# 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 purpose of this project is to design a system for DriverPass that improves student preparation for DMV driving exams. DriverPass wants to provide online practice exams, course materials, and on-the-road driving lessons to students. The system should support online reservations, reporting, account management, and DMV compliance updates.

### 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?*

Current problem: Over 65% of students fail the DMV driving test, primarily due to lack of structured training and reliance on past tests.

DriverPass aims to fill this gap by offering:

* Online classes and practice exams.
* On-the-road training lessons with licensed drivers.
* Administrative tools for scheduling, tracking, and reporting.

Components needed: web-based platform, scheduling and reservation system, role-based access, DMV integration for rule/test updates, secure payment system, activity tracking.

### 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?*

* Provide customers with access to online courses and practice exams.
* Allow scheduling, modification, and cancellation of driving lessons.
* Ensure role-based access for employees (owner, IT, secretary, trainers).
* Track and report user activity (e.g., who scheduled or canceled).
* Connect with DMV for real-time updates.
* Ensure data security and ease of access through cloud hosting.

## 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?*

* Cloud-based, web-accessible system.
* Fast response time for scheduling and test-taking.
* Frequent syncing with DMV updates.

#### 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?*

* Accessible via web browser (desktop and mobile).
* Support integration with databases for storing customer, lesson, and test data.

#### 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?*

* Role-based identification of users (owner, IT, secretary, student, driver).
* Precise tracking of reservations (who made, modified, or canceled them).

#### 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 officer can disable packages.
* System must be flexible for future package changes.
* Support password resets and account management without code-level changes.

#### 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?*

* Role-based access control.
* Secure login and password reset functionality.
* Cloud provider manages data backup and infrastructure security.
* Tracking/reporting for accountability.

### 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 allow customers to register, schedule, modify, and cancel driving lessons online.
* The system shall track reservations (customer, driver, car, time, lesson type).
* The system shall support three packages (6, 8, and 12 hours) with future flexibility.
* The system shall allow administrators to disable packages.
* The system shall integrate with DMV systems for updated test materials.
* The system shall generate activity and performance reports.
* The system shall allow IT/admin to manage accounts and reset passwords.
* The system shall provide customers with online practice exams and progress tracking.
* The system shall securely store customer and payment details.

### 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.)?*

* Customers: register, schedule lessons, view packages, take practice exams, track progress.
* Secretary: schedule/cancel appointments, update customer information.
* IT officer: manage accounts, reset passwords, block access.
* Owner: access reports, monitor system, manage packages.
* Accessible via desktop and mobile web browsers.

### 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?*

* Users have internet access and basic digital literacy.
* DMV provides an accessible way to share updates.
* Cloud vendor ensures uptime and backup.

### 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?*

* System changes to packages (beyond disabling) may require developer assistance.
* Budget and staffing constraints may limit speed of implementation.
* Dependent on DMV cooperation for updates.

### 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 graph of a project

AI-generated content may be incorrect.