# 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?*

* DriverPass wants to help people from failing their driving tests with their online service
* DriverPass is a driver training service that wants students and unlicensed individuals to take online classes and practice tests in conjunction with on-the-road training

### 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?*

* DriverPass asked us to build a system that allows people to schedule drive times, pick from three packages, register, and view progress online
* DriverPass wants to train people on driving with up-to-date information gathered from the DMV
* The system will consist of a web-based application that will connect to a cloud server. Customers will need access to the internet to utilize DriverPass’s service via mobile devices, personal computers, or other devices.

### 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 system will provide the user with the following functions which are measurable by complete or non-complete:
  + Access from any operating platform
  + Download reports and information
  + User registration
  + Reserve drive times
  + Track customer and driver pairs
  + Create, cancel, or modify appointments
  + Choose one of three packages offered
  + Receive updated information from the DMV
  + UI to demonstrate progress and notes regarding the customer

## 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?*

* DriverPass system needs to be web-based
* DriverPass system should be hosted by cloud
* System needs to be updated every time the DMV updates its rules, policies, or sample questions
* System should respond within 5 seconds to load pages, navigate, stream videos, etc.

#### 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 will be hosted by a cloud platform
* System should be compatible with windows, unix, mac, mobile platforms, and other popular platforms
* System must have a user account database to hold user 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?*

* Role based access control will be utilized to discern users
* System input will be case-sensitive and needs to notify user of any errors to data input
* System should send daily admin reports

#### 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?*

* System should allow admin role to update, add, and remove users
* System should allow users to update, create, and remove their own account information
* System will need to continuously check for platform updates and provide frequent testing and releases to stay updated with platforms
* Admin will need full access over all accounts

#### 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?*

* User must use case sensitive password for login verification
* Secure data exchange will be kept using transport layer security between the cloud and client
* After 3 unsuccessful login attempts, users will be locked out of their account
* If a user is locked out, admin may reestablish their account upon proof of account ownership
* If a user forgets their password, a password reset email will be sent to their account email

### 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 provide downloadable reports
* The system shall allow full access to all accounts for the system admin role
* The system shall track reservations
* The system shall allow customers and secretaries to make, modify, and cancel appointments
* The system shall provide 3 different driving packages for customers
* The system shall be able to disable packages for admin roles
* The system shall allow user registration for customers and secretaries
* The system shall automatically reset forgotten passwords
* The system shall notify admin of new DMV updates

### 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.)?*

* UI shall show all tests customer took
* UI shall show user progress
* UI shall show driver notes
* UI shall handle input forms
* Users include: admin, secretary, customer
* Admin must have full access
* Customer must have access over their own account and scheduling
* Secretary must have access over their own account and access to schedule appointments and register customers
* UI must be formatted for mobile, laptop, and desktop usage

### 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?*

* System assumes customers will use compatible browsers and platforms
* System assume customer has reliable internet connection
* System assumes cloud platform will be efficient and responsive
* System assumes a cloud-based hosting manages security and backups
* System assumes role-based access is sufficient for security

### 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?*

* Offline functionality is limited
* No customizable packages
* Fixed appointment duration
* Limited user roles
* Payment processing details
* Dependency on cloud server
* Limited development team
* Limited customer support staff
* Limited timeline
* No dedicated budget

### 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.*

*A screenshot of a gantt chart

Description automatically generated*