

<<client/customer>> <project/process name>

functional requirements questionnaire

**Version: #.#**



Revision History

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| Date | Revision | Author | Description |
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# Metrics

## Workload

|  |  |
| --- | --- |
| How many cases is the solution expected to handle?  Include frequency e.g. 1000 cases per week, 50 cases per hour |  |
| What is the maximum expected volume? |  |
| What is the minimum expected volume? |  |
| Are there any periods when a higher workload is anticipated? | Yes/No |
| What are they? | |

## Manual Resource Effort

|  |  |
| --- | --- |
| How many FTE are currently required to perform the process manually? |  |
| What is the average case handling time? |  |

## Service Level Agreements

|  |  |
| --- | --- |
| Are there any SLAs this solution must conform to? | Yes/No |
| What are the SLAs? | |
| Should the solution be expected to recognise an SLA breach? If so how? | |

# Control

## Operating Hours

|  |  |
| --- | --- |
| Will the solution run outside normal working hours? | Yes/No |
| What time will the solution start? |  |
| Will the solution work to a stop time? |  |
| What days of the week will the solution run? |  |
| Are there any days or times when the solution must not run? |  |

## Business Interaction

|  |  |
| --- | --- |
| What part will the Business play within the end-to-end process? | |
| Will the Business supply new work to the solution? | Yes/No |
| Will the Business resubmit exception cases to the solution? | Yes/No |

# Execution

## Restrictions

|  |  |
| --- | --- |
| Are there any business thresholds that must be adhered to? E.g. payments below a certain value | Yes/No |
| What are they? | |
| Are there any time windows or periods when any of the target systems are unavailable? | Yes/No |
| List the systems and when they are unavailable. | |

## Alerts

|  |  |
| --- | --- |
| Will the solution need to send out any alerts? | Yes/No |
| What events should trigger an alert? | |
| How will alerts be sent? | |
| Who will receive alerts? | |

# Data Management

## Input

|  |
| --- |
| What input will feed work into this solution? |

#### Source

|  |  |
| --- | --- |
| Where will the work come from? | |
| What time and frequency will the work arrive? (e.g. once per day at 9am, every 2 hours) | |
| Is it possible that no work will arrive? | Yes/No |
| What should happen then? | |

#### Structure

|  |
| --- |
| How will the data be structured? Where relevant, provide an example of the input. |
| Will the cases be supplied one at a time or will each input contain multiple cases? |

#### Identification

|  |  |
| --- | --- |
| Can cases be uniquely identified? | Yes/No |
| What field or combination of fields will be used as the identifier? Only non-sensitive data should be used as an identifier. | |
| Is it possible that the solution could be supplied with duplicate cases? | Yes/No |
| What would be the consequence of working a case more than once? | |
| Once detected, how should duplicates be dealt with? | |
| Is it possible that a case can legitimately reappear at a later date? | Yes/No |
| How will a legitimate reoccurrence be distinguished from an unwanted duplicate? | |

## Output

#### Exceptions

|  |
| --- |
| How will exceptions be sent back to the Business? |
| What will be the file structure or message format used for exceptions? Where relevant, provide an example of the required output. |
| When will they be sent? |
| Where will they be sent? |

#### Management Information

|  |  |
| --- | --- |
| Apart from exceptions, will the solution create any MI output? | Yes/No |
| What will be the file structure or message format used? | |
| How will it be created? | |
| When will it be created? | |
| Where will it be sent? | |

#### Other data outputs

|  |  |
| --- | --- |
| Apart from exceptions and MI will the solution create any other output? | Yes/No |
| What will be the file structure or message format used for other outputs? | |

## Preservation

Complete the following items where the Blue Prism solution should purge aged data.

|  |
| --- |
| How long should input data be kept for? |
| How long should work queue data be kept for? |
| How long should output data be kept for? |

# Business Continuity

## Blue Prism Unavailability

|  |
| --- |
| If this solution became inoperable and the current DR strategy was unable to ensure availability how continuity should be achieved? |
| How would the Business like to be informed of Blue Prism unavailability? |
| What is the business effect of the process not running for one hour? |
| What is the business effect of the process not running for four hours? |

## Excessive Workload

|  |  |
| --- | --- |
| Is it possible that the solution could be overwhelmed by an excessive workload? | Yes/No |
| Is this solution required to detect such an event? | Yes/No |
| Quantify an overload threshold | |
| Is this solution required to respond to such an event? | Yes/No |
| How would this be achieved? | |
| How should the Business be informed? | |
| How should the Business deal with the situation? | |