LINKEDIN SERVICES PORTFOLIO / BUSINESS ANALYSIS

Business Requirements Document

Example deliverable: requirements, acceptance criteria, and traceability for a fictional online appointment-booking enhancement.

Project field	Value
Project	Online Booking Experience Improvement
Sponsor	Director of Operations
Document status	Draft / Portfolio demonstration
Release approach	Phased implementation

1. Problem statement

The fictional company Harborfield Services accepts appointments through multiple channels. Manual confirmations create avoidable delays, duplicate bookings, and inconsistent customer notifications.

2. Business objectives

- Reduce the proportion of appointments requiring manual confirmation.
- Provide customers with clear appointment status and self-service changes.
- Improve booking data quality and downstream operations reporting.

3. Scope

In scope: public booking form, availability validation, customer confirmation, rescheduling and cancellation rules, administrative appointment view, and basic reporting. Out of scope: payment processing, third-party CRM replacement, and multi-language support for the first release.

4. Functional requirements

ID	Requirement	Priority
FR-01	The platform shall display available time slots for the selected service and location.	Must
FR-02	The system shall prevent confirmation of a slot that is no longer available.	Must
FR-03	Upon booking, the system shall issue a confirmation with a unique reference ID.	Must

ID	Requirement	Priority
FR-04	An authenticated customer shall be able to reschedule within policy limits.	Should
FR-05	An administrator shall be able to filter reservations by date, location, and status.	Should

5. Nonfunctional requirements

Accessibility: Target WCAG 2.2 AA for the booking journey. Security: Protect customer information using approved authentication and transport encryption. Performance: Aim for a 95th-percentile booking-page response under 3 seconds in the agreed test environment.

6. Acceptance criteria

Scenario	Given / when / then
Prevent double-booking	Given a slot is reserved, when a second user submits the same slot, then the second booking is rejected and alternatives are displayed.
Booking confirmation	Given a successful booking, when it is saved, then the user receives a unique reference and the booking appears in the admin view.
Reschedule	Given a booking within policy, when a user changes to an open slot, then the original slot is released and both customer and admin views update.

7. Dependencies, risks, and approvals

Dependencies include calendar availability integration, notification service reliability, policy decisions, and stakeholder test participation. Key risks include race conditions during booking and inadequate handling of personally identifiable information. Approval requires product owner, operations, security, and QA sign-off.

All project names, metrics, and targets are illustrative, and would be confirmed during stakeholder discovery.