# 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, a company that wants to offer services to student drivers to help them pass their driving test.
* The client wants customers to be able to book driving appointments with DriverPass instructors and offer services based on three packages the customer can purchase.
* The website should be a platform used to purchase driving lessons through the Driverpass company and offer different benefits based on the package the customer purchases.

### 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 client sees a problem with a lack of sufficient driving training for new driving students and wishes to develop a system that is dedicated to improving the quality of training drivers.
* The client wants to offer a service to student drivers that will better prepare the drivers for their driving tests as they feel many people are ill-prepared for the tests at the DMV.
* The client wishes to offer practice driving sessions and tests online and offline for customers and will offer three different packages based on what the customer wants.

### 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 customers of DriverPass should be able to schedule appointments through the website or by phone, as well as modify or cancel said appointments.
* The owner of DriverPass wants to have access to all accounts and oversee them. Data must also be accessible online and offline.
* DriverPass must also be notified when rules and regulations within the DMV are updated in order to have access to the most accurate and current information.

## 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 be web-based and running off the Cloud.
* The system should run at a relatively steady speed, balancing time complexity and space complexity is ideal here.
* The system should be updated whenever it is required. Based on the client’s description, this would be whenever the DMV updates its rules and policies.

#### 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 should run on all major PC operating systems and all major mobile devices.
* The backend side of the system would require a database and proper security, which would be handled if the system is running on 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?*

* Users will have to create a unique account using case sensitive username and password. An email will be used to make sure each account is unique to each user.
* The system should report any problems found to the admin immediately upon being found.

#### 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 profiles can be updated and/or removed as needed.
* Platform updates and updates to the system should be able to be implemented without difficulty and without changing the code.
* IT admin will need full access in order to make any necessary changes when needed.

#### 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?*

* A username and password will be required for a user to log in, additional security features such as two-factor authentication, phone number authentication would be optional and can be toggled on or off in the settings.
* As the system will be Cloud based, the transfer of data will be secured by the Cloud service provider.
* After multiple unsuccessful login attempts, an email will be sent to the email address of the account owner, informing the owner that there may be suspicious activity surrounding the account. If further attempts are made, then the account is locked and must be unlocked through an admin.

### 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 log in information
* The system shall offer three plans designed by the owner
* The system shall allow the user to purchase different plans based on the user’s needs
* The system shall allow reservations and appointments to be made
* The system shall allow changes and updates to be made when needed in the future
* The system shall allow different access levels depending on the user’s clearance level
* The system shall show users DMV rules and regulations as well as any updates to these rules

### 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 user should be able to navigate the interface based on the user’s class type. Customers should be able to purchase plans, view appointments and training progress, staff should be able to make changes based on their clearance type.
* The user should be able to interact with the interface through a mobile device or a personal computer.

### 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?*

* We were not given a budget to work with, meaning that we can afford to spend extra if necessary.
* As no budget was given, we can assume that certain aspects of this system will be covered for us.

### 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?*

* We have a deadline of five months to build this system and receive approval for it.
* We have a relatively small team to work with, and one employee is currently out on vacation.

### 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.*

