Business Requirements Document

Website 2.0

Cineco’s Cinema

**VERSION: 1.0**

DATE 2023-01-16

# Version and Approvals

**UTORS**

|  |  |
| --- | --- |
| **Version History** | |
| **Version #** | **Date** | | **Revised By** | **Reason for change** |
| **1.0** | **2023-01-16** | | **Bas** | **First draft** |
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Content changes between the current version and the previous version are identified using the Blackline convention (i.e., additions and ~~deletions~~).

This document has been approved as the official Business Requirements Document for <project name>, and accurately reflects the current understanding of business requirements. Following approval of this document, requirement changes will be governed by the project’s change management process, including impact analysis, appropriate reviews and approvals.

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| --- | --- |
| **Document Approvals** | |
| **Approver Name** | **Project Role** | | **Signature/Electronic Approval** | **Date** |
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Project Details

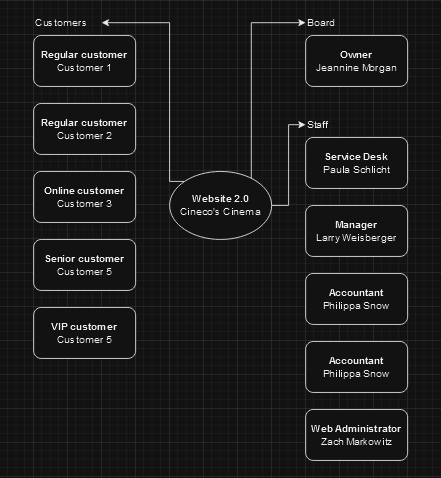
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| --- | --- |
| **Project Name** | **Website 2.0** |
| **Project Type** | **Website improvements** |
| **Project Start Date** | 2023-01-15 |
| **Project End Date** | 2023-03-31 |
| **Project Sponsor** | Jeannine Morgan |
| **Primary Driver** | Jeannine Morgan |
| **Secondary Driver** | Philippa Snow |
| **Division** | HQ |
| **Project Manager** | Larry Weisberger |

Overview

This document defines the high level requirements of Website 2.0. It will be used as the basis for the following activities:

* Creating solution designs
* Developing test plans, test scripts, and test cases
* Determining project completion
* Assessing project success

Document Resources

****

Glossary of Terms

| **Term/Acronym** | **Definition** |
| --- | --- |
| Screening map solution | A website where you are redirected that enables you to select a seat |
| Loyal Customer | A event that took past in the place to stimulate returning visits |
| Survey System | This system send out small messages on the website and via email |
| Interactive map | See “Screening map solution” |
| Aggregation of our daily revenue | Sum of all expenses gathered and made |
| Online sales | Tickets bought through the website |
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Project Overview

## 4.1 Project Overview and Background

Website 2.0 is a project revolved around an update of the website. This update needs to fix some major and minor issues.   
In the current situation the following is happening

* The screenings can be overbooked
* It’s not possible to book anonymous people into the system
* Members who book a ticket via the box office are registered as anonymous
* Data entered into the website is not secured

The objective for project Website 2.0 is to create a website that is easy to understand and use. The new website needs to have a secure environment where clients can store there data to improve and speed-up their website experience. The database of the website needs to be connected to box office, to prevent double/overbooked screenings.

## 4.2 Project Dependencies

No current dependencies know

## 4.3 Stakeholders

The following comprises the internal and external stakeholders whose requirements are represented by this document:

|  | **Stakeholders** |
| --- | --- |
| 1. | Internal: Owner – Jeaninne Morgan |
| 2. | Internal: Service desk – Paula Schlicht |
| 3. | Internal: Manager – Larry Weisberg |
| 4. | Internal: Accountant – Philippa Snow |
| 5. | Internal: Web Administrator – Zach Markowitz |

Key Assumptions and Constraints

## 5.1 Key Assumptions and Constraints

|  |  |
| --- | --- |
| **#** | **Assumptions** |
| A1 | Customer data is not stored safe |
| A2 | Box office tickets bought are not added to the data base |
| A3 | To many redirections |
| A4 | High data traffic |
| A5 | Client data is incorrect, due to the box office tickets not being registered |
|  |  |
| **#** | **Constraints** |
| C1 | Staff that handles the tickets and bar are students. |
| C2 | Staff changes on a regular basis |
| C3 | First results need to be available within two months |
| C4 |  |
|  |  |
|  |  |

Use Cases

1. **Buy ticket via Website**

Visitors want to be able to buy tickets for screenings.

1. **Create an account**

Visitors want to able to store their data, to reuse it incoming orders.

1. **Daily reports**

The accountant wants a daily overview of seats sold.

1. **Box office sales**

Visitors need to be able to buy tickets for screenings

1. **Maximum seats**

Never double book a seat for a screening

1. **Frequent staff changes**

We mainly work with staff that is enrolled into a study, when they graduate or go on internships we need to find replacements. Therefore we hire new staff on a regular basis. Using a booking system that is easy to use is a must to reduce the break in period.

## Use Case Narrative

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID: | 1 | | |
| Use Case Name: | Buy tickets via website | | |
| Created By: | Bas Gosman | Last Updated By: |  |
| Date Created: | 17-01-2024 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actors: | Visitors |
| Description: | A visitor visits our website, is able to select a film and screening time. Then pick a seat if needed add snacks. After all selections are made he is able to pay and finalize his order. His order is confirmed and the confirmation with tickets is send to his email. |
| Preconditions: | Webpage of the Cineco’s cinema is open |
| Postconditions: | Tickets are ordered and a confirmation is shared via email |
| Normal Course: | 1. Open web browser 2. Enter URL 3. Search for film 4. Select screening 5. If needed add snacks 6. Select payment method 7. Pay 8. Confirmation on website 9. Confirmation + tickets is in email inbox |
| Alternative Courses: | None |
| Exceptions: | Point 5. Is optional |
| Includes: |  |
| Priority: | High |
| Frequency of Use: | Once per visit |
| Business Rules | TBD |
| Special Requirements: | * 24/7 available * Stay within the same environment where possible * Seats can’t be double booked |
| Assumptions: | * Multiple seats can be booked by one person |
| Notes and Issues: |  |
| Use Case Graphic | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID: | 2 | | |
| Use Case Name: | Create an account | | |
| Created By: | Bas Gosman | Last Updated By: |  |
| Date Created: | 17-01-2024 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actors: | Visitors |
| Description: | Visitors want to able to store their data, to reuse it incoming orders. |
| Preconditions: | Webpage of the Cineco’s cinema is open |
| Postconditions: | Account is created |
| Normal Course: | 1. Open web browser 2. Go to URL 3. Click the my profile button 4. Click create account 5. Ask for an email address 6. Let the visitor create a password 7. Fill in the requested data 8. Save the date 9. Go to profile page |
| Alternative Courses: | If an account is already create, prompt the login page |
| Exceptions: | If an account is already create, prompt the login page |
| Includes: |  |
| Priority: | Medium |
| Frequency of Use: | Once per visitor |
| Business Rules | TBD |
| Special Requirements: | * 24/7 available * Account data needs to be secured * Data is not allowed to be shared |
| Assumptions: |  |
| Notes and Issues: |  |
| Use Case Graphic | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID: | 3 | | |
| Use Case Name: | Daily reports | | |
| Created By: | Bas Gosman | Last Updated By: |  |
| Date Created: | 17-01-2024 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actors: | Accountant |
| Description: | The accountant want to receive an overview update of all sales at the end of the day |
| Preconditions: | It’s 16:30 on a workday |
| Postconditions: | It’s 17:00 on a workday and the accountant received a overview of the sales update |
| Normal Course: | 1. The accountant is behind a workstation 2. The accountant receives a email 3. Inside the email is an update of the sales made via the website and box office 4. End of day |
| Alternative Courses: | None |
| Exceptions: |  |
| Includes: |  |
| Priority: | Medium |
| Frequency of Use: | Once per day |
| Business Rules | TBD |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |
| Use Case Graphic | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID: | 4 | | |
| Use Case Name: | Buy tickets via Box office | | |
| Created By: | Bas Gosman | Last Updated By: |  |
| Date Created: | 17-01-2024 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actors: | Visitors |
| Description: | A visitor comes to our cinema and want to attend a screening. At the box office he picks a film and screening. He pays at the register. |
| Preconditions: | The Cineco’s cinema is open |
| Postconditions: | Tickets are ordered and payed |
| Normal Course: | 1. Enter the Cineco’s cinema 2. Go to the box office 3. Pick a film 4. Select a screening 5. Pay for the screening |
| Alternative Courses: | None |
| Exceptions: |  |
| Includes: |  |
| Priority: | Medium |
| Frequency of Use: | Once per visit |
| Business Rules | TBD |
| Special Requirements: | * The box office needs to be open when the cinema is open * Seats can’t be double booked |
| Assumptions: | * Multiple seats can be booked by one person |
| Notes and Issues: |  |
| Use Case Graphic | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID: | 5 | | |
| Use Case Name: | Maximum seats | | |
| Created By: | Bas Gosman | Last Updated By: |  |
| Date Created: | 17-01-2024 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actors: | System |
| Description: | The system is only allowed to book a seat once for a specific screening |
| Preconditions: | When a screening is created all seats are empty |
| Postconditions: | When a screening starts all seats are taken and no seats a double booked |
| Normal Course: | 1. Create screening 2. All seats are empty 3. Seats are filled throughout the time via **website** 4. Seats are filled throughout the time via **box office** 5. When the screening starts the adding seats via Website or Box office is closed |
| Alternative Courses: | None |
| Exceptions: | None |
| Includes: |  |
| Priority: | High |
| Frequency of Use: | Every time a seat is booked |
| Business Rules | TBD |
| Special Requirements: | * 24/7 available * Seats can’t be double booked |
| Assumptions: | * Multiple seats can be booked by one person |
| Notes and Issues: |  |
| Use Case Graphic | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID: | 6 | | |
| Use Case Name: | Frequent staff changes | | |
| Created By: | Bas Gosman | Last Updated By: |  |
| Date Created: | 18-01-2024 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actors: | System |
| Description: | We mainly work with staff that is enrolled into a study, when they graduate or go on internships we need to find replacements. Therefore we hire new staff on a regular basis. Using a booking system that is easy to use is a must to reduce the break in period. |
| Preconditions: | A new colleague is hired without any knowledge |
| Postconditions: | Within a hour they are able to work with the box office system |
| Normal Course: | 1. A new colleague is hired 2. The first day is training day 3. They learn the box office system with a supervisor 4. After an hour with supervision they are able to use the system them selves |
| Alternative Courses: | None |
| Exceptions: | None |
| Includes: |  |
| Priority: | High |
| Frequency of Use: | Every time a seat is booked |
| Business Rules | TBD |
| Special Requirements: | * 24/7 available * Seats can’t be double booked |
| Assumptions: | * Multiple seats can be booked by one person |
| Notes and Issues: |  |
| Use Case Graphic | |

Business Requirements

The following sections document the various business requirements of this project.

The requirements in this document are prioritized as follows:

|  |  |  |
| --- | --- | --- |
| Value | Rating | Description |
| 1 | Critical | This requirement is critical to the success of the project. The project will not be possible without this requirement. |
| 2 | High | This requirement is high priority, but the project can be implemented at a bare minimum without this requirement. |
| 3 | Medium | This requirement is somewhat important, as it provides some value but the project can proceed without it. |
| 4 | Low | This is a low priority requirement, or a “nice to have” feature, if time and cost allow it. |
| 5 | Future | This requirement is out of scope for this project, and has been included here for a possible future release. |

## General / Base

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *REQ#* | PRIORITY | DESCRIPTION | RATIONALE | USE CASE |
| *G1* | *1* | *As a visitor I only want to book seats for an screening of choice* | *Dependency S3:*  *A seat can only be booked once per screening* | *1* |
| G2 | 1 | As a Box office employee I want to book seats for an screening of choice | *Dependency S3:*  *A seat can only be booked once per screening* | 4 |
| G3 | 1 | The system is only able to book available seats | The system is able to check if a seat is available. This counts for online and box office sales. | 5 |
| G4 | 3 | As a visitor I my data to be stored for future use | Dependency S1 | 2 |
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## Security

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| --- | --- | --- | --- | --- |
| *REQ#* | PRIORITY | DESCRIPTION | RATIONALE | USE CASE |
| S1 | 3 | As a visitor all the data that is collected from me I want it to be stored safely | As we are going to store data of the users we need to make sure we follow the GDPR guidelines | 2 |
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## Reporting

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| --- | --- | --- | --- | --- |
| *REQ#* | PRIORITY | DESCRIPTION | RATIONALE | USE CASE |
| R1 | 3 | As an accountant I would like to receive a daily overview of the sales done throughout the website and box office |  | 3 |
|  |  |  |  |  |
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## Usability

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| --- | --- | --- | --- | --- |
| *REQ#* | PRIORITY | DESCRIPTION | RATIONALE | USE CASE |
| U1 | 2 | As a employee I want a system that requires no training to use | We change staff on a regular bases, therefore a system with no to minimal training is required |  |
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## Audit

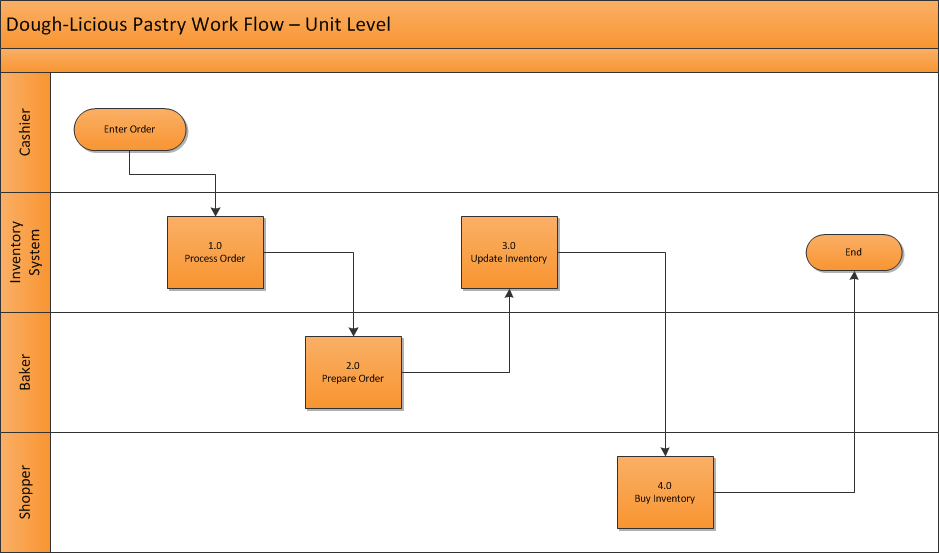
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *REQ#* | PRIORITY | DESCRIPTION | RATIONALE | USE CASE |
|  |  |  |  |  |
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Appendixes

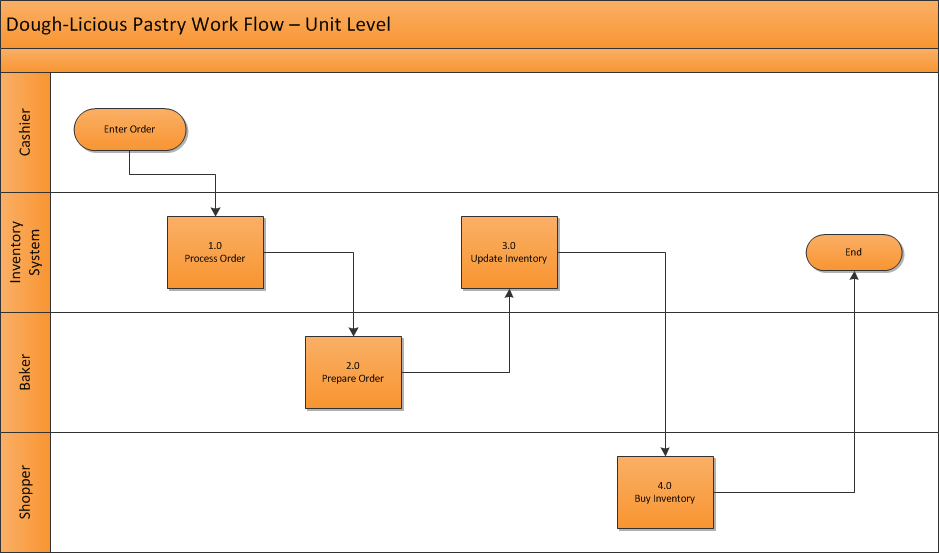
## Appendix A – Business Process Flows

### *As Is Diagrams*

<Insert As Is Diagrams here (if applicable)>

*To Be Diagrams*

<Insert To Be Diagrams here (if applicable)>



## Appendix B – Business Rules Catalog

<Instructions: Use the following template for each business rule. >

|  |  |
| --- | --- |
| Business Rule Name: | <The name should give you a good idea about the topic of the business rule.> |
| Identifier | <Defines unique identifier.> *EXAMPLE: BR1* |
| Description | <Defines the rule in detail.> *EXAMPLE: “All employee labor is tracked, reported and billed in 15 minute increments.”* |
| Example | <(Optional) An example of the rule> |
| Source | <Source of the rule. E.g. stakeholder> |
| Related Rules | <List of related rules, to support traceability> |

## Appendix C- Models

<Insert models here>

## Use Case Narrative Instructions

<Instructions for completing the Use Case Narrative are included here. Remove these instructions from the completed Business Requirements Document>.

| **Use Case Field Name** | **Definition** |
| --- | --- |
| Use Case ID | Give each use case a unique numeric identifier, in hierarchical form: X.Y. Related use cases can be grouped in the hierarchy. Functional requirements can be traced back to a labeled Use Case. |
| Use Case Name | State a concise, results-oriented name for the use case. These reflect the tasks the user needs to be able to accomplish using the system. Include an action verb and a noun. Some examples:   * View part number information. * Manually mark hypertext source and establish link to target. * Place an order for a CD with the updated software version |
| Created By | Include the name of the person who initially documented this Use Case. |
| Date Created | Enter the date on which the use case was initially documented |
| Date Last Updated | Enter the date on which the use case was most recently updated |
| Last Updated By | Include the name of the person who performed the most recent update to the use case description. |
| Actor | Enter the person or other entity external to the software system being specified who interacts with the system and performs use cases to accomplish tasks. Different actors often correspond to different user classes, or roles, identified from the customer community that will use the product. Name the actor(s) that will be performing this Use Case. |
| Description | Provide a brief description of the reason for and outcome of this use case, or a high-level description of the sequence of actions and the outcome of executing the Use Case. |
| Preconditions | List any activities that must take place, or any conditions that must be true, before the Use Case can be started. Number each precondition. Examples:   * User’s identity has been authenticated. * User’s computer has sufficient free memory available to launch task |
| Post conditions | Describe the state of the system at the conclusion of the use case execution. Number each post condition. Examples:   * Document contains only valid SGML tags. * Price of item in database has been updated with new value |
| Normal Course | Provide a detailed description of the user actions and system responses that will take place during execution of the use case under normal, expected conditions. This dialog sequence will ultimately lead to accomplishing the goal stated in the use case name and description. This description may be written as an answer to the hypothetical question, “How do I <accomplish the task stated in the use case name>?” This is best done as a numbered list of actions performed by the actor, alternating with responses provided by the system. |
| Alternative Courses | Document other, legitimate usage scenarios that can take place within this use case separately in this section. State the alternative course, and describe any differences in the sequence of steps that take place. Number each alternative course using the Use Case ID as a prefix, followed by “AC” to indicate “Alternative Course”. Example: X.Y.AC.1 |
| Exceptions | Describe any anticipated error conditions that could occur during execution of the use case, and define how the system is to respond to those conditions. Also, describe how the system is to respond if the use case execution fails for some unanticipated reason. Number each exception using the Use Case ID as a prefix, followed by “EX” to indicate “Exception”. Example: X.Y.EX.1 |
| Includes | List any other use cases that are included (“called”) by this use case. Common functionality that appears in multiple use cases can be split out into a separate use case that is included by the ones that need that common functionality. |
| Priority | Indicate the relative priority of implementing the functionality required to allow this use case to be executed. The priority scheme used must be the same as that used in the software requirements specification. |
| Frequency of Use | Estimate the number of times this Use Case will be performed by the actors per some appropriate unit of time. |
| Business Rules | List any business rules that influence this Use Case. |
| Special Requirements | Identify any additional requirements, such as nonfunctional requirements, for the use case that may need to be addressed during design or implementation. These may include performance requirements or other quality attributes. |
| Assumptions | List any assumptions that were made in the analysis that led to accepting this use case into the product description and writing the use case description. |
| Notes and Issues | List any additional comments about this use case or any remaining open issues or TBDs (To Be Determined) that must be resolved. Identify who will resolve each issue, the due date, and what the resolution ultimately is. |