# CS 255 Business Requirements Document Template

## System Components and Design

### Purpose

* DriverPass wants to better prepare students for their driving tests.
* DriverPass noticed a void in the market for training students to pass their driving tests at the DMV.
* Increase pass rates at the DMV.
* Make scheduling easier through automation

### System Background

* DriverPass wants to create a system that will allow for students to schedule packages.
* Packages will include a mixture of online tests and on the road practice.
* Customers can create an account online
* Customers should be able to reserve driver training time through their account or by phone.
* The system will need to be accessible from anywhere.
* Different levels of security will need to be implemented to ensure the correct employee has access to different features.
* Different users available including Administration, Secretary, Driver, and customers with different levels of access and tasks.
* Needs to be able to be maintained by the in-house IT technician.

### Objectives and Goals

* A website that includes online test progress, student information (first name, last name, address, email, etc.), driver notes, student photo, driver photo, and any special needs.
* The system needs to run off the web with backups and security handled there.
* Connection to the DMV with notifications when their rules and policies have been updated.
* Customer can schedule driving appointments online or by phone.
* If the customer makes an appointment online, the secretary should be able to enter the details.
* Ability to add or remove packages.
* Ability to track which driver is assigned to which car and which driver is assigned to which student.
* Ability to track any changes made to reservations.

## Requirements

### Nonfunctional Requirements

#### Performance Requirements

* This system should be web-based and run on the cloud.
* The system should be able to run fast enough so that when appointments are made, it updates instantaneously to avoid double booking.
* The system should be able to be updated whenever driving packages need to be changed.
* The system should have minimal technical problems so the client can focus on the business.

#### Platform Constraints

* The system should run on multiple platforms, including optimization for mobile phones to ensure the most customers have access.
* The system needs access to the most recent DMV rules, polices, and sample questions and notifications when those things have changed.
* User information needs to be stored in a database such as basic information, payment information, and test scores.

#### Accuracy and Precision

* User information needs to be case sensitive.
* Each user can be assigned a unique user ID to avoid duplicate name problems.
* The admin should be notified if a user is unable to login for any reason.

#### Adaptability

* Users themselves should be able to modify the information in their profile as needed.
* The system should be able to scale with different platforms.
* The IT admin needs full access to all accounts to restrict or add users as needed.

#### Security

* Usernames and passwords will be required for login. Multifactor authentication through text message can be used for new devices.
* Different users will have different roles each with its own level of access.
* The cloud will be used for security purposes in the data exchange.
* The system should disable a user if there are 5 incorrect sign-on attempts to avoid a brute force hacking attempt.
* If the user forgets their password, they will be offered a link to their provided email to reset it.

### Functional Requirements

* The system shall validate user credentials when logging in.
* The system shall allow the customer to pay for a driving package online.
* The system shall allow customers to schedule their own driving appointment.
* The system shall allow customers to take practice exams online and keep track of their scores.
* The system shall identify which driver is paired with which customer.

### User Interface

* Users will include Owner, Secretary, IT Admin, Secretary, Drivers, and Customer.
* Owner will have a UI to include modifying users, access to data, and appointment to visibility.
* IT Admin will have a UI to include modifying users, updating features, and general IT maintenance.
* Secretary will have a UI to include modifying customers and scheduling customers.
* Drivers will have a UI to include seeing appointments, requesting time off, and leaving notes for the customers on their driving performance.
* Customers will have a UI to include modifying own profile, taking tests, scheduling appointments, and viewing results.
* All users should be able to access these features from a browser or mobile phone.

### Assumptions

* We assume that all users will have an internet connection.
* We assume that the technology they have will suffice for our build.
* We assume that the budget will be based on the scope of work since we weren’t given a budget.

### Limitations

* A team will need to be assembled to fit within the time frame.
* We are only given five months to complete the project.
* No budget was given.
* A developer or system analyst will be required to add or remove modules in the future.

### Gantt Chart

Chart, waterfall chart

Description automatically generated