# 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?*

* Liam, the owner of DriverPass, wants to provide a service to help driving students pass their driving tests. He wants the system to provide online classes and practice tests, as well as to be able to manage in-person driving practice sessions. This is with the intention of taking advantage of a void in the market when it comes to training students.

### 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?*

* DriverPass wants their system to manage reservations for driving appointments. They also want it to administer online tests. They want to provide a user-friendly web service in order to do this.
* They will require a server. They will also require security for the system to prevent malicious attacks. They also require a user interface.

### 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?*

* When the system is done, it should be able to be used from any computer. This can be accomplished using cloud computing.
* It should allow administrators to set permission levels for users.
* It should keep track of when users make reservations, who cancels reservations, and who modified a reservation last.

## 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 should be run on the cloud so that it can communicate with all consumer computing machines, whether mobile or desktop or another form, through a web-based application.
* Interactions between the system and the client should not exceed 10 seconds.

#### 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?*

* As the system will run on the cloud, it will run on a Linux system.
* A database is required to store information on user accounts, reservations, etc.

#### 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 types consist of customers, the server administrator (Liam), and DriverPass’ secretary.
* User interactions with the system will be logged.

#### 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?*

* Liam, the boss of DriverPass, should be able to remove packages from customer view.
* The system should communicate with the DMV to receive updates on new rules, policies, and sample questions.

#### 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 user must have an account with a password in order to log into DriverPass’ system.
* We will use HTTPS web-based encryption to ensure security in communications between the server and client.
* In the case of a brute force hacking attempt, the password will reset, and the account will be inaccessible until the legitimate owner of the account creates a new password.
* If a user forgets his or her password, he or she should be able to reset that password. A personal question (such as one’s maiden name or the name of their school mascot) will be used to verify the user’s identity.

### 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 provide an input form for the secretary or customer to input account info such as name, address, and phone number.
* The system shall utilize an administrator account to allow the system administrator to reset data or block access from specific users.
* The system shall allow customers to create, cancel, and modify reservations. Customers must provide reservation information, including a pick-up and drop-off location.
* The system shall keep track of who makes, cancels, and modifies reservations. The system should automatically print reports of this information.
* The system shall include three package plans. Package one shall include six in-car hours with a trainer. Package two shall contain 8 hours in-car with a trainer as well as one in-person lesson. Package three shall contain twelve in-car hours, an in-person lesson, and full access to DriverPass’ online learning content.
* The system shall display progress on tests customers have taken. Status for tests include “not taken,” “in progress,” “failed,” or “passed.”
* The system shall display driver notes from driving sessions, which show lesson time, start hour, end hour, and driver comments.

### 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 interface is to be used by customers to see their online test progress, to see their personal information, and to access driver notes from in-person driving lessons. It should also display the driver’s photo and student photo, as well as a link to special needs information.
* The user will interact with the interface through a web browser such as Google Chrome or Mozilla Firefox.

### 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 assume that our users have access to a mobile or desktop or laptop device which has internet access and web-browsing software.
* We assume customers will be from the local area, meaning we do not have to worry about translating our software into different languages for international communities.

### 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 created a Gantt Chart which outlines the time limits for different steps of the development process. The system must be completed by May 10th, which is the date of the sing-off meeting.
* The system is not expected to handle additional functionalities after the completion of the system is finished. It will handle only those requirements outlined by DriverPass.

### 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.*

