# 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?*

* Client is DriverPass Owner Laim and IT Officer Ian
* Software to allow students to take online driving classes
* On the road training also supplied as requested

### 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?*

* System must be remotely accessed online
* Different levels of operators for different roles
* Log user activity
* Allow modifications and alterations to schedules to be tracked
* User accountability in all avenues and available to be reviewed via a reporting system
* Defined users: Owner/Admin – full access, Secretary – can only create, cancel and change appointments, Client - can only create, cancel and change appointments,
* Sessions/reservations are in 2-hour blocks
* Pre-defined packages broken into 2-hour segments:
  + Package One: Six hours in a car with a trainer
  + Package Two: Eight hours in a car with a trainer and an in-person lesson where we explain the DMV rules and policies
  + Package Three: Twelve hours in a car with a trainer, an in-person lesson where we explain the DMV rules and policies—plus access to our online class with all the content and material. The online class also includes practice tests.
* Predefined data needed from customer: First name, last name, address, phone number, state, and their credit card number, expiration date, and security code. It should also include the pickup location from where the customer wants to be picked up. It should also ask them for a drop-off location, which should be the same as the pickup location
* System must be web/Cloud based. Cloud server requested with built in security and data backup

### 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?*

* Clients must be able to make reservations online
* Clients must be able to make call in reservations for classes employees need authority to add reservations
* Packages able to be removed so user can no longer reserve them. – Admin Authority
* Customers can register over phone or over internet
* Customer can reset their own password via the internet
* General Activity reports must be able to be generated
* System must be accessible online by all users
* Friendly user interface
* Receive Notifications from posted legal changed from the DMV
* \*\* Possible Alteration of packages and services \*\*

## 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 should be able to run on any platform.
* The system should be web based and utilize some type of super cost-effective cloud storage.

#### 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 will need to be compatible with any OS or platform.
* Cloud based storage/servers can easily facilitate this.

#### 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?*

#### 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?*

* The IT admin will need total control of creating users, disabling users, and setting user privileges for different types of users. This will be worked into the code, and the code will not need to be amended.

#### 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?*

* The user will need to create an account to log in. The most common and easy way for a user to be able to log in is with their email address and their selected password. Passwords should be case sensitive and must contain at 7 digits along with at least 1 number and 1 letter. If the password is entered incorrectly it should be locked and unlocking instructions should be sent to the account email. The user should also be able to reset their password via a web-based reset password function that will submit instructions to the accounts 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 validate credentials when a user logs in.
* The system shall allow users to view their account.
* The system shall allow users to register for classes and see balances.

### 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.)?*

* The customer-user should be able to log in from any platform anywhere.
* The customer-user should be able to view classes and sign up for classes.
* The customer-user should be able to see balances and their financial information.
* The clerk-user should be able to register users for classes.
* The clerk-user should be able alter customers selected classes.
* The clerk-user should be able to take payments and see courses.
* The clerk-user should be able to see customer-user information.
* The IT-user should be able to create new clerk-users.
* The IT-user should be able to remove or amend classes.
* The IT-user should be able to reset passwords and change privileges.
* The admin-user should be able to do everything the clerk-user and IT-user can + generate reports.

### 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?*

* Basic instructional skills involving technology may be needed.
* The basic account creation is straight forward and almost all users should be able to create an account.
* The clerks, IT, and admins might need to train and become familiar with the new software.

### 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?*

* For this project the limitations aren’t extreme.
* One major issue is receiving updates from the DMV on new laws.
* We will need a way that DriverPass can collaborate with the DMV in order to obtain the most up to date laws, practices, and procedures.

### Gantt Chart

Chart

Description automatically generated