# 2CS 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 consulting company is looking to create a new driver training system for our client, Liam and his company DriverPass.
* Our client would like their system to give access to various users, being Liam the Big Boss, Ian, who will be responsible for maintaining the system, the secretary, as well as the end user(DriverPass customers). These users will need to be able to access the customer account and make changes, if necessary.
* DriverPass is using our consulting company to seek guidance and outsource work for the development of a new and improved drivers training course that will be available for students online.

### 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?*

* Our client DriverPass would like to take advantage of a void in the market when it comes to training students for the driving test at their local department of motor vehicles (DMV). DriverPass is looking to improve training for new drivers by creating a new system that is able to deliver new training packages(the packages will include online classes and practice test) for their customers. This will provide solutions for better driver training.
* DriverPass will also offer in-person, on-the-road training lessons(which are divided into [3, 4 , or 6 ] 2-hour interval training lessons).
* DriverPass would like for the system to hold customers’ accounts, where they can log on and make a reservation for driving lessons, as well as display various package options for more training and drivers lessons time. The system needs to be capable of displaying days and times that are available for them to take the drivers training.

### 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 completed system needs to be able to run off the web, preferably a cloud based system so that it can be backed up and secure. The owner of DriverPass (Liam) would like to have full access over all accounts so he will be able to reset them if someone forgets their password, or if the company has to let go of someone and will need to be able to block their access. The owner of DriverPass would like the system to be able to download the reports and some information, so that he will be able to work on them at home, using Excel, for example.
* The owner would like to be able to disable packages so that the user will not be able to register for them, if they are no longer being offered by DriverPass.
* DriverPass would like for the system to be able to track who made a drivers lessons reservation, who canceled the reservation, and who was the last person to make a modification to the reservation. In case something goes wrong, the system needs to be capable of printing an activity report, so that the owner can figure out who is responsible for the mishap. If the customer has an issue with forgetting their online account password, the system needs to be able to allow the customer to automatically reset it.
* The owner would also like for the completed system to be able to identify the driver that the customer is scheduled to go out with, since there are many drivers and many cars. DriverPass has to be able to track which user is matched up with a certain driver, time, and car.
* The completed system will need to display 3 different 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
* The system should be linked to the local DMV in order to receive updates with new rules, policies, or sample questions. A notification should pop up.
* The system needs to display online test progress for each customer along with driver notes, in order to show any comments the driver left as well as the times for the lessons(Start hour and End Hour and driver comments.).
* The systems interface display will also need to include special needs (if any), a driver photo , and a student photo.
* The system should provide an input form where the student (or secretary) is able to fill in the student information, such as first name, last name, address, phone number, state, their credit card number, expiration date, and security code.
* There is a mandatory need for a page for contacting DriverPass, and a way for DriverPass to contact the student.
* The system also needs to be able to allow the student to select a pick up and drop off location for the time of the in-person driving lessons.

## 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 shall be connected to the Dmv’s system so that information can be updated rapidly.
* The system needs to run off the web, preferably over a cloud.
* The system should be updated as soon as the DMV updates their information on their website, with new rules, policies, or sample questions.

#### 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 DriverPass system is recommended to run on the Windows platform.
* The system needs to be linked to a cloud in order to database and hold all information.

#### 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 shall determine between types of usernames in order to distinguish between customer and admin accounts.
* The system shall identify

#### 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 will need the system to update personal account information if/when the owner or the IT officer.
* IT admin needs full access to all accounts in order to make modifications.

#### 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 shall allow the DriverPass IT officer and owner, and administration to access all employee accounts.
* The system shall prompt the user for a username and password in order to log in.
* The system shall provide a link that says “forgot password” if the user cannot remember their password.

### 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 verify user information for account access.
* The system shall be able to be used by iPads, tablets, laptops, and mobile devices.
* The system shall allow file and reports to be downloaded by the owner.
* The system shall allow customers to schedule appointments

### 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 shall display different home-screens depending
* Once the user (customer) is inside their personal account, the interface shall display packages
* The interface needs to display options for picking and choosing a time date and location for pick up and drop off for the class.
* The interface shall display online test progress showing the test that the customer took. It shall show ones incomplete and ones completed.
* The interface shall display test progress in the formats of “not taken”, “in-progress”, “failed”, or passed.
* The system shall display a box for customer log-in and a separate box for admin log in.

### 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 system will function if the user has a reliable internet connection.

### 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 owner will not be able to update or modify data unless he is online.
* The system will be limited to the owner the ability to add and remove modules for packages no longer available.

### 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.*

*Timeline

Description automatically generated*