**CS 255 Business Requirements Document**

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**System Components and Design**

**Purpose**  
• The purpose of this project is to build a web-based driver education and appointment scheduling system for DriverPass.  
• The client is DriverPass, owned by Liam, with IT managed by Ian.  
• The system must support online driver education, in-person lesson scheduling, and customer account management.

**System Background**  
• DriverPass seeks to address the high failure rate on DMV driving tests by providing training, practice tests, and in-car instruction.  
• The system must allow for user registration, package selection, appointment scheduling, and progress tracking.  
• Key components include user accounts, scheduling/reservation functionality, package management, online course and test tracking, and driver/car assignment.

**Objectives and Goals**  
• The system should allow customers to create accounts and schedule lessons.  
• Enable customers to take online classes and practice tests.  
• Track lesson and test progress, including scores and test status.  
• Allow the secretary to register customers and schedule appointments manually.  
• Let the admin/IT officer reset passwords and manage user access.  
• Support data tracking and reporting for accountability (e.g., who canceled/modifies appointments).

**Requirements**

**Nonfunctional Requirements**

**Performance Requirements**  
• The system must run as a cloud-based web application accessible on mobile and desktop.  
• It should load each page within 2–3 seconds under typical load.  
• Regular system and security updates should be performed monthly or as needed.

**Platform Constraints**  
• The system must run on modern web browsers (Chrome, Firefox, Safari).  
• The backend will likely use a relational database (e.g., MySQL or PostgreSQL) and support cloud hosting.  
• Compatible with both Windows and Unix-based servers.

**Accuracy and Precision**  
• Users must have unique login credentials with role-based access.  
• Admins and IT must be able to trace activity (e.g., who booked, canceled, or modified).  
• Case sensitivity should be enforced for passwords.  
• The system should flag unusual activity and notify the admin when needed.

**Adaptability**  
• Admin must be able to enable or disable packages without developer intervention.  
• The system must support updates to packages and DMV content.  
• IT admin must have full access to modify, block, or reset user accounts.  
• System should adapt to future expansions or additional modules.

**Security**  
• Login required with password; implement password recovery and reset.  
• Role-based access for admin, secretary, IT, and customers.  
• Data transfer should be encrypted using HTTPS.  
• Account lockout after multiple failed login attempts.  
• Must comply with data privacy standards due to collection of personal and payment data.

**Functional Requirements**

• The system shall validate user credentials when logging in.  
• The system shall allow customers to register and choose a training package.  
• The system shall allow customers to schedule, cancel, or modify driving appointments.  
• The system shall allow secretaries to register customers and schedule appointments.  
• The system shall track lesson history, including driver comments and time logs.  
• The system shall display online course and test progress.  
• The system shall allow IT to reset passwords and manage user access.  
• The system shall allow printing of reports showing user activity logs.  
• The system shall notify users of DMV updates when received.

**User Interface**

• Users: Admin (Liam), IT Officer (Ian), Secretary, Customer  
• Customers should be able to: register, log in, book appointments, view progress, reset password.  
• Secretaries should be able to: input customer data, schedule lessons, print reports.  
• IT should: manage users, reset passwords, monitor activity logs.  
• Interface must be browser-based and mobile-friendly.

**Assumptions**

• All users have access to the internet and modern web browsers.  
• DriverPass will manage customer credit card processing securely using a third-party service.  
• Online content will be provided by DriverPass, with DMV updates pushed to the system.  
• Only authorized users will perform administrative actions.

**Limitations**

• System customizations (adding/removing modules) require developer involvement in future phases.  
• Budget and time constraints may limit feature scope in initial release.  
• Dependencies on third-party tools (e.g., payment processors, cloud hosting) may introduce risk.  
• DMV update integration may require manual verification or formatting.

**Gantt Chart**A graph with blue rectangles

AI-generated content may be incorrect.