

Business Requirements Document (BRD)

256 Software Solutions: Issue Tracker

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Version 1.0

Revision History

Department owner: Mobile/ Web Management Group				
Created By: Joshua Barnett			Date: 2/03/2020	
Revised By	Date	Version #	Revisions Made	Reason for Revisions
Joshua Barnett	2/09/2020	V 0.1	Initial Draft	
Joshua Barnett	3/24/2020	V 0.2	Glossary, Project Goals and Scope, User Types, Integration Requirements, Technical/ Non-Functional Requirements	Professor Feedback

1. Purpose of the Business Requirement Document

2. Glossary

3. Project Goals and Scope

a. Project Summary

256 Software Solutions employs over 600 technical staff in the Mid-Atlantic region. Currently, technical staff can speak face to face, on the phone, videoconference, or email to share issue discovery and issue status. However, this is not the ideal staff or management experience. 256 would like to provide staff and management with an issue tracking system available as mobile applications and online web application. This issue tracker should provide an interactive, easy to use interface for uploading, updating, and accessing software issues.

b. Business Goals and Objectives

4. User Types

Anonymous User – Does not require login, can only view and submit issues

Tester – Requires login, can only view and submit issues

Developer – Requires login, can assign issue to self

Project Manager – Requires login, can assign issues to others and self, can delete issues

Administrator – Requires login, can assign issues to others and self, assign users different user types, can delete user accounts.

5. Business Requirements

Business Requirements number	Requirement	Priority(High, Medium, Low)
BREQ-1	All Users must be able to create issues/ tickets with similar amounts of technical detail as face to face and phone communication.	High
BREQ-2	Users must be able to create accounts with	High

	usernames and passwords to login for further access	
BREQ-3	Mobile app issue data and login information must be the same information as on the web application	High
BREQ-4	Mobile users must be able to submit a photo from the device's camera with the issue	Medium
BREQ-5	A mailing list should be able to be added to issues for notification of issue progress and bug fixes	Low
BREQ-6	Project Managers must be able to assign issues to developers	Medium
BREQ-7	User accounts should be given the roles of tester, developer, project manager, and administrator, with increasing levels of access	Medium
BREQ-8	Users must be able to sort through issues by project name or status	Low
BREQ-9	Developers must be able to selectively view the issues assigned to them	Low

6. Integration Requirements

256 Software solutions has technical expertise in Microsoft technologies. Proposed solutions should make use of this fact when considering maintenance of the project by 256 Software Solution employees.

7. Technical/Non-Functional Requirements

Application Technology – The application must run on Android and iOS devices.

Infrastructure & Networks – The mobile application must be able to accept issues when WiFi and cellular data are not present.

Information & Application Security – The application must require login credentials to edit existing issues, and varying levels of user authorization to assign developers to issues or delete issues.