Project name:

Project manager	
Project sponsor	

Version control

Originally created: [dd/mm/yy]	Created by:
Date of sign off: [dd/mm/yy]	Signed off by:

Revision date	Version no.	Summary of changes	Sign off date
[dd/mm/yy]	v0.1	[draft]	
[dd/mm/yy]	v1.0	[signed off]	

Distribution list

Name	Title	Date

1. Project description

[Issues to consider include: What is the problem or issue you are facing? What are you proposing? What are the drivers? Why now?]

2. Target Operating Model (TOM) reference

[Link to Departmental TOM (include page reference) and / or any other relevant corporate strategies]

3. Business need

[Why do you really need to do this? What are you expecting to happen? What will be different? What might happen if you don't do it?]

4. Benefit summary (Benefit profiles attached as Appendix A)

[Provide details of each key benefit in a benefit profile, and attach them as an appendix to this Business Case. For each benefit where you have completed a profile, supply the benefit name, category, and owner in the table below. Quality is more important than quantity. These do not necessarily have to be financial. If you have identified other benefits that are not as significant, or are not quantifiable, please describe them briefly in free text below the table.]

Benefit name	Category	Benefit owner
	Choose an item.	
	Choose an item.	
	Choose an item.	

5. Options considered

[Set out the options that have been explored including 'do nothing', and explain the advantages and disadvantages of each one. You may find a PESTLE analysis useful to help you do this – Political, Economic, Social, Technological, Legal, and Environmental]

Option	Advantages	Disadvantages
1. Do nothing		
2.		
3.		

Recommended option

[Recommend one course of action, explaining why it is preferable to the others]

6. Resources (Financial spreadsheet attached as Appendix B)

Financial

[Include all costs – capital (one-off) and revenue (ongoing). Identify the source of the funding, and clearly indicate what is included and / or excluded from the Medium Term Financial Strategy]

Total = £

Internal

[What level of input are you going to require from colleagues across Merton? Consider who will need to be part of your project team and how much time they will need to dedicate to this. Is your project going to require time and engagement from services

across the Council? You will need to discuss with the managers of those services so staff can be made available at a mutually convenient time. Also give thought to how much support you will require from Corporate Services teams – speak to relevant service managers about your project to understand whether you will need them, and if so, how much time they think will be necessary.

Consider the following service areas in particular: Communications, Corporate Change, Continuous Improvement, Customer Contact, HR, Information Governance, IT – Service Delivery, IT – Systems, IT – Training, Facilities Management, Finance, Legal, Procurement, Transactions].

7. Comments and sign off

Business comments	[name and job title]	[comments from relevant Business Partner(s)]
Financial comments	[name and job title]	[comments from relevant senior financial adviser(s) or Assistant Director Resources]
Technical Design Authority (TDA)	[date of TDA meeting / outcome of TDA decision, or n/a if not relevant]	
Project comments	[name and job title]	[comments from project sponsor or Director]
Continuous Improvement comments	[name and job title]	[comments from member of the Continuous Improvement Team if being submitted to MIB or TDA]

8. Appendices

Appendix A: Benefit profile(s)
Appendix B: Financial spreadsheet

This page is intentionally left blank