# 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?*

* Client: Liam Owner of DriverPass
* Purpose: The client wants his company to be a solution to shortcomings in driver training.
* What: Online and Offline access with the ability to access data and manage appointments effectively

### 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?*

* Driver Training
* Appointment Management
* User Roles and Access
* Tracking and Accountability
* Compliance with DMV rules and regulations
* Security for personal and account information

### 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?*

* Users should be able to register with appropriate information securely
* Users should be able to schedule driving lessons
* Updated practice tests and classes should be available to Users
* Permissions should be adjustable for administrator, IT members, and the secretary
* Integration with DMV updates on rules regulations and policies
* Interface Design that’s user friendly

## 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?*

* Load times should average 1-2 seconds
* System should give feedback for longer load times
* System should update once a month or as needed
* Web-Based cloud environment

#### 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?*

* The system should run on both computer and mobile browsers like: Safari, Google Chrome, Firefox, Internet Explorer, and Opera.
* Back end will require a web server to manage user requests
* Back end will require a database to store information

#### 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?*

* The system should require unique usernames and case sensitive passwords to identify users
* System should inform the admin at least once per day or as events occur if there is a problem

#### 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?*

* Any changes to users will be automated with security protocols or done by the administrators
* Code should not change with user changes
* System should be capable of adapting to platform updates without issue
* The IT administrator will need access to the database and web server to maintain and modify system information.

#### 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 username and password will be required to login.
* Users will be locked out after X password attempts and will have to make a new password or contact an administrator
* A forgot password option will be added with either security questions or email verification
* Two-Factor Authentication could be added for extra security optional to the user

### 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 validate user credentials when logging in
* The system shall identify users for customer or employee rights
* The system shall allow X password attempts before locking the account
* The system shall allow users to make a new password
* The system shall create and store new user account information
* The system shall provide access anywhere online
* The system shall display each package available to the user
* The system shall allow users to purchase packages
* The system shall allow admin to set available packages
* The system shall allow users to set appointments with drivers and times
* The system shall track schedules of drivers and their appointments
* The system shall connect with the DMV database to be updated with current information
* The system shall display notes for drives from drivers
* The system shall display driver photos
* The system shall display stats of student drivers
* The system shall display upcoming appointment times
* The system shall allow students access to online learning tools

### 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 needs to change depending on the user
* The different users will be customers and employees
* Employees will need to see:
  + Admin pages
  + Packages
  + Password management
  + Appointments
* Customers will need to see:
  + Progress and scores
  + Appointments
  + Notes from drivers
  + Online Learning tools
  + Package information
  + Contact information

### 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?*

* Users will learn to navigate the site
* Right differences between Administrators and Typical Employees
* Employee and Customer Drivers will be at their appointments
* 24/7 Access to the site and/or notifications when the site will be down for maintenance

### 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?*

* Only so many cars will be available so maintenance will need to be done often
* Due to limited cars and employee drivers only so many packages can be sold
* Customers may not be familiar with different vehicles

### 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