# 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?*

* Our client is DriverPass
* They want their system to train driving students to pass their driving test from the DMV
* They want to make a system to be able to give driving lessons and online tests to the clients so they’re able to pass the DMV driving tests easily

### 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?*

* DriverPass wants to be able to give online classes and practice tests.
* It may also provide on the road training
* This is to fill a niche of online driving training and classes
* This will require an online cloud-based system that the employees are able to access
* This access will include information on the clients and their status within the system
* Clients will be able to make appointments online as well

### 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 system should be able to register clients for driving tests
* Give online tests to show mastery of the DMV material
* Show a page where DriverPass can see the test progress, information, notes, special needs, photos of the drivers and students, and comments left from the driver
* be able to access the data in the server online and download it for offline use
* be able to schedule appointments for driving lessons both online and over the phone
* needs to have logs of who has created, modified, or deleted reservations
* wants to be able to disable sale packages as needed
* wants to connect to the DMV to have up to date rules, policies, and sample questions for the tests and wants notifications when there are changes in the DMV’s material
* The system should run from the cloud and have a user interface from any web browser
* Be able to change employee’s roles and permissions
* Be able to change passwords of both employees and clients
* Be able to input a client’s full name, address, phone number, state, credit card credentials, and pick up and drop off locations
* Client’s online test progress should show the tests they took and the progress status, along with the name, time taken, score, of each test
* There should be a table of all lessons along with their start time, end time, and driver comments
* The user portal should have an input form for all their required information along with information to contact DriverPass
* DriverPass should also have a way to contact the client

## 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 must run on a server that can handle all employees and many customers at the same time
* The system should try to update Its DMV data daily to get the latest DMV data
* The system shall send a notification to employees and the owner whenever there is an update to DMV laws or data

#### 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 run on the cloud and allow users to access the system through web browsers
* The system should be accessible through any web browser on any operating system
* The system will have a database that will include all data for all customers and all employees

#### 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?*

* The system should use user’s emails as identifiers for users accounts when dealing with user data
* The system should send any problems or crashes directly to the IT department as soon as there is a problem
* The system should sanitize all input into the system from every input form

#### 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?*

* The system should have the ability to update user’s personal data at any time
* The system should allow for changing user’s email and password at any time, but must have checks when doing so
* The system must have the ability to update itself and come back online within at least 24 hours
* The system must allow the IT admin to have access to all components of the system
* The system must allow the owner to disable certain packages at any time
* The system must be accurate to the current DMV laws and standards at all times

#### 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?*

* The system must have a valid and current certificate for HTTPS access
* The system must have an option to reset a user’s password using their email
* The system must have a way to call DriverPass and reset their password over the phone as long as the user can identify that they own the account
* The system must lock an account after 5 attempted logins with incorrect information
* The system must let the owner have access to all employee’s accounts so that he may change information as needed
* The system must allow the owner to print an activity report of any changes done in the system

### 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 display a login page when a user visits the website
* The system shall display information on what DriverPass is and what its goal is
* The system shall sanitize user input
* The system shall verify user credentials when logging in
* The system shall allow users to enter their credit card to pay
* The system shall let users buy their preferred package
* The system shall let users book and cancel appointments
* The system shall let users view the progress they are making
* The system shall allow the owner to block employees from accessing the system
* The system shall allow the owner to view reservation data
* The system shall track which customer is scheduled with which driver, time, and car
* The system shall allow employees to make appointments over the phone and put the information into the system
* The system shall allow customers to choose which package they want to buy
* The system shall allow employees to create user accounts over the phone and put the data into the system
* The system shall allow the owner to download data
* The system shall set pickup and drop-off locations for all customers
* The system shall be connected to the DMV
* The system shall be run from a cloud computing service
* The system shall show driver’s notes
* The system shall show which tests the customers have taken

### 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 interface must give the ability to log in to the system
* The different kind of users will be customers, employees, IT, and the owner
* The owner will have access to all of the system, the IT admin will have access to user accounts, The employees will be able to create new accounts for customers and input data for appointments, and the customers will be able to see their relevant data
* The interface will have a spreadsheet of driver’s comments and the time that lesson took place
* There will be a screen with driver’s notes, test progress, customer information, special needs, and the photos of both the driver and student
* The users will be able to interact with the interface both through PC browser and mobile browser
* The interface must give customers the ability to update their information and make payments
* The interface must give customers the relevant information to see their appointments
* The interface must allow for IT admins and the owner to update customer and employee information

### 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?*

* The customers have access to a web browser to access the system
* The customers have the ability to drive a car
* The customers know that they have to call DriverPass to create an account and make appointments
* The customers have credit cards to be able to pay for the service

### 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 reliance on cloud technology makes us dependent on the pricing they provide and can get more expensive over time
* If we want to let customers sign up purely through the website, we will need to change the system heavily to allow that
* Employees will be as reliant on system uptime and the website working as the customers will
* If a customer does not have access to a web browser, they will not be able to see any information of their appointments or account
* The reliance on using phone calls to make appointments means that customers will only be able to create accounts and make appointments during certain times of the day

### 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 project management

AI-generated content may be incorrect.*