**Document 1- Business case document template**

Project Title: Lab Optimization

**Q.1 Why is this project initiated?**

* This project is initiated to improve lab efficiency by addressing manual documentation, inventory mismanagement, and communication gaps.
* Physical records make it difficult to access important documents like SOPS and patient files. The lack of a real-time inventory system leads to stock shortages or overstocking.
* By digitizing records and optimizing workflows, the lab can enhance operations, ensure NABL compliance, and reduce delays**.**

**Q.2 What are the current problems?**

* The lab faces challenges in manual documentation, making it difficult to access SOPS, patient records, and audit reports.
* Inventory mismanagement leads to stock shortages or overstocking, affecting daily operations.
* Communication gaps between lab staff, engineers, and patients cause misunderstandings and delays.
* Inefficient workflows increase turnaround time, impacting overall lab performance and NABL compliance.

**Q.3 With this project, how many problems could be solved?**

This project can solve multiple problems, including:

* Manual Documentation – SOPS, patient records, and audit reports will be digitized for easy access.
* Inventory Mismanagement – A real-time tracking system will prevent stock shortages and overstocking.
* Communication Gaps – Structured workflows will improve coordination between lab staff, engineers, and patients.
* Process Delays – Optimized workflows will reduce turnaround time and system downtime.
* NABL Compliance Issues – Digital documentation will ensure up-to-date records for audits**.**

**Q.4 What are the resources required?**

People:

* Project Team: Developers, Business Analysts, Quality Analysts, Project Managers
* Lab Team: Lab Staff, Engineers, IT Support
* Clients/End Users: Patients, Third-Party Evaluators

Technology:

* Document Management System (DMS) for SOP digitization
* Real-time Inventory Tracking System
* Communication Tools (Email, Chat, Ticketing System)
* NABL Compliance Tools

Budget:

* Estimated Cost: ₹13.75 – ₹22.5 L

Other Resources:

* Kanban Board, Timesheet, Change Tracker
* Microsoft Excel/Google Sheets
* Third-party evaluation for compliance and audits

**Q.5 How much organizational change is required to adopt this technology?**

* Adopting this technology will require moderate to significant organizational change.
* The organization will need to shift from manual to digital processes, requiring training for lab staff and engineers.
* New workflows for documentation, inventory tracking, and communication will be introduced.
* There may be some resistance to change, but proper training and support will help in adoption.
* Regular monitoring and feedback will ensure a smooth transition.

**Q.6 Time frame to recover ROI (Return on Investment)?**

* The estimated time frame to recover ROI is 12 to 18 months after full implementation.
* Cost savings will come from reduced paperwork, efficient inventory management, faster lab processes, and improved compliance.
* As operational efficiency increases, the lab will see higher productivity and better resource utilization, leading to faster ROI recovery.

**Q.7 How to identify Stakeholders?**

Internal Stakeholders:

* Lab Staff
* Engineers & IT Team
* Project Team (Developers, Business Analysts, QA, Project Managers)
* Management & Decision-Makers

External Stakeholders:

* Patients
* Third-Party Evaluators & Auditors
* Vendors/Suppliers
* Regulatory Bodies (NABL, Government Health Agencies)

**Document 2: BA Strategy**

**Q.8 What Elicitation Techniques to Apply?**

Interviews, Surveys & Questionnaires, Workshops, Observation, Document Analysis.

* **Interviews** – Conduct discussions with lab staff, engineers, and management to understand current challenges and requirements.
* **Surveys & Questionnaires** – Collect feedback from lab employees, patients, and third-party evaluators.
* **Workshops** – Organize sessions with stakeholders to define requirements and suggest improvements.
* **Observation** – Monitor lab processes to identify inefficiencies and workflow issues.
* **Document Analysis** – Review SOPs, compliance reports, and audit records to understand existing processes and NABL requirements.

**Q.9 How to do stakeholder analysis RACI/ILS?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stakeholder** | **Responsible(R)** | **Accountable (A)** | **Consulted (C)** | **Informed (I)** |
| Business Analyst (Ashwini) | ✓ |  | ✓ | ✓ |
| Project Manager (Aastha) |  | ✓ | ✓ | ✓ |
| Project Team | ✓ |  | ✓ | ✓ |
| Lab staff | ✓ |  | ✓ | ✓ |
| Engineers & IT Team | ✓ |  | ✓ | ✓ |
| Management |  | ✓ | ✓ | ✓ |
| Patients |  |  | ✓ | ✓ |
| Third-Party Evaluators |  |  | ✓ | ✓ |
| Vendors / Suppliers |  |  | ✓ | ✓ |
| Regulatory Bodies (NABL, Govt. Agencies) |  |  | ✓ | ✓ |

**Q.10 What Documents to Write?**

* Business Requirements Document (BRD) – Defines business needs, goals, and objectives.
* Functional Requirements Document (FRD) – Describes how the system should function.
* Use Case Documentation – Details user interactions with the system.
* Standard Operating Procedures (SOPs) Document – Converts manual processes into digital workflows.
* Test Case Documentation – Ensures the new system meets requirements.
* Risk Assessment & Mitigation Plan – Identifies risks and solutions.

**Q.11 What process to follow to Sign off on the Documents?**

* Draft the Document – Prepare the initial version.
* Review by Internal Team – Get feedback from lab staff, engineers, and project team.
* Send for Approval – Share with management and key stakeholders.
* Make Necessary Revisions – Update based on feedback.
* Final Approval – Obtain sign-off from decision-makers.
* Document Storage – Store in a secure system for future reference.

**Q.12 How to take Approvals from the Client?**

* Share the document with the client for review.
* Schedule a meeting to discuss feedback and required changes.
* Update the document based on the client’s inputs.
* Send the revised document for final approval.
* Get written confirmation (email, signature, or approval form).
* Store the approved document in the system.

**Q.13 What Communication Channels to establish and implement?**

* Email – For official communication, document sharing, and approvals.
* Meetings (Online & Offline) – Regular updates, discussions, and issue resolution.
* Messaging Platforms (WhatsApp, Microsoft Teams, Slack) – Quick communication between lab staff, engineers, and project teams.
* Document Management System (DMS) – To store and track SOPs, reports, and approvals.
* Project Management Tools (JIRA, Trello, Asana) – To track tasks, progress, and collaboration**.**

**Q.14 How to Handle Change Requests?**

* Receive the change request from stakeholders.
* Record the request in the change tracker.
* Analyze the impact on timeline, budget, and resources.
* Get approval from the decision-makers.
* Implement the change and update relevant documents.
* Test and validate before finalizing.
* Inform stakeholders about the update.
* Document the change for future reference.

**Q.15 How to update the progress of the project to the Stakeholders?**

* Weekly/Monthly Reports – Share progress updates with stakeholders via email or document.
* Meetings & Calls – Discuss project updates and address issues with stakeholders.
* Project Management Tools – Track tasks, milestones, and overall project progress.
* Dashboards & Trackers – Provide real-time project status visibility.
* Emails & Notifications – Notify stakeholders about key updates and milestone achievements.

**Q.16 How to take signoff on the UAT- Client Project Acceptance Form?**

* Conduct UAT – Client tests the system.
* Record Feedback – Document issues or improvements.
* Fix Issues – Resolve reported problems.
* Share Final Version – Provide the updated system.
* Send UAT Acceptance Form – Client reviews the document.
* Obtain Signoff – Client signs for approval.
* Archive the Document – Store for project records.

**Document 3- Functional Specifications**

|  |  |
| --- | --- |
| Project Name | Lab Optimization |
| Customer Name | Sun Lab Diagnostic Centre |
| Project Version | 1.0 |
| Project Sponsor | Aastha Kadam |
| Project Manager | Ashwini Khanvilkar |
| Project Initiation Date | 15th March 2025 |

**Functional Requirement specifications:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Req. ID** | **Req. Name** | **Req. Description** | **Priority** |
| FR0001 | Login | User must be able to login to access the application | High |
| FR0002 | SOP Digitization | Convert manual SOPs into digital format for easy access and compliance | High |
| FR0003 | Inventory Tracking System | Implement a real-time system to manage stock and avoid shortages/overstocking | High |
| FR0004 | Communication Tool Setup | Set up chat/email/ticketing system for smooth internal and external communication | Medium |
| FR0005 | NABL Documentation Compliance | Ensure system supports documentation as per NABL audit needs | High |
| FR0006 | Workflow Optimization | Optimize lab operations to reduce delays and improve turnaround time | Medium |
| FR0007 | Audit Report Generation | System must generate reports that support NABL compliance audits | Medium |

**Document 4- Requirement Traceability Matrix**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Req.ID** | **Req. Name** | **Req. description** | **Design** | **D1** | **T1** | **D2** | **T2** | **UAT** |
| FR0001 | Login | User must be able to login to access the application | Yes | Pending | No | Yes | Yes | Yes |
| FR0002 | SOP Digitization | Convert manual SOPs into digital format for easy access and compliance | Yes | Completed | No | Yes | Yes | Yes |
| FR0003 | Inventory Tracking System | Implement real-time system to manage stock levels and avoid shortages/overstocking | Yes | Pending | No | Yes | Yes | Pending |
| FR0004 | Communication Tool Setup | Establish chat/email/ticketing system for smooth internal and external communication | Yes | Completed | Yes | Yes | Yes | Completed |
| FR0005 | NABL Documentation Compliance | Ensure system supports documentation in line with NABL audit needs | Yes | Pending | No | Yes | Yes | Pending |
| FR0006 | Workflow Optimization | Optimize lab operations to reduce process delays and turnaround time | Yes | Pending | No | Yes | Yes | Pending |
| FR0007 | Audit Report Generation | System must generate reports that supports NABL compliance audits | Yes | Completed | No | Yes | Yes | Completed |

**Document 5- BRD Template**

|  |  |  |
| --- | --- | --- |
| **Date** | **Version Number** | **Document Changes** |
| 15/03/2025 | V1.0 | Initial draft of BRD created |
| 22/03/2025 | V1.1 | Added functional requirements section |
| 29/3/2025 | V1.2 | Updated stakeholder analysis and risk plan |
| 05/04/2025 | V1.3 | Final review and formatting corrections |

**2. Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| Project Sponsor | Aastha Kadam | Project Sponsor | Aastha | 15/03/2025 |
| Business Owner | Dr. Sunny | Business Owner | Dr. Sunny | 16/03/2025 |
| Project Manager | Ashwini | Project Manager | Ashwini | 17/03/2025 |
| System Architect | Athang | System Architect | Athang | 18/03/2025 |
| Development Lead | Ajinkya | Development Lead | Ajinkya | 19/03/2025 |
| User Experience Lead | Ankit | UX Lead | Ankit | 20/03/2025 |
| Quality Lead | Bhavana | QA Lead | Bhavana | 21/03/2025 |
| Content Lead | Nalini | Content Lead | Nalini | 22/03/2025 |

**3. RACI Chart for This Document**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Position** | **R** | **A** | **S** | **C** | **I** |
| Ashwini Khanvilkar | Project Manager | √ | √ |  | √ | √ |
| Aastha Kadam | Project Sponsor |  |  | √ | √ | √ |
| Dr. Sunny | Business Owner |  | √ |  | √ | √ |
| Athang | System Architect | √ |  |  | √ | √ |
| Ajinkya | Development Lead | √ |  |  | √ |  |
| Ankit | User Experience Lead | √ |  |  |  | √ |
| Bhavana | Quality Lead | √ |  |  |  | √ |
| Nalini | Content Lead | √ |  |  |  | √ |

**4. Introduction**

**4.1 Business Goals**

* This project aims to improve the overall efficiency and performance of the lab.
* It includes shifting from manual to digital processes, reducing turnaround time, minimizing human errors, and making it easier to manage records, inventory, and communication.
* The project also aims to meet NABL compliance standards and improve patient experience through smoother operations.

**4.2 Business Objectives**

* Convert manual SOPs and patient records into digital format
* Implement a real-time inventory tracking system
* Set up better communication tools for staff and external parties
* Reduce process delays and improve overall workflow
* Ensure all documentation is audit ready as per NABL standards

**4.3 Business Rules**

**Policies:**

* **Data Protection Policy:** Ensure patient records and sensitive information are handled in compliance with data privacy laws.
* **NABL Compliance Policy:** All lab processes and documentation must adhere to NABL standards for accreditation and audits.
* **Access Control Policy:** Only authorized personnel are allowed to access sensitive data, systems, and inventory management tools.

**Procedures:**

* **Inventory Management Procedure:**

Regularly monitor inventory levels and update the system to reflect real-time stock levels to avoid shortages and overstocking.

* **SOP Digitization Procedure:**

Convert all manual SOPs to digital format, ensuring easy access, compliance, and version control.

* **Communication Procedure:**

Use structured communication channels (e.g., email, project management tools) for internal and external communication to avoid miscommunication.

* **Training Procedure:**

Conduct training sessions for staff on new systems, digital SOPs, and compliance guidelines**.**

**Rules & Regulations:**

* **SOP Adherence:**

Lab staff must follow documented SOPs without deviation to ensure consistency and quality.

* **Data Security Rules:**

All digital records must be encrypted and stored in a secure document management system.

* **Inventory Tracking Rule:**

All lab inventory must be tracked in real-time using the designated inventory management system.

* **Audit Compliance Rule:**

All records and systems must be ready for NABL audits at any time, with accurate and up-to-date documentation.

**4.4 Background**

The Lab Optimization project was initiated due to multiple challenges faced by the lab. The existing manual processes for managing SOPs, patient records, and inventory created inefficiencies, resulting in delays, errors, and difficulty in maintaining compliance with NABL standards. Communication between lab staff, engineers, and patients was also disorganized, leading to misunderstandings and further delays.

After identifying these issues, the need for a digital transformation became clear. By digitizing documentation, implementing real-time inventory tracking, and improving communication, the lab aims to enhance operational efficiency, reduce turnaround times, and meet NABL compliance standards. This project is expected to significantly improve the lab’s performance and patient experience.

**4.5 Project Objectives**

The primary objective of the Lab Optimization project is to streamline lab operations by transitioning from manual to digital processes. This will include:

* Digitizing SOPs and records for easy access and better compliance with NABL standards.
* Implementing a real-time inventory tracking system to manage stock levels effectively and avoid shortages or overstocking.
* Improving communication systems to enhance coordination between lab staff, engineers, and patients.
* Optimizing workflows to reduce turnaround times, enhance efficiency, and minimize human errors.

**4.6 Project Scope**

* This project aims to optimize lab operations by addressing key challenges in documentation, inventory management, communication, and workflow efficiency.
* The scope of this project is focused on digitizing processes, improving communication systems, and streamlining inventory management to achieve enhanced operational efficiency and compliance with NABL standards.

**4.6. 1 In Scope Functionality**

* Digitization of SOPs and patient records.
* Real-time inventory tracking system.
* Setup of internal communication tools (chat/email/tickets).
* Workflow optimization to reduce delays.
* NABL compliance documentation.
* Basic integration with current lab systems.
* Training for lab staff and engineers.

**4.6.2 Out of scope functionality**

* Hardware or lab equipment upgrades.
* Mobile app development.
* Advanced automation or AI features.
* Integration with unrelated third-party tools.
* Post-project support and maintenance.
* Major changes in patient management system.

**5. Assumptions**

* Lab staff and engineers will cooperate during training and system adoption.
* Internet connectivity and basic IT infrastructure are available at the lab
* Required approvals and feedback from stakeholders will be provided on time.
* No major changes will occur in NABL guidelines during the project period.
* Current lab software systems can support basic integration with the new tools.
* All necessary user data and documentation will be shared by the lab team for digitization.

**6. Constraints**

* Project must be completed within the estimated budget of ₹13.75 – ₹22.5 lakhs.
* Project timeline must align with NABL audit deadlines.
* Lab operations cannot be fully paused during implementation; work must continue alongside.
* Limited technical skills among some lab staff may affect training speed.
* No mobile application development is allowed in the current phase.
* Only existing hardware will be used – no new equipment purchases included.

**7. Risks**

**Technological Risks**

* If the new system doesn’t work well with old lab equipment, it can delay work.  
  Plan: Test early and fix compatibility issues.
* Internet issues can stop access to digital records.  
  Plan: Keep backup records and make sure internet is stable.

**Skills Risks**

* Lab staff might find it hard to use new systems.  
  Plan: Give easy training and support.
* Not enough IT support can cause delays.  
  Plan: Use available help and adjust the timeline if needed.

**Political Risks**

* If health rules or NABL guidelines change, project work might get affected.  
  Plan: Stay updated and be ready to adjust.
* Government audits or inspections may cause delays.  
  Plan: Add some buffer time to the schedule.

**Business Risks**

* If budget cuts happen, project can get paused or stopped.  
  Plan: Show how the project will save time and money in the long run.
* If the project fails, the lab will continue facing the same problems.  
  Plan: Make sure every step is carefully done and tested.

**Requirements Risks**

* Some steps or inventory details may be missed during documentation.  
  Plan: Check everything properly with the lab team.
* Client may change their needs during the project.  
  Plan: Keep good communication and note all changes.

**Other Risks**

* Staff may not accept the new process easily.  
  Plan: Involve them early and show how it helps their work.
* Data might get lost while going digital.  
  Plan: Take regular backups and keep data safe.

**8. Business Process Overview**

1. **Patient Registration and Sample Collection**Patients come to the lab for tests. Their personal and test details are written manually on a form or register. After that, a technician collects the sample and writes the patient's name on the sample container.
2. **Testing and Result Entry**The sample is tested manually or using machines. The technician notes down the results in a register or a rough book. Later, these results are typed into a report by another staff member.
3. **Report Generation and Delivery**Once the reports are typed, they are printed and signed. The patient either collects the report physically or receives it over WhatsApp or email.
4. **Inventory Management**Inventory of lab materials like reagents, glassware, and equipment is maintained using notebooks or Excel sheets. There’s no real-time tracking, so stockouts or overstocking can happen.
5. **Communication & Maintenance**  
   If a machine breaks down or any issue comes up, staff contact engineers or suppliers through calls or WhatsApp messages. There’s no proper tracking of who was contacted, when, or what was done.
6. **Compliance and Documentation**Since it is a NABL-recognized lab, documentation is important. However, maintaining SOPs, calibration records, QC logs, etc., is mostly done on paper, which can be time-consuming and hard to access during audits.

**Why this matters:**

* Manual work takes more time and increases chances of human error.
* Important data can get lost or missed.
* There’s no central system to track everything together.
* Compliance becomes harder without digital records.
  1. **Legacy System - Current Process Flow (AS-IS)**

1. **Patient Registration and Sample Collection**

* Action: Patient details are manually recorded on paper forms.
* Issue: Manual entry increases the risk of human error and slows down data retrieval. There's no automated system for storing patient information.

1. **Testing and Result Entry**

* Action: Results are recorded by hand and later typed into reports.
* Issue: This manual process is time-consuming and error-prone. The information is re-entered multiple times, leading to potential mistakes and inefficiencies.

1. **Report Generation and Delivery**

* Action: Reports are printed, signed, and either handed over physically or sent manually via WhatsApp/email.
* Issue: The process is slow and lacks automation, which could reduce the time spent on report delivery.

1. **Inventory Management**

* Action: Inventory is manually tracked using notebooks or Excel.
* Issue: Lack of real-time tracking leads to stockouts or overstocking. The process is inefficient and can cause delays in operations.

1. **Communication & Maintenance**

* Action: Staff contact engineers or suppliers through phone calls or WhatsApp messages.
* Issue: There is no central record of communications, making it hard to track issues and responses, which can cause delays in machine repairs or maintenance.

1. **Compliance and Documentation**

* Action: SOPs, calibration records, and QC logs are maintained manually.
* Issue: Manual documentation is time-consuming and difficult to retrieve during audits. This makes it harder to manage and prove compliance.

**Process Flow Diagram (AS-IS)**

Patient Registration & Sample Collection

Testing and Result Entry

Report Generation & Delivery

Inventory Management

Communication & Maintenance

Compliance & Documentation

End

* 1. **Proposed Recommendations (TO-BE)**

1. Patient Registration and Sample Collection –

* **Action:** Implement a digital registration system where patient details and test information are entered directly into the system via tablets or computers.
* **How it Helps:** This eliminates manual data entry, reducing errors and saving time. Data is instantly available for future reference.

1. Testing Generation & Delivery –

* **Action:** Use automated systems or lab software to record test results directly into the system, integrating with machines where possible.
* **How it Helps:** Results are automatically recorded, reducing human error and eliminating the need to manually transcribe results.

1. Report Generation and Delivery

* **Action:** Generate reports automatically from the system, which are then digitally signed and either printed or sent electronically (email, app, etc.).
* **How it Helps:** Speeds up report generation, ensuring accurate reports, and allows patients to receive reports instantly via their preferred method (email, WhatsApp, etc.).

1. Inventory Management

* **Action:** Implement a real-time inventory management system where lab materials (reagents, equipment) are tracked automatically.
* **How it Helps:** Prevents stockouts and overstocking by providing alerts when inventory reaches low levels. This ensures better control over lab supplies.

1. Communication & Maintenance

* **Action:** Use a centralized platform to log communication with engineers and suppliers, track service requests, and monitor machine status.
* **How it Helps:** Keeps track of maintenance history and ensures timely repairs. Helps in following up and maintaining a record of actions taken.

1. Compliance and Documentation

* **Action:** Digitally store all compliance-related documents (SOPs, calibration records, QC logs) in a central system, easily accessible during audits.
* **How it Helps:** Reduces the time spent searching for documents, ensures compliance is met efficiently, and simplifies audits.

**How the Proposed System Addresses Challenges:**

* **Accuracy:** Digital systems reduce the risk of errors from manual data entry.
* **Efficiency:** Automation speeds up processes, reducing delays and unnecessary time spent on tasks.
* **Tracking:** Real-time tracking of inventory, results, and communications ensures nothing is missed.
* **Compliance:** Digital records ensure easy access and meet NABL requirements, streamlining audits.

**9. Business Requirements**

**Functional Requirements**

|  |  |  |  |
| --- | --- | --- | --- |
| **Req. ID** | **Requirement Description** | **System Functionality** | **Priority** |
| FR-01 | Allow digital patient registration with automatic saving of details. | Patient details are captured and saved digitally. | High |
| FR-02 | Enable automated test result entry with built-in validation. | Results are entered into the system automatically, reducing human errors. | High |
| FR-03 | Generate reports in PDF format and allow email/WhatsApp sharing. | System creates and shares reports via email or WhatsApp. | High |
| FR-04 | Maintain a digital inventory system with real-time stock tracking. | Inventory quantities are tracked and updated in real-time | Medium |
| FR-05 | Allow internal communication logging for maintenance and support. | Communication history is logged within the system for easy tracking. | Medium |
| FR-06 | Provide a centralized system to store SOPs, QC logs, and calibration record. | SOPs, calibration logs, and QC records are stored digitally and accessed easily | High |

**10. Appendices**

**10.1. List of Acronyms**

* **SOP –** Standard Operating Procedures
* **QC –** Quality Control
* **NABL** – National Accreditation Board for Testing and Calibration Laboratories
* **PDF –** Portable Document Format
* **SMS –** Short Message Service
* **RTM –** Requirement Traceability Matrix
* **IT –** Information Technology
* **CRM –** Customer Relationship Management
* **API –** Application Programming Interface
* **DB –**  Database
* **UI –**  User Interface
* **ERP –**  Enterprise Resource Planning

**10.2 Glossary of Terms**

* **SOP (Standard Operating Procedures) –** Step-by-step instructions to make sure tasks are done the same way every time.
* **QC (Quality Control) –** A system to check the quality of products by testing samples.
* **NABL (National Accreditation Board for Testing and Calibration Laboratories) –** An organization in India that checks if labs meet certain standards.
* **PDF (Portable Document Format) –** A type of file that looks the same on any device and can't be easily changed.
* **SMS (Short Message Service) –** A service used to send short text messages on phones.
* **RTM (Requirement Traceability Matrix)** – A document that shows which requirements have been met during a project.
* **IT (Information Technology) –** The use of computers and other devices to store and share information.
* **CRM (Customer Relationship Management) –** Software used to manage communication with customers.
* **API (Application Programming Interface) –** A set of rules that lets different software programs communicate with each other.
* **DB (Database) –** A place where data is stored and organized for easy access.
* **UI (User Interface) –** The part of a computer or app that you interact with, like buttons, screens, or menus.
* **ERP (Enterprise Resource Planning) –** Software used by companies to manage things like accounting, inventory, and human resources.

**10.3 Related Documents**

* Business Case Document
* Business Requirements Document (BRD)
* Functional Specifications Document
* Requirement Traceability Matrix (RTM)
* Project Plan
* Training Manual
* SOPs (Standard Operating Procedures)
* Compliance Documents