**Vision Statement**

[AGENCY NAME]

[PROJECT NAME]

[Publish Date]

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# Using this Template

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* Each section contains abbreviated instructions (**Green Font**) and an example using (**Black Font**).
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To provide any suggested improvements or corrections, please email [TBSM.info@tn.gov](mailto:TBSM.info@tn.gov)

# Revisions

| Revision | Description of Change | Author | Effective Date |
| --- | --- | --- | --- |
| v1 | Initial document upload to TBSM intranet site | BSD Team | 09/28/12 |
|  |  |  |  |
|  |  |  |  |

# Introduction

The purpose of the Vision Statement is to provide an executive summary of a solution that is under consideration. Each section of the document is meant to be brief and the contents will be fully realized during the project initiation and planning phases if the proposed solution is given approval and funding.

# Description

The Vision Statement provides a gateway to further exploration of a project under proposal. The document outlines the current issues, stakeholders’ needs, assumptions, dependencies and constraints. The capabilities section outlines what a solution should include at a high level including potential benefits that can be realized by fulfilling the request. Non-functional requirements are also outlined to give executives a view of items that are considered critical to the success of the project.

# Problem Statements

Document in brief statements the current issues that are the impetus for proposing a solution. When meeting with stakeholders to gather the information, consider the items that hamper the overall business objectives, create inefficiencies and/or put the organization at risk for losing the ability to operate. If the solution is for software procurement, include problem statements from the IT organization with regard to technology risks, end-of-life issues, etc.

1. The problem of viewing the same employee multiple times on the search screen affects the workers’ ability to do their jobs efficiently. An inordinate amount of time is required to find employees’ information. A successful solution will be to search for the employee, see one record returned, select the employee, and have the ability to view all historical investigations.
2. The problem of continuing to use the current background check system affects the ability to receive additional modifications and upgrades because of the outdated versions of Visual Basic and SQL Server that are being used. The impact is that many processes are time consuming, modifications cannot be made, and workarounds are numerous. A successful solution will be to replace the system with new technology.

# Key Stakeholder And User Needs

This section should identify the areas of the organization that are affected by the proposed solution. Briefly state the reasons given by the business units for the project and, if cost or time savings are known, also record the benefits to the organization.

Investigations

* Communications – make emailing, faxing, and storage of documentation easier and less costly.
* Time – reduce the amount of time it takes to process background checks, criminal investigations, and invoices for payment.
* Accuracy – ensure that information stored in the system is accurate and reflects historical information about an individual.

Licensing

* Time – reduce the amount of time to process a legal referral.
* Accuracy – Reflect the proper employer/employee relationship when the employee works for more than one employer simultaneously.
* Increase Access To Information – Allow regulatory individuals to see when an employee has received previous waivers. Provide more employer (day care) information in order to produce exclusion letters more quickly.
* Communications – provide email and fax process for exclusion letters.
* Improve Search Criteria – allow workers the ability to search for information by multiple criteria, such as last name, first name, SSN, employer (provider), etc.
* Reporting – provide additional reporting capability for regulatory agency staff.

Fiscal

* Accuracy – Pursue receiving more accurate information from the fingerprint vendor in order to avoid incorrect payments.
* Time – Decrease the amount of time it takes to reconcile the fingerprint vendor invoice.

# Assumptions

The assumptions section should identify the conditions that are thought to be true at the beginning of the project. Assumptions may be expressed by stakeholders or those providing the solution. Assumptions should be stated at the beginning of the project process to serve as a way to communicate current understanding of the environment where the solution is being considered.

* Some of the capabilities in the scope of the new system can be implemented in increments (multiple releases) to accommodate modifications to external agencies’ files (Cogent and TBI).
* Investigations system staff will be available throughout the lifecycle to clarify processes, database information, and previous software logic.

# Dependencies

Dependencies outline items for the solution that must happen for the project to be successful or to reach the objectives of the solution. For example, if a software solution needs information from an external organization, then the project is dependent on the external organization for a timely and accurate interface.

* The XYZ department must be able to send appropriate codes and identifiers in order to send fingerprint results to the correct State agency for background checks to occur across the State and across agency boundaries.

# Constraints

A constraint describes any limitations imposed on the *solution* that do not support the business or stakeholder needs. In project management terms, constraints are either time, scope, or cost. List the items that may have bearing on the ability to deliver the solution or to deliver within a specific timeframe or budget.

* The XYZ group currently has five major initiatives that must be completed by December 31, 2012. The limited amount of time the group’s resources are available has the potential to impact the project’s timeline.

# Capabilities

The capabilities section lists items that stakeholders would like for the solution to provide. The list of capabilities should be brief and should put emphasis on those items that either have the potential to save time and cost or provide information to the organization to help achieve business goals.

* Automate the receipt of the fingerprint result. This feature will eliminate manual entry of these results and allow employment decisions to be made sooner.

# Non-Functional Requirements

Non-functional requirements are the quality attributes, design and implementation constraints, and external interfaces that the *product* must have. This list may include items that are not seen by stakeholders but are needed for either down-the-line processing or the need to conform to industry or governmental standards, such as database auditing requirements.

* Accessibility Requirements
  + - Screens will be designed to include colors that are compliant with ADA standards.
    - Screens will be designed so that increases in screen resolution will still allow the user to use the system without difficulty.
* Activity Logging
  + - Record the date, time, and user who created a record.
    - Record the date, time, and user who updated a record.
    - When designated entries are changed, maintain a copy of the information before the change and indicate the user who updated the record.
    - Provide ability to easily view logged audit trails by systems and management.

# Acceptance

(This section should be modified for best application to specific projects. Include all project team members that should have some level of authority regarding document review and approval.)

Approved by:

Date:

<Approvers Name>

[PROJECT NAME] Executive Sponsor

Date:

<Approvers Name>

[PROJECT NAME] Business Sponsor

Date:

<Approvers Name>

[PROJECT NAME] Project Director/Manager

Date:

<Approvers Name>

[PROJECT NAME] Stakeholder