# 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 provide the DriverPass clients with a comprehensive driver education aimed at reducing the failure rates of the DMV driving test. To that end, the clients want a system able to support tracking/scheduling lessons, course progress, learning modules, and practice testing.

### 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?*

* Account Registration
* Online coursework
* Practice tests
* Schedule/reserve training sessions

### 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?*

* Client representative can register a new account/authorize product purchase
* Customer or client representative can schedule/cancel/modify in-person training appointments
* Client can disable package purchase as availability requires
* Notify client of updates to DMV policy/testing
* Customer can interact with online coursework
* Customer can take practice tests

## 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?*

* Web application environment preferred (Ian: The system needs to run off the web, preferably over the cloud)
* Service/Data available 24/7
* Regular (daily?) checks for updates from the DMV *(Liam: […] need to be able to be connected to the DMV so that they can update us with new rules, policies, or sample questions. We should get a notification whenever they have an update)*
* Reports downloadable from Master account *(I need to be able to download the reports and some information that I can work on at home, using Excel, for example.)*

#### 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?*

* System accessible through web-browsers
* Cloud SaS to store client data and appointment info/history

#### 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?*

* Activity log to track changes to appointments and customer info *(Liam: I need to make sure I know who made a reservation, who canceled it, who modified it last. All this must be clear in case something goes wrong. I want to be able to print an activity report and figure out who is responsible)*
* SaS outsourcing of server upkeep/technical maintenance *(Ian: We do not want to deal with backup and security; we need that to be taken care of. We need our focus to be on running the business with minimal technical problems.)*

#### 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?*

* Secretary, master and customer accounts can update and register customer information & appointment times
* Master/IT admin accounts must be able to enable/disable product packages and availability *(Liam: I at least want to be able to disable a package if I don’t want any more customers to register for it.)*

#### 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?*

* Password reset function if customer forgets password *(Ian: If the customer forgets their password, we need them to be able to automatically reset it.)*
* Company SoP default password/security measures (no specs provided by client)
* Multiple rights/restrictions profile types (Master, IT Admin, Instructor, student, and staff)

### 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.”*

* System shall validate user credentials when logging in.
* System shall update admins when DMV provides updates to policies, tests, etc.

### 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.)?*

* Users can view test/course progress
* Users can view and update personal/payment information
* Users can review driver/instructor notes
* Users can schedule or change upcoming appointments
* Users can see the student’s and assigned instructor’s photo from the student profile

### 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 a web-browser enabled device for reviewing course materials
* Users have access to a web-connection. There is no offline activity

### 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?*

* Modification/addition of service package options will require developer attention

### Gantt Chart

*A screenshot of a computer

Description automatically generated with medium confidence*