# 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 goal is to create a web-based system that helps DriverPass manage customer training services.
* The client, DriverPass, wants customers to register, schedule driving lessons, access online study materials, and track their test progress.
* The system must also support administrators, IT staff, and secretaries with different access levels.

### 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?***

* Currently, DriverPass doesn’t have a system for managing its driving packages, scheduling, or online class functionality.
* The system should combine in-person and online lesson tracking, including DMV-related content.
* The system must handle:
* Appointment booking (online and by phone)
* Package selection
* Customer account creation
* Driver and vehicle assignment
* Admin access and user management

### 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?***

* Customers can create accounts, pick packages, and book/cancel lessons.
* Secretaries can input customer details and manage bookings.
* Admins/IT can manage users, track changes, and update package availability.
* The system must store and show test results, driver notes, and appointment info.
* DMV updates must be integrated, and system logs must track user actions.

## 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?***

* Must run on modern web browsers, both desktop and mobile.
* Actions should respond within 2–3 seconds.
* System should allow quarterly updates or as-needed patches.

#### 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?***

* Should run on cloud platforms (like AWS or Azure).
* Backend should use a relational database (e.g., MySQL or PostgreSQL).
* Must support secure APIs for DMV integration and online payments.

#### 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 roles should clearly define access (admin, secretary, customer).
* Login should be case-sensitive.
* Admins should get alerts on failed logins or suspicious activity.

#### 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?***

* Admins should be able to enable/disable training packages.
* System must allow password resets and account recovery without code changes.
* IT must be able to revoke access or reset user credentials at any time.

#### 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?***

* Logins must require strong passwords; data must be encrypted.
* Connections must be secured via HTTPS.
* Account lockout after multiple failed login attempts.
* Password reset options must be automated and secure.
* IT must have access to monitor and suspend any account.

### 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 allow customers to create an account and save contact/payment info.
* The system shall let users schedule, cancel, and modify driving lessons.
* The system shall let secretaries schedule lessons on behalf of customers.
* The system shall match customers to drivers, vehicles, and lesson slots.
* The system shall provide real-time access to lesson status, progress, and feedback.
* The system shall store driver notes and display appointment history.
* The system shall show practice test results and status (not taken, in progress, passed, failed).
* The system shall receive and alert admins of new DMV content or updates.
* The system shall track all account activity and show audit logs.

### 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.)?***

* Interface must be simple, responsive, and browser-based.
* **Customer View**: Book lessons, view schedule, track test progress.
* **Secretary View**: Create new customer profiles, manage bookings.
* **Admin View**: Reset passwords, disable packages, track user activity.
* Should display tables for lesson times, test results, and driver notes.
* Includes forms for account creation, payment info, and contact details.

### 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?***

* Customers have internet access to register and schedule online.
* DMV provides timely updates in a format we can integrate.
* Secretaries are trained to use the admin interface.
* Drivers only use the system to enter feedback, not to modify core settings.

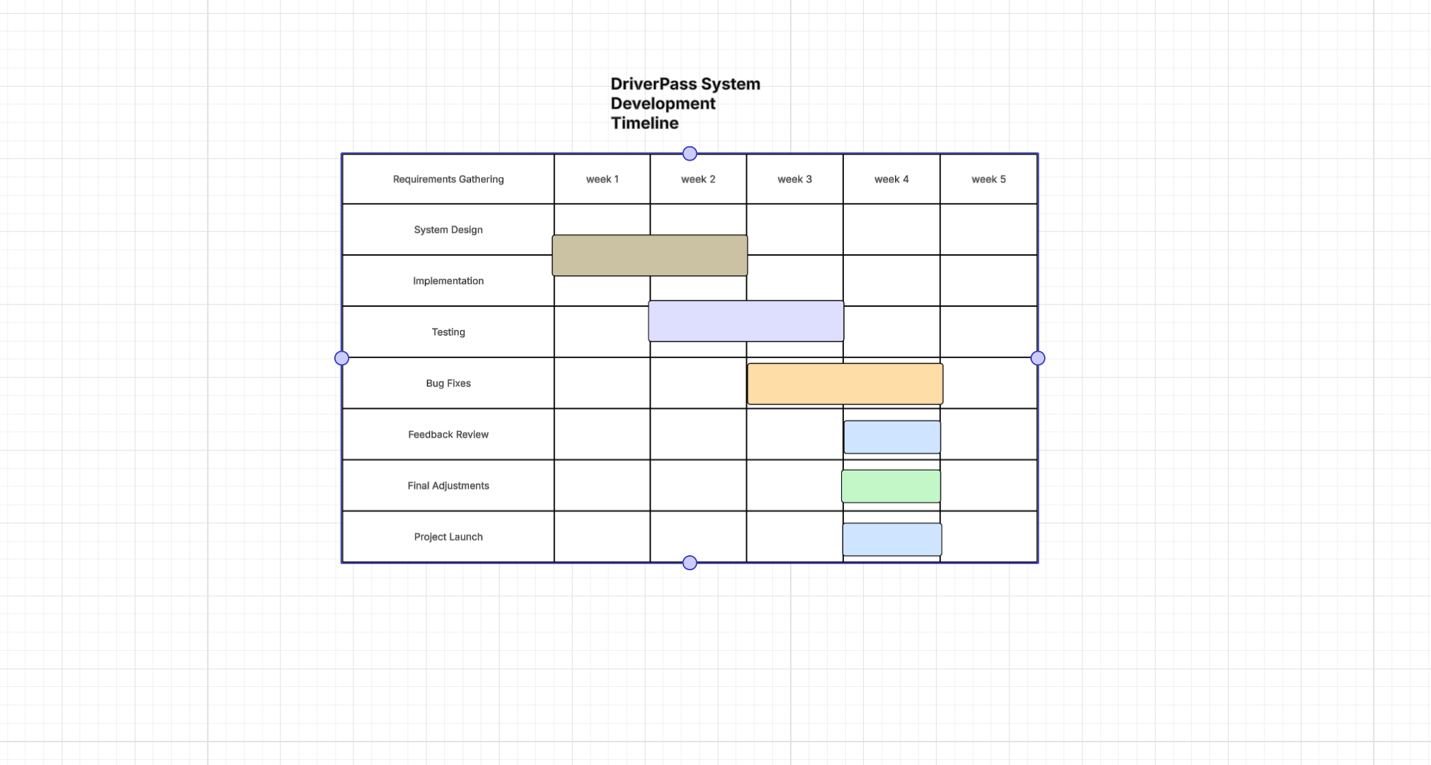
### Limitations

***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?***

* Disabling packages is admin-only; deeper changes (adding/removing modules) require developers.
* Offline data updates are not supported (real-time sync only when online).
* Some features may be delayed or limited by budget or team size.
* The initial version may not include future custom package configurations.

### 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.***

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