radio"/> Technology Upgrade (Infrastructure) <input type="radio"/> Improved Data Backup and Recovery <input type="radio"/> Address a Known Security Gap <input type="radio"/> Redeployment of Resources <input type="radio"/> Enhanced System Security <input type="radio"/> Improved Technical Performance <input type="radio"/> Internal Process Improvement <input type="radio"/> Free Text: <input style="width: 150px;" type="text"/> 	<ul style="list-style-type: none"> <input type="radio"/> High Cost <input type="radio"/> Complex implementation <input type="radio"/> Security Risk <input type="radio"/> Scalability issues <input type="radio"/> Maintenance Costs <input type="radio"/> Data Privacy issues <input type="radio"/> Obsolescence Tech <input type="radio"/> Disruption of Workflow <input type="radio"/> Operational Costs <input type="radio"/> Regulatory and Compliance Risks <input type="radio"/> Free Text: <input style="width: 150px;" type="text"/>

Alternative A

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(+) Pros (Choose five)	(-) Cons (Choose five)
<ul style="list-style-type: none"> <input type="radio"/> Cost Reduction <input type="radio"/> Improved Financial Controls & Reporting <input type="radio"/> Improved Customer Service <input type="radio"/> Cloud-Based Efficiencies <input type="radio"/> Improved Operational Efficiency <input type="radio"/> Technology Upgrade (Applications) <input type="radio"/> Technology Upgrade (Infrastructure) <input type="radio"/> Improved Data Backup and Recovery <input type="radio"/> Address a Known Security Gap <input type="radio"/> Redeployment of Resources <input type="radio"/> Enhanced System Security <input type="radio"/> Improved Technical Performance <input type="radio"/> Internal Process Improvement <input type="radio"/> Free Text: <input style="width: 150px;" type="text"/> 	<ul style="list-style-type: none"> <input type="radio"/> High Cost <input type="radio"/> Complex implementation <input type="radio"/> Security Risk <input type="radio"/> Scalability issues <input type="radio"/> Maintenance Costs <input type="radio"/> Data Privacy issues <input type="radio"/> Obsolescence Tech <input type="radio"/> Disruption of Workflow <input type="radio"/> Operational Costs <input type="radio"/> Regulatory and Compliance Risks <input type="radio"/> Free Text: <input style="width: 150px;" type="text"/>

Alternative B

(+) Pros (Choose five)	(-) Cons (Choose five)
<ul style="list-style-type: none"> <input type="radio"/> Cost Reduction <input type="radio"/> Improved Financial Controls & Reporting <input type="radio"/> Improved Customer Service <input type="radio"/> Cloud-Based Efficiencies <input type="radio"/> Improved Operational Efficiency <input type="radio"/> Technology Upgrade (Applications) <input type="radio"/> Technology Upgrade (Infrastructure) <input type="radio"/> Improved Data Backup and Recovery <input type="radio"/> Address a Known Security Gap <input type="radio"/> Redeployment of Resources <input type="radio"/> Enhanced System Security <input type="radio"/> Improved Technical Performance <input type="radio"/> Internal Process Improvement <input type="radio"/> Free Text: <input style="width: 150px;" type="text"/> 	<ul style="list-style-type: none"> <input type="radio"/> High Cost <input type="radio"/> Complex implementation <input type="radio"/> Security Risk <input type="radio"/> Scalability issues <input type="radio"/> Maintenance Costs <input type="radio"/> Data Privacy issues <input type="radio"/> Obsolescence Tech <input type="radio"/> Disruption of Workflow <input type="radio"/> Operational Costs <input type="radio"/> Regulatory and Compliance Risks <input type="radio"/> Free Text: <input style="width: 150px;" type="text"/>

IV. PREFERRED SOLUTION & RISKS

What is the preferred solution and key risks associated with the solution?

Answer in free test form:

What type of solution will be implemented? (Multi-Select - Choose all that apply)

- Custom developed
- Custom Off-the-shelf (COTS)
- Software as a Service (SaaS)
- Platform as a Service (PaaS)
- Infrastructure as a Service (IaaS)
- On-Premises
- Hybrid Solution
- Managed Service Provider (MSP)

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○ Other:

Provide the key risks and constraints for the investment? (Choose one)

- Legislative Mandate
- Re-Bid Requirement
- Budget Constraint
- Project Dependency
- Security Risk
- Other:

Are there any other primary benefits of this investment?

V. SECURITY & COMPLIANCE

Has the agency Information Security Officer (ISO) evaluated the project for risk & constituent data? (Choose one)

- Yes
- No

○ Pending review:

What security and compliance measures will be applied? (Choose all that apply)

- NIST 800-53 Rev.5 Compliance
- Data Encryption (NIST SP 800-111)
- Annual Security Assessments
- Risk Assessments (Every 3 Years, or Annually if FISMA High)
- Cyber & Technology Liability Insurance (\$5M vendor coverage)
- System Security Plan Submission
- Compliance with OCGA §§ 10-1-910 – 10-1-915 (PII, PHI, HIPAA)
- Other:

What type of data is involved in the investment and where will it be stored? (Choose one)

- Personally Identifiable Information (PII)
- Protected Health Information (PHI)
- Financial Data
- Government Agency Records
- Other:

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Where will the data be stored? (Choose one)

- On-Premises Data Center
- Cloud (Public or Private)
- Hybrid (On-Premises + Cloud)
- Other:

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Who will have access to the data? (Choose one)

- Internal Agency Staff
- Contractors
- External Vendors
- Public (Limited or Redacted Access)
- Other:

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What is the security risk level? (Choose one)

- Low
- Moderate
- High (FISMA High Compliance Required)
- Critical Risk

VI. BUSINESS CASE APPROVAL

The undersigned acknowledge that they have reviewed the **Business Case** and agree with the approach it presents.

Signature	
Print Name	
E-mail	
Title/Role	
Date	

Signature	
Print Name	
E-mail	
Title/Role	
Date	

Signature	
Print Name	
E-mail	
Title/Role	
Date	