# CS 255 Business Requirements Document for DrivePass

## System Components and Design

### Purpose

* The client, DriverPass wants us to develop a system that helps clients learning to drive to pass their driving exams by providing online courses, practice tests, and on-the-road driving training that is accessible across platforms online.

### System Background

DriverPass has recognized that many people fail their driver’s tests. They want to provide training in this regard including online courses, practice tests, and on-the-road training opportunities for their customers. The system will need to include online accessibility, have different levels of access, a reservation system for different in-person driving lessons that includes assigning a driver, a means to store sensitive customer information, DMV connectivity, and a specific user interface.

### Objectives and Goals

* Registration
  + May be done online or via phone call to secretary
  + Includes first name, last name, address, phone number, email, credit card information
  + Sign up for packages
    - Multiple package options – online course/practice test only, various on-the-road packages. On the road package needs to include pickup/drop off location
* Online accessibility
  + Ability to make/cancel/change appointments
    - With tracking system to know who made/changed/cancels appointments
    - A “Contact Us” page
  + Ability to register online for courses
  + Specific interface that includes client information, client phot, driver photo, course progress, driver notes, and special needs
* Different role accessibility within company
  + Owner – Liam
    - Ability to download reports and access them offline
    - Ability to disable driving packages
  + IT officer – Ian
    - Has access to maintain and modify the system
    - Full access over all accounts
  + Secretary
    - Can make/cancel/change appointment
    - Can register clients
  + User
    - Can access profile online that includes name, address, contact information, course progress, schedule, driver information
    - Can make/change/cancel appointments online
    - Ability to reset password online
* Compliance
  + Connection to DMV website
  + Notifications if DMV policies update

## Requirements

### Nonfunctional Requirements

#### Performance Requirements

* The system shall run in web-based environments
* The system shall run fast enough to feel comfortable to users without multiple second lag
* The system shall be updated at least daily to keep up with DMV regulations and changes

#### Platform Constraints

* The system shall run on Windows and Microsoft, as well as Apple and Android mobile devices
* The system shall have a database to keep track of in-person driving schedule and drivers
* The system shall have a database to keep track of user information, passwords, grades

#### Accuracy and Precision

* The system shall require user authentication/ authorization at login to determine user credentials
* The system shall require case-sensitive input
* The system shall alert administrators when the DMV updates regulations
* The system shall track updates and changes to user information for QA purposes that only admin can access

#### Adaptability

* The system shall allow changes to customer information/appointments without needing to change the code
* The system shall be adaptable to platform updates
* The system shall have IT access for updating customer information
* The system shall have IT access to block privileges for admin staff that may be let go
* The system shall allow the owner to delete offered packages as needed

#### Security

* The system shall require a user name and strong password to log in (Special characters, upper/lower case)
* The system shall lock a user out after three failed login attempts
* The system shall allow a user to reset their password using link sent to email address on file
* The system shall use HTTPS and AES ciphers to ensure secure data exchange between client/server

### Functional Requirements

* The system shall validate user credentials when logging in for roll based access
* The system shall allow users to create a profile online
* The system shall allow students to access their enrolled courses/schedules with drivers
* The system shall allow users access only to their profile and information unless they are in administration
* The system shall allow students to take practice exams online
* The system shall allow students to access their grades

### User Interface

* The user interface should look as similar as possible on mobile and web page access for consistency
* The user interface for customers shall display a profile picture, customer information (minus credit card details), course progress, driver schedules, driver notes, and driver picture.
* The user interface for administrators should look similar but be editable
* The users can interact with the interface on both mobile phones and web browsers.

### Assumptions

* Users who wish to sign up have access to a supported system or web browser
* Users who wish to sign up have access to the internet
* Users will know how to navigate a web page to sign up for courses

### Limitations

* Budget constraints may restrict the number of features and depth of the system due to limited resources
* Delivery target date of May 10th does not allow for any scope changes

### 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 gantt chart with multiple colored squares

Description automatically generated*