# 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 is to assist DriverPass by creating an online platform for classes and practice tests and a way for students to schedule and manage in-person tests. DriverPass is a client that trains individuals to pass their DMV driver’s test.

### 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?*

* The problem the client is trying to address is an issue of usability and accessibility to a larger client base. This system is their means of addressing this.
* The client wants their system to be able to create, modify, and cancel appointments for driver’s practice tests. All by either the student through the website or customer service representatives.
* The client wants their system to facilitate online learning with classes and practice tests.
* The client wants to have students log in to their account to be able to manage their appointments and learning.
* The client wants to be able to look over reports and other information off and online.
* Lastly, the client wants the system to be able to be usable on mobile as well as desktop device browsers.
* To facilitate these systems, a database will be needed as well as local storage on devices for offline access.

### 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?*

* Modification and creation of appointments.
  + Including pickup and drop off locations.
* Perform and display practice tests and classes.
* User profile creation and editing.
  + First name, last name, address, phone number, state, and their credit card number, expiration date, and security code

## 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 needs to run in a web base environment with abilities to be viewed offline.
* Speeds should be conducive of those found on a browsing website.

#### 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?*

* Database needed to hold student and appointment data.
* System should be able to display from web on mobile as well as desktop devices.

#### 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?*

* Users will be split between student and administrative roles.
* Students are distinguished by only having access to change their own information and appointments.
* Administrative roles include IT and secretary which are distinguished by secretary being able to edit student information and appointments on request and IT having all access to ensure system is running correctly and apply updates.
* The system should be able to be updated with the most accurate information from the DMV.

#### 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 needs to be able to revoke or add admin access to the system.
* IT needs to be able to reset passwords for users manually or automatically.
* Customer information needs to be able to be edited and submitted to the database by both customer service and the customer themselves.

#### 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 log in with username and password. A number of attempts will be allotted before lockout is required.
* Transfer of data should be secured by necessary protocols by outsourced database vendor.
* Users should be able to reset their password through request automatically, or if necessary, by administration.

### 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 validate credentials on log in.
* The system shall not allow database updates offline.
* The system shall the system shall present the student with their package options for appointments or classes.
* The system shall pull student information from database and display for student to edit or view.
* The system shall be able to print out reports for administration.

### 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 will be able to interact with interface via mobile or desktop browsers.
* Links should be noticeable and accessible by both platforms.

### 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 internet access.
* Users have a basic understanding of how to navigate websites.
* Users have a basic understanding of how to interact with their browsing device.
* The database used will be running and able to accept requests.

### 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?*

* Users with no internet access cannot access online systems.
* Users with incomplete personal information will not be able to create a profile.
* The outsourced parts of the system may have aspects that cause issues in the system.

### 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 computer

Description automatically generated