# 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?*

This project aims to develop a system for DriverPass, an organization that specializes in delivering failproof driving test training. The system will provide online practice exams, schedule on-the-road training, and handle customer /employee/ package data.

### 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?*

* To counter the high fail rate among driving test applicants, DriverPass offers personalized training solutions that go beyond just practicing previous exams. Customers will be able to book driving lessons and access practice tests, while staff can manage reservations with the new system. Key features: User Account Management, Role-based access control, Online booking system, Data security Compliance measures [including DMV record update], Customizable service packages.

### 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?*

* Online practice test tracking, with progress and results, User scheduling for driving lessons, with driver, car, and time tracking, Security protocols for account access, credit card handling, and tracking user actions, A web-based interface accessible on mobile and desktop and Real-time updates on practice tests and DMV regulation compliance.

## 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 is a web application that will run on both mobile and compute devices. Load page within 3 seconds and instantaneous processing for reservations DMV policy changes: The system should be updated by the first quarterly update after a DMV policy change or as needed.

#### 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 system must be available in common operating systems (Windows; macOS, iOS, and Android) through modern browsers. There will need to be a back-end for customer, employee, and reservation 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 user accounts will differentiate the customers and management or IT staff accesses. Case Sensitivity: Ensure Loading of Data in Correct Way.

#### 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 admins can alter user roles without touching code Account Management needs are advanced for IT staff with minimal permissions as they may need to reset a password or disable an account if Access required.

#### 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?*

* Users will sign in with an individual username and password, two-factor authentication on top access levels. HTTPS connections secure the data exchange and credit cards within PCI. The system locks the account out after several failed login attempts.

### 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.”*

* Login Valid User Credential true The system should enable users to book a new reservation. update that booking, and cancel the booking as well. The system enables IT staff to manage user roles and permissions. The system will record any changes that are made to reservations and list an activity report.

### 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 (create, read, update and delete). Create new appointments. Modify/cancel existing appointments View practice test progress/results Secretary: Requires the ability to log in, how did you reach this appoinment (phone or face-to-face request). IT/Admin: User accounts and password reset as well as activity logs tracking. Compatibility: Can be accessed using web browsers on desktops and mobile phones Including an intuitive, role-based interface for personalized Dashboards by user roles.

### 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?*

* All users have access to reliable internet and a compatible browser. Customers understand the basics of online booking and navigation

### 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?*

* Budget constraints may limit the initial scope of security features.DMV policy changes may require frequent system updates to remain compliant.

### 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.*

[Insert chart]