# 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 will provide online practice tests and training to help prepare people for their driving tests.
* It sounds like they want a website for the training and online practice tests. They also want to have an app that gives feedback to drivers while they're on the road. They want this system to show customers their data both online and offline, from anywhere. Additionally, they want to offer in-person classes for driving, available via appointments.

### 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 is that many new drivers fail their driving tests.
* There must be a website, an app, a database, user privilege tiers, and offline viewing mode.

### 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?*

* There needs to be a website with training and practice tests, an app that somehow monitors how you drive and provide feedback based on your driving, and a booking/scheduling system for users to request in-person training appointments. All of these need a UI. For the company's employees, there must be accounts with varying level of permissions and functionality. There must be a record of when users and employees take actions that change data. Many reasons for a database.

## 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?*

* Must run in web browsers across PC and mobile platforms
* Should update DMV data daily
* Should update schedule changes immediately

#### 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 web app will run in most web browsers across platforms (Windows, Unix, etc.)
* Ian suggests that the whole system runs over the cloud

#### 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?*

* There will be different rights and roles for different employees and for customers
* An admin will be able to print a report of reservation activity so that they can manually review and determine where something went wrong

#### 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?*

* Admins should be able to add/remove/modify customer profiles
* Liam (owner) will have all rights to add/remove/modify employee profiles
* The system should allow users to view data even when offline

#### 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?*

* Username and password will be required
* TLS should be used for all communications
* Customers should be able to reset their own password via automatic email
* Logins should be locked out after several 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.”*

* The system should validate user credentials when logging in
* The system should allow users to manage their appointments
* The system should make the learning resources available to users
* The system should provide customers their driver’s feedback
* The system should enable customers to meet drivers in-person
* The system should provide records to administrators

### 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 UI needs to accommodate customers, employees, and the owner
* All users will need to sign in
* Customers will need to see appointment packages, create/update/delete appointments, reset their password, view practice tests and videos, and see their driving data and feedback
* The UI should show a photo of the Driver and the Student
* The UI should display the customer’s basic information (name, address, phone, email)
* The UI should show the customer their online test progress
* The UI should allow read-only operations when customers are offline
* Administrators will need to see appointments created by customers
* Owner will need to edit rights and privileges of administrators

### 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 access to a web browser and internet connection
* There is an internal record of appointments, users, drivers
* Tests are automatically updated as new driving laws are passed
* There are rights and privileges associated with each account
* Payment is secure

### 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 access can’t allow users to create/update/delete appointments
* Driver availability
* Manually reviewing issues by reading a report is time-consuming and costly
* Packages can be disabled but not added/removed/updated
* Less control over the system with cloud computing

### 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.*

Here is a link attached to my Gant chart attached in the Module 4 Discussion

<https://learn.snhu.edu/d2l/le/1196057/discussions/posts/78482740/ViewAttachment?fileId=80665756>

below is a copy-paste of the Gant chart:

*A picture containing timeline

Description automatically generated*