# Business Requirements Document

## System Components and Design

### Purpose

DriverPass is a new company founded with the purpose of helping new drivers pass their DMV driver test. They noticed that there is need for good driver training. The owner of the company would like a system to help manage the company details and day-to-day operations. This system needs to be available online so that they can access records, it needs to have multiple levels of user access, for clients, employees, and administrators, it needs to record who makes any changes, and it needs to be able to make and manage reservations of driver training and training package purchase options.

### System Background

* Driver pass wants to be able to manage all of their day-to-day operations with this system. This includes the following:
  + A web-based interface
  + A system to track orders and reservations
  + A system to track drivers and cars
  + A system to track system and files changes
  + A cloud-based system, so they don’t have to worry about backups or security for on premise or physically managed devices
  + Connect to the DMV in some way to allow for notifications about changes to the driver testing and rules
  + Ability to securely allow for end user managed password reset
  + Secure system to store business and client records
  + Ability to manage different role and account access

### Objectives and Goals

* These are what the business would like to be included in the system:
  + Accessing business records
  + Allowing customers to purchase training packages and reserve driving sessions
  + Managing driving session reservation information
  + Ability to disable travel packages
  + Ability to create new user accounts with required information
  + Ability for users to reset password on their own if they forget it
  + Track and chart client progress
  + Track changes made system wide
  + Different role levels, for client users, employees, and administrators. Each role should have different access privileges.
  + Ability to be notified about new DMV changes
  + Make a contact page available, so that clients can contact the business and vice versa
  + A neat user interface that can display various status information and chart client progress

## Requirements

### Nonfunctional Requirements

#### Performance Requirements

* The system should be web-based. It should be accessible through all common web browsers.
* It does not need to be incredibly high performance, but it should be able to handle at least 20-30 people using the platform at the same time without and drops in performance.
* There will be a need to have logs of the system as well as information about lots of people, so the system must have enough space to record and store all of this information.
* The system will not need to be updated too often, but as the company grows, there may be a need for performance and security updates.

#### Platform Constraints

* Since this will be web-based, the backend can run on any server. For this particular scenario, I recommend windows server because of its accessibility and compatibility.
* There will be a need for information like user profiles and reservations to be stored in a database.
* There needs to be an ability to log changes made

#### Accuracy and Precision

* Usernames will not be case sensitive; each user will be distinguished by their email address.
* Passwords will be encrypted, and password input will be case-sensitive.
* Timing of the driving reservation system will need to be coordinated so there is no double booking and lessons are only scheduled during business hours.
* The pricing must be consistent unless packages are changed by an authorized user.
* User profiles must display the information and progress of the correct users.
* Changes made to the system will need to be logged and saved.

#### Adaptability

* Users will be able to edit their profile information such as address and payment info.
* The IT admin will have access to enable/disable the various course offerings and possibly to add/remove new or old packages.
* Driving instructors will be able to add their recent sessions to a user’s progress tracker.
* Receptionists and the IT admin will be able to modify the schedules and offerings.

#### Security

* Users will need to have their initial account registration made by the receptionist, but they will log in with their username/email and password.
* Passwords and card information will be encrypted in the database.
* If there are 5 failed login attempts, the user account will be locked.
* If a user forgets their password or their account is locked, the user will need to reset their password by verifying through their email.

### Functional Requirements

* The system shall validate user credentials when logging in.
* The system shall securely process payments for the various lesson packages.
* The system shall record any changes made and which user made the changes.
* The System shall allow IT admins to manage user accounts and information.
* The system shall allow Receptionists and IT admins to initiate the creation of new users.
* The system shall send an email with a link for password reset when a user is locked out. IT admins will also be able to initiate a password reset.

### 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.)?*

* [Insert text]

### Assumptions

* It is expected that there will be an appropriate amount of money available in the budget to allow for the development of an efficient, secure, scalable, well designed, and reliable system.
* IT admins have been carefully chosen to ensure that they do not allow for unauthorized access and will follow general security standards for things like their passwords.
* All users will be able to easily understand how to navigate main areas of the system.
* All employees in their various roles will attend training to be able to handle the responsibilities they will have in the new system.

### Limitations

* System capabilities will allow for a scalable system infrastructure.
* Timeline we have given in the Gantt chart below may be hindered by unforeseen development issues.
* If there are unforeseen costs, there may be a need to adjust budget allocations.
* Adjustments may be needed for security and system design if the flow of the system does not work well or if any new security flaws are discovered.

### Gantt Chart

Chart

Description automatically generated with low confidence