ABSTRACT

The problem of lack of business value in projects has become a common problem for many companies. A very important impact for the company is project completion delays and excessive budgets and lack of planning to make many changes, and poor implementation processes. The business case is an important part of managing value creation in Information Systems projects. Improving the usability of business cases in Information Systems projects through a business approach is this research effort. Information is presented in the lessons from the business case development phase for the project. There are three discussions in this study (1) refining the content of the business case, (2) how to develop the business case, and (3) using the business case in further value creation. This lesson summarizes the research findings in its contribution that a business case is written to propose (1) the information to be included in as much detail as possible, (2) the business processes developed using business documents, and (3) the structure used during dynamic value creation. The information and topics covered are related to Information Systems business case research and value creation. The business case design document is the result of this research using a value creation approach through a business model canvas for continuous business processes.

***Keywords** — Project Management, Business Case Documents, Business Process, Value Creation*