# 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?*

* The client is DriverPass (Liam, the owner). He wants his company to provide online driving classes, on-the-road training, and practice tests for their customers depending on the purchased package (SNHU, 2025).

### 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 wants their customers to be able to book, change, and cancel their appointments online. They want to address the issue of many people failing their driving tests at the DMV. The system needs appointment scheduling, role-based access depending on who’s logged in, a password reset feature, and integration with the DMV to ensure the information is updated accordingly. (SNHU, 2025).

### 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 should be able to book online classes, road tests, and allow customers to change their purchased packages at will. It should schedule appointments accordingly and prevent the secretary from booking additional appointments if they are full. It should include a password reset feature for forgotten passwords. Additionally, it should allow Liam, the owner, to see who has made any changes to keep track of everything. The system should also adjust access levels depending on who is logged in and synchronize updates with the DMV website (SNHU, 2025).

## 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 work on both desktop and mobile web browsers. It needs to be fast, with actions taking less than two seconds. Updates should happen every few months to keep it running well and secure

#### 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 must run on Windows, macOS, and mobile platforms. The back end requires a database to store user data, appointments, and system logs. A cloud-based infrastructure is preferred for scalability and accessibility (SNHU,2025)

#### 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?*

* User login must check each user's unique details, like a username and password. The system should not care about uppercase or lowercase letters to make it easier to use. If there are security problems or mistakes, the admin should get a quick alert

#### 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?*

* User management should be possible through an admin interface without requiring code changes. The system must adapt to platform updates through automated compatibility checks. IT admins should have full access to user management and security logs (SNHU, 2025.

#### 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 are required to log in using a username and password, with the connection secured through SSL encryption. In the event that a brute-force attack is detected, the account should be locked after several unsuccessful login attempts. Password recovery should be facilitated through email verification.

### 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 user credentials during login.
* The system shall enable customers to book, modify, and cancel lessons.
* The system shall track and store customer reservations.
* The system shall generate reports for administrative use.
* The system shall allow IT admins to manage user accounts.
* The system shall integrate with DMV systems for updated test information(SNHU,2025)

### 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 interface should be user-friendly for both customers and admins. Customers need to book and manage lessons, while admins require tools to oversee accounts and schedules. The interface must work smoothly on web and mobile browsers (SNHU,2025).

### 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?*

* It is assumed that users have access to the internet and basic digital literacy. The system is also designed under the assumption that customers will primarily access it through a web browser rather than a dedicated app (SNHU,2025)

### 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?*

* One limitation is that the system depends on internet access, making it inaccessible offline. Budget constraints may limit advanced security features. Additionally, integrating with external DMV systems may present compatibility challenges (SNHU,2025).

### 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 graph with a graph on it

AI-generated content may be incorrect.

*References:*

*Southern New Hampshire University. (2025). CS 255 DriverPass Interview Transcript [PDF].*

[*CS 255 DriverPass Interview Transcript.pdf*](https://learn.snhu.edu/content/enforced/1798810-CS-255-13949.202511-1/course_documents/CS%20255%20DriverPass%20Interview%20Transcript.pdf?ou=1798810)