

Title goes here & RFC



*The purpose of this document is to allow stakeholders to take a well informed decision about proposed solutions.
Typically written by a solution architect.*

Document History & metadata

Date	By	Change description
2022-02-28	Mattias Nordin	First draft

Document type

Template folder

1. Business Requirements
2. **Decision Support** (this document)
3. Solution Design
4. Project Plan
5. Deployment plan
6. Training



Related documents

- ...
- ...

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Stakeholders

Name	Department	Role in this context

Decision maker

- ...

Decision

- Txt Txt Txt Txt Txt Txt

Decision meeting:

Txt Txt Txt

Motivation:

Txt Txt Txt

Problem statement

...

Feature map

SF = Salesforce, MS = Merchant services. ✓ = Live service. % = In development.

Feature	X Status	Y Status

Team members

Salesforce EMEA	Salesforce AMER

Questions:

1. ...
2. ...

Requirements

- ???
- ???
- ???

Decision support

Option A:

Text goes here

General motivation goes here.

General description

Txt Txt Txt Txt

Assumptions

✓ ...

Risks

☠ ...

☠ ...

Included features

- 1. Feature 1
- 2. Feature 2
- 3. Feature 3

Feature size estimate per team (S,M,L,XL)

- ☐ Change 1 = ?
- ☐ Change 2 = ?

Front end workflow (red = new)

- 1. This happens
- 2. Then this
- 3. And this is a new step for the users
- 4. And then it is finalized by pressing the button

PRO +	CON -
⚖️	

Data model

Option B:

Text goes here

General motivation goes here.

General description

Txt Txt Txt Txt

Assumptions

✓ Staffing is not a problem.

✓ ...

Risk

☠ Operations process is unclear. Who owns data and support?

☠ We currently only have one developer.

Included features


1. Feature 1
2. Feature 2

Feature size estimate per team (S,M,L,XL)

- ☐ Salesforce change = ?
- ☐ Xxx team change = ?

Front end workflow (red = new)

1. This
2. Then
3. Then

PRO +	CON -
Time to market. No need to build a platform / MN	
 We already own the community license and can onboard users today / MN	We don't have product status/data in Salesforce / MN

Data model

...

Option C:

Text goes here

General motivation goes here.

General description

Txt Txt Txt Txt

Assumptions

✓ ..

Risks

👤 Operations is unclear



Included features


1. ...
2. ...

Feature size estimate per team (S,M,L,XL)

- ☐ Netsuite change = X
- ☐ Salesforce change = S

Front end workflow (red = new)

1. This happens
2. Then this
3. **And this is a new step for the users**
4. And then it is finalized by pressing the button

PRO +	CON -
 KG	 KG

Data model

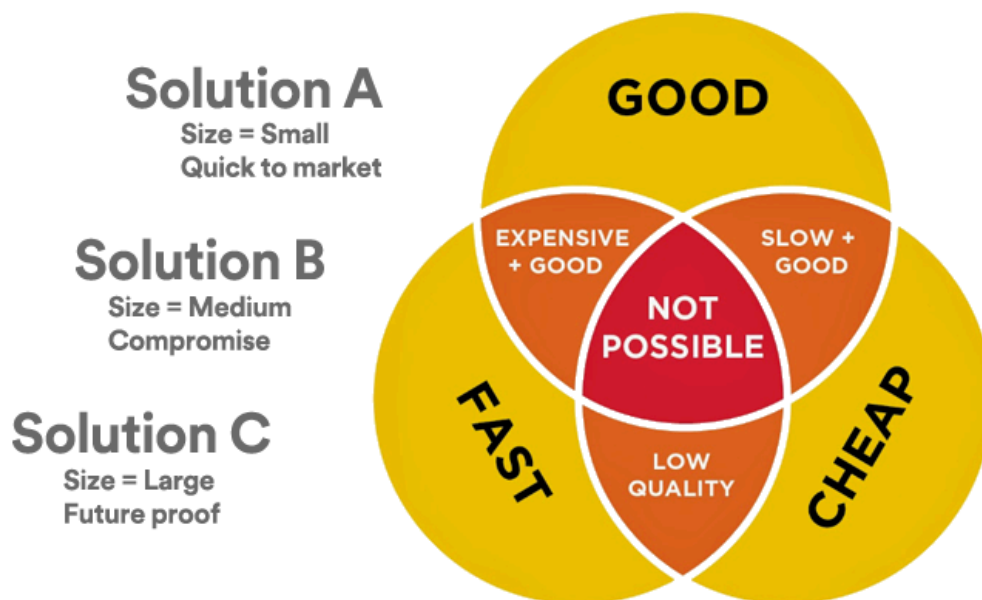
...

To keep in mind when deciding A, B, C

Most user value can be delivered in multiple ways. A quick hack that is saving 80% of the time. A long term solution that is doing more than the user is asking for, but is future proof. And anything in between.

“**Expensive + good**” means that we use a lot of resources, which is not a common scenario in a small team.

Normally the option is between “**Low quality (quick hack)**” or “**Slow + good**”.



Solution size - Resources - Deadline = Quality