



BNAI MIS 3504  
**Digital Design and  
Innovation Studio**

UNDERSTANDING YOUR CLIENT'S  
BUSINESS RULES

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Photo: Installation by Jenny Holzer, US Pavilion, Venice Biennale 1990

# Business Rules And Decision Trees

## What is a Business Rule

### Business Rule

- Describes a policy, guideline, standard or regulation upon which the business operates
- A statement that defines or constrains some aspect of the business
- It is intended to assert business structure, or to control or influence the behavior of the business.

• From Business Analysis Body of Knowledge (BABOK)

## What does a Business Rule look like

TERM1 –FACT- TERM2

## Business Rule Format

- Textual statement that defines the rule **exactly** and **unambiguously**
- Each rule has a unique identifier (ex. BR125)
- Usually documented or managed in a separate catalogue or table

• From Business Analysis Body of Knowledge (BABOK)

## Business Rule Examples

(Term - Fact - Term)

BR1 - Customer calls

must be returned

the same day.

BR2 - Expected contract value

is calculated as

the probability of signing the contract times the total value of the contract.

## Types of Business Rules

- Restriction – **must or must not happen**
- Heuristics – **guidance on how to do something**
- Inference – **given a condition, assume other conditions**
- Timing – **activity based on elapsed time**
- Triggers – **cause and effect relationship**

• From Business Analysis Body of Knowledge (BABOK)

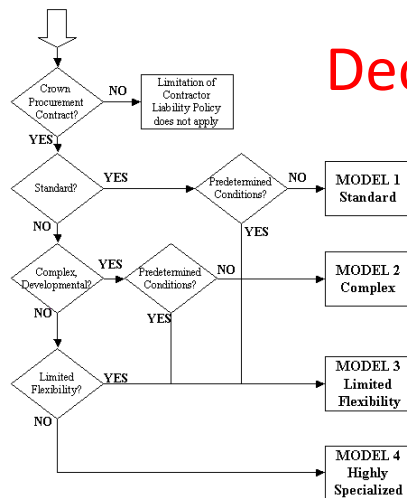
## Why not if/then?

Using the if/then format may obscure the true subject of the business rule. The true subject should be at the start of each rule.

- If the order is shipped then send the notification
- Notification must be sent when an order is shipped.

## What is a Decision Table? Tree?

Decision Tree  
Limitation of Contractor Liability



## Decision Tree

From the Treasury Board of Canada  
<http://www.tbs-sct.gc.ca/cmp/doc/loctm-mfirm/loctm-mfirm1-eng.aspx>

## Team Exercise: The Gas Deposit Case

### Instructions:

1. Read through the case.
2. Work with your team.
3. Write out the **business rules**
  - Share with the class
4. Link them in a **decision tree**
  - Share with the class
5. Write a list of **questions** you want to ask Gayle.
  - Share with the class