**{CAPABILITY}**

**{Specific Release if required}**

|  |  |
| --- | --- |
| Project Manager: |  |
| Business Sponsor: |  |
| Capability: |  |
| Planned Go-Live: |  |

|  |  |
| --- | --- |
| Document Owner: |  |
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Document Version Management

|  |
| --- |
| Configuration History |
| Version No. | Date | Changes | Author |
|  |  |  |  |

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| --- |
| Distribution |
| Version No. | Date | Name(s) |
|  |  |  |  |

|  |
| --- |
| Approved By |
| Version No. | Date | Name | Role |
|  |  |  | BI SME Lead |
|  |  |  | Business Lead |

**How to complete this document:**

Early in the project, this should be completed with statements that reflect all releases, geographies and datarequirements that are included.

This document should be prepared for Gate 1 and completed for the entire release.

Further guidance is given where appropriate in the document itself.

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1. Service Level Requirements (SLRs)
	1. Customer Details

|  |  |
| --- | --- |
| Business Owner: |  |
| Customer Contact: |  |
| Business Owner Phone: |  |
| Business Owner E-mail: |  |

* 1. Service Description

|  |
| --- |
| Description of the Service required by the customer: |
| *What is the Service, what does it do, which Business Process(es) does it support and which Business Function(s) does it support?* *When a link to the ISR document is included, please verify whether the ISR document captured the discussions with the business. It might be that the ISR is written by a Technical Architect and non-technical descriptions are not provided in the ISR. In that case, add these here.* |

* 1. Service Review & Reporting Requirements

*This chapter allows to include additional requirements on top of the normal service review. After the go-live, the service delivery manager has a regular review of service with the business. As a standard, such a review takes place 12 months after the service goes live. The recommendation is to have such reviews on a monthly and quarterly base. This review has a standard structure.*

*If the project requires additional items, these can be included in this chapter.*

1. Performance

|  |
| --- |
| Performance requirements: |
| *[Details required include the average or maximum device response times. This can be expressed as a percentage – for example, 95% within 2 seconds.**Please use next template to provide requirements on the performance.**However, performance must distinguished along axis:** *The device axis (laptop, smart phone, IPad, etc.)*
* *The type of action (adding dimension, drilling in a hierarchy, adding a measure )*
* *Report type (simple, self-service report )*
* *Page: landing page, report page]*

|  |  |
| --- | --- |
| Name/Description of Performance | Proposed SLA for Connect |
| *Page* |  |
| *Report* |  |
| *Report* |  |
| *...* |  |
| *Drill in hierarchy within report* |  |
| *Add hierarchy to a report* |  |
| *...* |  |
| *Provide report on laptop within Unilever premises* |  |
| *Provide report on laptop outside Unilever premises* |  |
| *Provide report on handheld device* |  |
| *....* |  |

 |

1. Security

[This section should be completed with reference to the “How to complete this document” section at the beginning of the document

*Identify any dataset that is classified in Unilever Information Classification Scheme as red status or any other confidential data sets required to deliver the capability project]*

|  |  |
| --- | --- |
| Dataset that requires red data status | Reason for red data requirement |
|  |  |
|  |  |
|  |  |

1. User Profiling

*[At Capability describe the most common user types (report readers, self service report builders, cube users), noting their geography, business function system usage (daily, weekly, monthly etc. using the table below) and their type of access (via mobile, laptop, within Unilever premises etc.) .*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| User Types | Geography | Business Function | System Usage | Access |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |