BUSINESS CASE

Project name	*Income Management*

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PRINCE2

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Document History

Document Location	This document is only valid on the day it was printed. The source of the document will be found in the Project File X:\Cttee, Council & Sub Cttees\PFA\2011 12\280911

Revision History   Date of next revision:

Version Number	Revision date	Previous revision date	Summary of Changes	Changes marked

Approvals   This document requires the following approvals.
Signed approval forms are filed in the project files.

Name	Signature	Title	Date of Issue	Version

Distribution   This document has been distributed to:

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Purpose

To document the justification for the undertaking of the project, based on the estimated cost of development and implementation against the risks and anticipated business benefits and savings to be gained.

Contents *Business Case could cover, for example, the following topics. There may be other unique criteria for a specific project.*

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Reasons The current Income Management system has gone end of life and needs to be upgraded to the latest version. The current system is not PCI compliant.

Options Do nothing
Upgrade to a supported version of the project

Benefits expected Updating to the new system will mean that an existing file conversion process carried out on a daily basis will no longer be required. Whilst this process is not onerous in itself it requires access to a remote connection and carries risks if this were not available due to system failure.

Since customer accounts are updated using information collected in this way there is always the risk that accounts could not be updated in a timely manner and therefore potential for increases in avoidable customer contact. With the upgrade this connection would not be required and therefore these risks would no longer be present.

In addition any future legislative changes will be updated on the newer version of the software which cannot be guaranteed on the existing version of the software (see risks below).

Risks	If any legislative changes were made there is a danger that these changes would not be reflected in the version we are currently using.
Cost	*£20,000*
Timescales	To be commenced after bedding down of issues arising out of the move to the new offices
Investment appraisal	*None*
Evaluation	The project will make sure that the system is Payment Card Industry (PCI) compliant. PCI is an information security standard for organisations that handle cardholder information for the major debit, credit, prepaid, e-purse, ATM, and point of Sale (POS) cards.
	Validation of compliance with the standard is carried out annually. The present version we are using falls outside the requirements of the standard.
	The requirements of the standard include maintaining a secure network and having systems in place to protect cardholder data such as data encryption over public networks and having up to date anti-virus software. Updating to the new version would allow compliance with these requirements.