# CS 255 Business Requirements Document Template

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 client is DriverPass
* DriverPass wants their system to help customers study for road exams
* DriverPass wants to increase the passing rate at the DMV
* DriverPass has noticed a large percent of customers fail and there is not much training available.

### 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?*

* Online classes
* Exam practice tests
* Road practice tests
* “access my data from anywhere, online as well offline” (Liam, 2023)
* Downloadable data such as reports
* Different user privileges, least privilege setup. IT officer, Boss, Secretary, Users
* Ian(IT Officer) needs access to changing user’s access in cases such as termination, or loss of passwords
* Reservation tracking of creation, deletion, modification. All stored and easily referenceable on an activity report.
* Ability to create appointments that are 2 hours long, through phone, online, and in person.
* Display business hours for customers that want to schedule in person.
* Track which employee and car is matched up with each customer and appointment time.
* 10 cars and 10 drivers offering the following packages:

• Package One: Six hours in a car with a trainer

• Package Two: Eight hours in a car with a trainer and an in-person lesson where we explain the DMV rules and policies

• Package Three: Twelve hours in a car with a trainer, an in-person lesson where we explain the DMV rules and policies—plus access to our online class with all the content and material. The online class also includes practice tests.(Liam, 2023)

* If package type contains more than 2 hours, the total time will be split into separate 2 hour time slots.
* Packages should be modifiable by Liam(Owner) to adjust needs. Creation, deletion, modify.
* Appointment information needed by each: “first name, last name, address, phone

number, state, and their credit card number, expiration date, security code, pickup location, and drop off location.

* Customers should have access to update the password if they forget it, using some form of security check.
* Receive automatic updates and notifications from DMV about changes.
* Website and security mostly managed through a cloud provider.
* Test progress screen: “test name, time taken, score, and status. The status could be not taken, in progress, failed, or passed. “ (Liam, 2023)
* Driver notes section with notes, and times of appointments notes were taken.
* Contact Us Page

### 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?*

* The web system should be running and secure.
* The system needs to be up to date with current DMV information
* Customers should be able to make appointments online, through phone, and in person.
* Customers and employees should have access to modifying appointments as necessary.
* The system should have an interface that is accepted by users and employees as easily navigable

## 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 system needs to be web based.
* The web application needs to be cloud hosted.
* Web pages need to be loaded withing a few seconds or faster.
* System should be updated nightly for security.

#### 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?*

* The system should be windows based as it is common
* There should be a database for customer/employee information and appointment times

#### 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?*

* Usernames are not case sensitive.
* Users(customers and staff) will have individual login credentials with recent security standards.

#### 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?*

* Users should be able to update their profile(name, address, phone, email, password)
* Staff should be able to update everything except password for users
* IT admin needs access for CRUD operations
* User Class, Staff Sub-class, customer sub-class.

#### 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?*

* Cloud services should offer DDOS protection.
* Three failed password attempts should lock account.
* All user passwords must be up to recent security standards.
* SSL needs to be used.
* Users should be able to send reset password link to their attached email, only after verifying.

### 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.”*

* [Insert text]

### 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.)?*

* User interface is web based.
* The homepage should have general information and FAQs.
* Create user account / login screen.
* Available from any web-based application (Computer or mobile)
* Staff login should have extra functions to help customers.

### 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?*

* Assume users know how to navigate a web page.
* Assume users will show up at scheduled appointment times.
* Assume users will follow good password practices.

### 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 should be built in 2.5-3 months.
* Do we have enough engineers to build this application in this timeframe.
* To we have the budget to outsource.
* Is outsourcing allowed in our contract with this company?

### 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.*

*A screenshot of a calendar

Description automatically generated*