**Waterfall Project – Part 2nd**

**Document 1st**

**Business Case Document Template**

**1. Why is this project initiated?**  
This project is initiated to develop web pages for a US-based pharmaceutical company using Drupal Modules and Themes. The primary objective is to enable the company to sell Vets & Pets products through an online platform while ensuring post-development support for change requests.

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

* The client does not have an online presence for selling Vets & Pets products.
* Frequent requirement changes from the client.
* Need for a secure and scalable platform to handle transactions and customer data.
* SLA compliance issues in handling change requests.

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

* Establishing an online platform for selling Vets & Pets products.
* Streamlined handling of change requests through a structured process.
* Secure integration of a payment gateway.
* Efficient project delivery using the Waterfall methodology.

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

* **People**: Skilled developers experienced in Drupal Modules & Themes.
* **Technology**: Drupal, MySQL, and Payment Gateway.
* **Time**: 8 weeks for project completion.
* **Budget**: ₹50,00,000 (₹30,00,000 for training, ₹10,00,000 for software, ₹10,00,000 for hardware).

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

* Minimal changes as Drupal is a low-code/no-code platform, reducing the technical learning curve.
* Some training for internal teams on managing content and handling change requests.

**6. Time frame to recover ROI?**

* Expected ROI recovery within 12-18 months through increased sales and customer engagement.

**7. How to identify stakeholders?**

* **Primary Stakeholders**: Client’s management, project sponsor, and end-users.
* **Internal Stakeholders**: Project manager, developers, designers, and testers.
* **External Stakeholders**: Customers purchasing products through the platform.

**Document 2nd**

**Business Analyst (BA) Strategy for Drupal Project**

**1. Introduction**

The BA strategy defines the approach to be followed in eliciting, analyzing, documenting, and managing requirements for the **Drupal-based web development project**. The strategy ensures alignment with business objectives, smooth stakeholder communication, and adherence to the **Waterfall model**.

**2. Business Analysis Approach**

* **Methodology Used:** Waterfall Model (Sequential Approach)
* **Requirement Gathering Techniques:**
  + **Workshops & JAD (Joint Application Development)** – For stakeholder collaboration
  + **MoSCoW & MVP Prioritization** – To determine high-priority features
  + **Stakeholder Interviews** – For in-depth requirement insights

**3. Stakeholder Engagement Strategy**

* **Internal Stakeholders:**
  + Project Sponsor
  + Business Owners
  + Project Manager
  + Development Team
  + Testing Team
* **External Stakeholders:**
  + Customer (US-based Pharmaceutical Company)
  + End-users (Customers purchasing Vets & Pets products online)

**Engagement Methods:**

* Regular **status meetings**
* **Requirement validation sessions**
* Feedback collection through **prototypes & wireframes**

**4. Requirements Management**

* **Requirement Documentation:**
  + **Business Requirements Document (BRD)** – High-level business needs
  + **Functional Specification Document (FSD)** – Detailed feature descriptions
  + **Requirement Traceability Matrix (RTM)** – To ensure no requirement is missed
* **Requirement Changes:**
  + All **Change Requests (CRs)** are evaluated for feasibility, cost, and impact
  + Prioritization based on **business value & urgency**

**5. Risk Management Approach**

* **Technical Risks:** Developers need expertise in **Drupal Modules & Themes**
* **Business Risks:** Frequent changes in customer requirements
* **Security Risks:** Payment gateway handling sensitive user data
* **Mitigation Strategy:**
  + **Regular training** on Drupal
  + **Early risk identification** in feasibility analysis
  + **Strict compliance** with security standards

**6. Deliverables & Success Metrics**

* **Deliverables:**
  + Fully functional **Drupal-based e-commerce web pages**
  + SLA-compliant **post-development support**
  + Seamless **payment gateway integration**
* **Success Criteria:**
  + Meeting **customer specifications** with minimal revisions
  + Delivering within **8-week project timeline**
  + Ensuring **zero SLA breaches** for Change Requests

This BA Strategy ensures structured requirement gathering, clear stakeholder communication, and risk mitigation, leading to the project's successful completion.

**Document 3rd**

**Functional Requirement Specifications**

|  |  |  |  |
| --- | --- | --- | --- |
| Req ID | Req Name | Req Description | Priority |
| FR0001 | User Login | Users should be able to log in to access features | High |
| FR0002 | Product Listing | Display products with images and descriptions | High |
| FR0003 | Shopping Cart | Users should be able to add/remove products | High |
| FR0004 | Payment Gateway | Secure payment processing integration | High |
| FR0005 | Order Tracking | Users should be able to track their orders | Medium |
| FR0006 | Admin Panel | Admin should manage products, orders, and users | High |

**Document 4th**

**Requirement Traceability Matrix**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Req ID | Req Name | Req Description | Design | Dev | Test | UAT | | FR0001 | User Login | Users should be able to log in | Yes | Yes | Yes | Yes | | FR0002 | Product Listing | Display product details | Yes | Yes | Pending | Yes | | FR0003 | Shopping Cart | Manage cart operations | Yes | Yes | Yes | Yes | | FR0004 | Payment Gateway | Secure payments processing | Yes | Pending | No | Yes | | FR0005 | Order Tracking | Users track their orders | Yes | Yes | Yes | Yes | |

**Document 5th**

**Business Requirements Document (BRD)**

**Project Name: Drupal-based E-commerce Website for Vets & Pets Products**

**Project ID: DRUPAL-PHARMA-001**

**Version: 1.0**

**Author: Manish Talreja**

**1. Document Revisions**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Changes** | **Author** |
| **03-Mar-2025** | **1.0** | **Initial Draft** | **Manish Talreja** |

**2. Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| **Project Sponsor** | **[Name]** | **Business Owner** |  |  |
| **Project Manager** | **[Name]** | **PM** |  |  |
| **System Architect** | **[Name]** | **Solution Architect** |  |  |
| **Development Lead** | **[Name]** | **Lead Developer** |  |  |
| **Quality Lead** | **[Name]** | **QA Manager** |  |  |

**3. RACI Chart**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Position** | **R** | **A** | **S** | **C** | **I** |
| **Project Sponsor** | **Business Owner** |  | **X** |  |  |  |
| **BA** | **Business Analyst** | **X** |  | **X** |  |  |
| **PM** | **Project Manager** |  | **X** |  |  |  |
| **Dev Lead** | **Lead Developer** |  |  | **X** | **X** |  |
| **QA Lead** | **Quality Manager** |  |  | **X** | **X** |  |

**4. Introduction**

**4.1 Business Goals**

**To develop an e-commerce website using Drupal that enables the customer (a US-based Pharmaceutical company) to sell Vets & Pets products online.**

**4.2 Business Objectives**

* **Develop web pages using Drupal Modules & Themes**
* **Enable secure payment gateway integration**
* **Ensure SLA-compliant post-development support**
* **Enhance user experience with a seamless shopping interface**

**4.3 Business Rules**

* **Only registered users can make purchases.**
* **Payment transactions must follow PCI-DSS security compliance.**
* **Change Requests (CRs) must be addressed as per SLA priority.**

**4.4 Background**

**The customer requires a scalable, secure, and customizable web solution to expand their digital sales of Vets & Pets products. The use of Drupal ensures a low-code, quick-to-deploy solution.**

**4.5 Project Objective**

**To deliver a fully functional e-commerce website that meets customer requirements, ensures compliance, and provides post-development support.**

**4.6 Project Scope**

**4.6.1 In-Scope Functionality**

**✔ Development of Drupal-based e-commerce web pages  
✔ User registration, login, and profile management  
✔ Product catalog and search functionality  
✔ Secure payment gateway integration  
✔ Order tracking and history for users  
✔ SLA-based post-development support**

**4.6.2 Out of Scope Functionality**

**❌ Mobile application development  
❌ Custom CMS development outside Drupal modules  
❌ Integration with third-party logistics providers**

**5. Assumptions**

* **The customer will provide clear and stable requirements at the beginning of the project.**
* **Development will be completed within 8 weeks using the Waterfall methodology.**
* **Drupal’s existing modules will be sufficient to meet customer needs.**

**6. Constraints**

* **The project must adhere to PCI-DSS compliance for payment transactions.**
* **SLA guidelines must be followed for Change Requests.**
* **Project budget is fixed at ₹50,00,000.**

**7. Risks**

**7.1 Technological Risks**

* **Developers may require additional training on Drupal modules & security protocols.**

**7.2 Skills Risks**

* **The project depends on Drupal-experienced developers; lack of expertise may delay timelines.**

**7.3 Business Risks**

* **If the website does not perform as expected, customer satisfaction & retention may be impacted.**

**7.4 Security Risks**

* **Payment gateway vulnerabilities could expose customer financial data.**

**7.5 Mitigation Strategies**

* **Conduct Drupal training for developers.**
* **Perform early feasibility checks on requested changes.**
* **Implement secure authentication and encryption for transactions.**

**8. Business Process Overview**

**8.1 Legacy System (AS-IS)**

**Currently, the customer sells products only via offline distributors, limiting their market reach.**

**8.2 Proposed Solution (TO-BE)**

* **Develop an online e-commerce portal to enable direct customer sales.**
* **Provide a secure payment gateway for online transactions.**
* **Ensure real-time order tracking & inventory updates.**

**9. Business Requirements**

|  |  |  |  |
| --- | --- | --- | --- |
| **Req ID** | **Requirement Name** | **Description** | **Priority** |
| **BR001** | **User Registration** | **Users should be able to create an account** | **High** |
| **BR002** | **Product Catalog** | **Display all available products with filters** | **High** |
| **BR003** | **Secure Payments** | **Integrate with a payment gateway (Credit/Debit/UPI)** | **High** |
| **BR004** | **Order Tracking** | **Users should be able to track order status** | **Medium** |
| **BR005** | **Admin Panel** | **Admin should manage inventory, users, and orders** | **High** |

**10. Appendices**

**10.1 List of Acronyms**

* **DRM – Drupal Module**
* **PCI-DSS – Payment Card Industry Data Security Standard**
* **SLA – Service Level Agreement**

**10.2 Glossary of Terms**

* **Drupal – A content management system (CMS) used for building websites.**
* **E-commerce – Online platform for buying and selling goods.**

**10.3 Related Documents**

* **Functional Requirements Document (FRD)**
* **Requirement Traceability Matrix (RTM)**

**✅ Conclusion**

**This BRD outlines the objectives, scope, risks, and requirements for the Drupal-based e-commerce website. Following the Waterfall model, the project will ensure timely delivery, compliance with security standards, and post-development support to the customer.**