**CS 255 Business Requirements Document Template**

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Complete this template by replacing the bracketed text with the relevant information.

This template lays out all the different sections that you need to complete for Project One. Each section has guiding questions to prompt your thinking. These questions are meant to guide your initial responses to each area. You are encouraged to go beyond these questions using what you have learned in your readings. You will need to continually reference the interview transcript as you work to make sure that you are addressing your client’s needs. There is no required length for the final document. Instead, the goal is to complete each section based on your client’s needs.

**Tip:** You should respond in a bulleted list for each section. This will make your thoughts easier to reference when you move into the design phase for Project Two. One starter bullet has been provided for you in each section, but you will need to add more.

**System Components and Design**

**Purpose**

*What is the purpose of this project? Who is the client and what do they want their system to be able to do?*

* The purpose of this project with DriverPass is to provide Student drivers, who will be taking their drivers test in the near future, online and on the road training for these tests. DriverPass also wants the system to display the student’s information, allow users to make reservations for lessons, and display the progress of the user.

**System Background**

*What does DriverPass want the system to do? What is the problem they want to fix? What are the different components needed for this system?*

* The problem that DriverPass wants to fix is that too many people fail their driver’s test, both written and on the road. The system is supposed to help student drivers pass their tests by providing training in the form of online practice tests as well as a way to book in-person training sessions. The different components needed for this system include the study material for users and an easy way to access it, some type of progress indicator to show how much training the student has left, a tool to book in-person training, a tool to display the user’s information, a connection to the DMV in order to keep up-to-date material, and a way for DriverPass to disable packages if they don’t want anyone else to register for it. A server will also be needed to store the data for each user.

**Objectives and Goals**

*What should this system be able to do when it is completed? What measurable tasks need to be included in the system design to achieve this?*

* DriverPass wants their system to provide their customers with a better chance of passing their driver’s test on the first try. They want the student’s information to be displayed along with their progress of what they have completed. DriverPass also wants to have notes from the trainer included so the student knows what their strengths and weaknesses are. Students also need to be able to book in-person training and access the online training material. The system should have an administrator account that has full access so they can maintain employee accounts as well as customer accounts.

**Requirements**

**Nonfunctional Requirements**

*In this section, you will detail the different nonfunctional requirements for the DriverPass system. You will need to think about the different things that the system needs to function properly.*

**Performance Requirements**

*What environments (web-based, application, etc.) does this system need to run in? How fast should the system run? How often should the system be updated?*

* The DriverPass system will be a web-based system.
* It should be able to handle multiple accounts online at the same time without having any disruption of service for the customers.
* Administrators should be able to access the system from the web to make changes and be able to disable a package if they choose.
* The system should also be connected to the DMV and notify DriverPass whenever there is a change in rules, policies, and driving laws.
* The administrator account should be able to disable packages from online and offline.

**Platform Constraints**

*What platforms (Windows, Unix, etc.) should the system run on? Does the back end require any tools, such as a database, to support this application?*

* This system should be able to run on both Windows and Apple platforms.
* The databases and other back-end tools that will support the system will come from the cloud online.
* The space required for the system to run will come from cloud as will the backup and security.

**Accuracy and Precision**

*How will you distinguish between different users?* *Is the input case-sensitive? When should the system inform the admin of a problem?*

* In order to distinguish between users, each one will have to create a unique username and password, if a new user tries to use a name that is already in use the system will notify them to pick a different name.
* To assist with usernames being unique, input will be case-sensitive.
* Administrators will be notified and able to print an activity report in the event something goes wrong. This will ensure issues within the system can be tended to as soon as possible and information on the issue will be available.

**Adaptability**

*Can you make changes to the user (add/remove/modify) without changing code? How will the system adapt to platform updates? What type of access does the IT admin need?*

* IT Officers will need full access to make changes to user accounts and be able to reset their passwords if they forget.
* IT will also need to be able to update the practice materials with the new rules from the DMV updates.
* Administrators will be able to disable packages if they choose, but modifying the packages themselves would require a developer.

**Security**

*What is required for the user to log in? How can you secure the connection or the data exchange between the client and the server? What should happen to the account if there is a “brute force” hacking attempt? What happens if the user forgets their password?*

* For security, everyone accessing the system will require a username and password, with different levels of access for administrators, customers, and IT officers.
* The security and back up will be provided by the cloud, which offers security to both DriverPass and it’s customers.
* In the event a customers account is hacked, IT should be ables to reset the account and it’s password. Should a customer forget their password, IT should be able to also reset it.
* The connection between the client and server should be secured with SSL protocol

**Functional Requirements**

*Using the information from the scenario, think about the different functions the system needs to provide. Each of your bullets should start with “The system shall . . .” For example, one functional requirement might be, “The system shall validate user credentials when logging in.”*

* The system shall include the most up-to-date rules and regulations from the DMV.
* The system shall be accessible from laptop and desktop PC’s.
* The system shall validate user credentials upon log in.
* The system shall require unique user names so user accounts are not confused.
* The system shall allow customers to schedule appointments and access study materials.
* The system shall have practice tests and up-to-date study materials.
* The system shall offer the customer feedback and trainer notes.
* The system shall be able to track events of each account for both customers and staff.
* The system shall include an easy-to-navigate layout for customers.
* The system shall include customer and driver instructor pictures.
* The system shall show available appointments.
* The system shall provide SSL protocol to ensure a secure connection between server and client.

**User Interface**

*What are the needs of the interface? Who are the different users for this interface? What will each user need to be able to do through the interface? How will the user interact with the interface (mobile, browser, etc.)?*

* The users of the interface will be customers, administrators, and IT officers.
* Users will interact with the interface throiugh a web browser.
* The interface needs to be easy to navigate.
* The interface needs to display online test progress, student and driver photos, student information, instrutor notes, and the DriverPass logo.
* Students will need to be able to schedule appointments, take practice test, and access study materials.
* Administrators and staff need to be able to update study material an practice tests, download reports, and make changes to customer profiles when needed.
* IT officers need to be able to make updates and reset passwords for customers and staff accounts.

**Assumptions**

*What things were not specifically addressed in your design above? What assumptions are you making in your design about the users or the technology they have?*

* It is assumed that users of this system have access to a laptop or desktop computer and a reliable internet connection.
* It is assumed that the DMV will allow the DriverPass system to connect to theirs.
* It is assumed that DriverPass already has the content they wish to put into this project.
* It is assumed DriverPass has sufficent IT staff available to modify and update the system as needed.

**Limitations**

*Any system you build will naturally have limitations. What limitations do you see in your system design? What limitations do you have as far as resources, time, budget, or technology?*

* The system will be built for laptop and desktop PC’s and will not support mobile devices.
* Updates to the system must be done online, requiring a stable internet connection.
* Modifying the packages offered is not possible without a developer.
* According to the schedule, there is about four months to complete the project.
* The emlpoyee working on the class diagram will be on vacation for another three weeks.

**Gantt Chart**

*Please include a screenshot of the GANTT chart that you created with Lucidchart. Be sure to check that it meets the plan described by the characters in the interview.*

