# CS 255 Business Requirements Document

## System Components and Design

### Purpose

* This project is for our client, DrivePass. The purpose is to provide access to driving test training to their customers.

### System Background

* The client wants us to build a system that allows customers to be able to take classes, practice tests, and make on-the-road training reservations online.
* The system will fill a void by providing better driver training for students taking the driving test.
* The system will run off the web, preferably over the cloud.

### Objectives and Goals

* The system will provide the user with the following functions:

○ Make appointments

○ Cancel appointments

○ Modify appointments

○ Automatically reset password

* The system will provide the owner with the following functions:

○ Access data

○ Print activity reports

○ Disable packages

* The system will provide the IT officer with the following functions:

○ Full access over all accounts

* The system will provide the secretary with the following functions:

○ Register customers

○ Make appointments

○ Cancel appointments

○ Modify appointments

## Requirements

### Nonfunctional Requirements

#### Performance Requirements

* The system should be both web-based for computer access and an application for mobile access.
* The system should be updated whenever the DMV updates their rules, policies, or sample questions.

Rationale: The owner wants to be able to access data from any computer or mobile device, so the system should be compatible with both. The purpose of the system is to provide training to help customers pass their DMV driving tests, therefore the system should be updated as soon as the DMV has an update to ensure customers have accurate and current information.

#### Platform Constraints

* There will be a database to provide the owner with data from the system.

Rationale: The owner wants to be able to download reports and other information from the system.

#### Accuracy and Precision

* The system should distinguish between the owner, the IT officer, the secretary, and customers based on their login. The owner will be able to access data, print activity reports, and disable packages, the IT officer will be able to have full access over all accounts, the secretary will be able to access customer information and make appointments, and customers will be able to make, cancel, and modify appointments.

Rationale: There are different roles that need to access to different features, so, based on login, the system needs to give them access to the appropriate features.

#### Adaptability

* A developer or a system analyst will be necessary to add or remove modules.
* The IT officer will have the ability to disable packages.
* There should be a connection with the DMV for updates and update notifications.
* The IT officer needs access to maintain or modify the system.

Rationale: The system can’t be built in a way that modules can be added or removed easily by a nondeveloper, so, for the moment, a developer will be necessary to make those changes. The IT officer at least wants to be able to disable packages himself if he chooses. The system should adapt to updates as necessary from the DMV so that it has the most current information. The IT officer has the role of maintaining and modifying the system, so they’ll need access to be able to do that.

#### Security

* The owner should be able to reset or block access to accounts.
* The owner should be able to track who made, canceled, or modified a reservation.
* Customers need to be able to automatically reset their passwords.
* The system should run over the cloud, with backup and security taken care of.

Rationale: The owner wants to be able to reset accounts if someone forgets their password or block accounts if they’re let go. The owner also wants to be able to track internal activity and print a report should something go wrong. If a customer forgets their password, they need to be able to automatically reset it. So that IT can be mainly focused on running the business, they would prefer the system runs over the cloud with backup and security included.

### Functional Requirements

* The system shall provide data reports for the owner.
* The system shall give full access over all accounts to the IT officer.
* The system shall print activity reports for the owner.
* The system shall allow customers to make reservations for driving lessons online, including day and time, using their account.
* The system shall allow the secretary to schedule appointments for customers.
* The system shall show the driver, time, and car that a user is matched up with.
* The system shall display three packages: Package One, Package Two, and Package Three.
* The system shall allow the owner to disable packages.
* The system shall allow registration for customers including their first name, last name, address, phone number, state, credit card information, pickup location, and drop-off location.
* The system shall automatically reset customer passwords.

Rationale: The functions of the system must accommodate the needs of all the different users that will be utilizing it.

### User Interface

* The user interface will show customers which tests they’ve completed and which are still in progress, including the test name, time taken, score, and status.
* The user interface will display driver notes, showing a table with driver comments and lesson times.
* The user interface will also display student information, student photo, driver photo, and any special needs.
* There will be another page that is an input form for students or the secretary to fill in the student’s information.
* There will be a separate page for contact information for DriverPass and the student.
* The user interface will be adaptable to both a browser and mobile.

Rationale: The interface must meet the needs of the different users and accommodate the functions of the system.

### Assumptions

* The user has internet.
* The user is registered with DriverPass.

Rationale: The system will require internet and it is assumed that every user will have access to the internet. Since customers are required to call DriverPass to register for an account, it is assumed that every user has done this and is registered with the company.

### Limitations

* Data can’t be modified or updated unless the user is online.
* The system will be inaccessible without internet.
* The system needs to be completed in about three and a half months, by May 10th.

Rationale: Data must be modified while the user is online or else it could result in data redundancy. The system will need internet to verify users’ logins, so it will be inaccessible without internet access. Based on the schedule discussed, the system is expected to be fully complete by May 10th.

### Gantt Chart

