**CS 255 Business Requirements Document Template**

**System Components and Design**

**Purpose**

* The purpose of this project is to build a system for DriverPass that fixes the need for better driver training and lets customers pass their driving tests at the DMV easier.
* DriverPass is the client, and they want the system to offer online driver training, on-the-road training, appointment scheduling, and customer data management.

**System Background**

* DriverPass wants the system to provide online classes and practice tests to improve driver training and test success rates.
* The company wants to offer on-the-road training sessions for practical driving lessons.
* Appointment scheduling should be available for customers to book driving lessons online.
* The system should manage customer data, including personal details and payment information.
* Reservations for driving lessons need to be implemented, with customers giving their preferred date, time, and location.
* The system should match customers with drivers and cars for each driving lesson.

**Objectives and Goals**

* The completed system should allow users to access online classes, practice tests, and training.
* Manager needs to be able to access data online and offline that includes reports that they can work on using Excel.
* The system must have role-based access control, allowing different employees and users to have different roles.
* The system should support different packages for driving lessons that have flexibility for future changes.
* A connection with the DMV is required for updates on driving test rules, policies, and sample questions.

**Requirements**

**Nonfunctional Requirements**

**Performance Requirements**

* The system needs to run on web-based environments, preferably on the cloud.
* It should be fast and responsive for a smooth user experience.
* Regular updates from the DMV should be received to keep the system current.

**Platform Constraints**

* The system should run on various platforms, Windows, Mac, and mobile devices.
* Should run on most browsers (Chrome, Firefox, Edge, Opera).
* A reliable and secure database.

**Accuracy and Precision**

* The system should have secure user authentication, distinguishing between different users based on their credentials.
* The system should provide appropriate error messages when there is a problem.
* admin should only really be contacted if there is a problem enrolling with the curriculum or for payments.

**Adaptability**

* The system should have a flexible structure and maybe use an API to connect to ur code with an authentication service such as okta or google firebase to accommodate changes in user roles without code changes.
* It should be able to adapt to platform updates by using a framework such as react or agile which can update much easier as a web kit.
* The IT admin needs full access to manage accounts.

**Security**

* good user authentication measures should be implemented for login.
* Data between the client and server should be encrypted for security.
* The system should have safeguards against brute force hacking attempts, such as lockouts and forced password changes.
* Password reset should be available for users who forget their passwords.

**Functional Requirements**

* The system should provide online driver training classes and practice tests.
* It should give customers the option to book driving lessons and view available time slots.
* should match customers with drivers and cars for each driving lesson.
* allow managers to access data online and offline, including report downloads.
* Track user activities and changes to reservations.
* enable package customization and the ability to disable specific packages.

**User Interface**

* The interface needs to be user-friendly and accessible from different devices, including mobile.
* Different users (admin, IT officer, secretary, customers) should have specific functionalities based on their roles.
* Customers should be able to make appointments, cancel, and modify appointments online.
* The interface should display driving test progress and driver notes in an easy to read format.

**Assumptions**

* Users have basic knowledge of using web-based interfaces.
* Customers have internet access to make online reservations.
* The cloud-based system will handle backup and security automatically.

**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?*

* Limited resources could mess up the implementation timeline.
* The system may not be able to support all platforms if some are outdated or unsupported.
* scalability could become a problem depending on how popular the service gets or if multiple in person sites get opened up and available to book with.

**Gantt Chart**