



The Open University of Sri Lanka  
Department of Electrical and Computer Engineering  
EEI 4267 – Requirement Engineering  
**Mini Project**

**Driving School Management System (Wheels)**  
Software Requirement Specification (SRS)  
Submitted on 12<sup>th</sup> of March 2023

**Group Name: Black Pearl**

**Group Members:**    **S92064060\_M.N.M. Safran**  
                                 **S92064693\_A.A.A. Amna**  
                                 **S92060869\_A.R.F. Ilma**  
                                 **S92060596\_L. Kishan**

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## Document Revisions

Date	Version	Description	Author
2023.03.01	1.0	System Overview	Black Pearl
2023.03.06	1.1	Project Scope	Black Pearl
2023.03.10	1.2	Project Requirements	Black Pearl
2023.03.12	2.0	Software Requirement Specification	Black Pearl

## Document Approval

The following Software Requirements Specification has been accepted and approved by the following:

Signature:		Signature:	
Date:		Date:	
Name:		Name:	
Customer:		Corporation:	

# 1. INTRODUCTION

## 1.1. Purpose

- The purpose of the Driving School Management System is to provide an online platform that automates and streamlines the administrative tasks involved in running a driving school.
- Now a days in Sri Lanka all the driving school are based on a manual student management. Current process does not provide a comprehensive system to manage the driving education process, such as scheduling training classes, tracking progress, and providing feedback. This can result in a lack of transparency and difficulty in managing the overall process.
- The system can be time-consuming and prone to errors. The current process requires students to physically visit a branch to register, submit documents, make payments, and receive exam details. This process can be inconvenient and time-consuming for students.
- From our proposed system ensure to provide an efficient online based-computerized **Driving School Management System**.
- The development of a Driving School Management System aims to address these problems by automating and streamlining the administrative tasks involved in running a driving school, improving the efficiency, and effectiveness of driving school operations.

## 1.2. Summary

This is a system is designed to automate and streamline administrative tasks involved in running a driving school in Sri Lanka. It allows,

- Students to register online and can submit required documents in his nearer branch which can verified by a branch staff member.
- Provides online payment options for students to sit for the written exam of Department of Motor Traffic.
- Provides exam details such as date, location, and instructions for students.
- Once students pass the written exam, they can view results and download a valid learners permit.
- Staff members or admin can schedule and manage training classes, providing notification to students and instructors about training classes then they can view the schedule for training classes.
- Instructor can upload training status into the system.
- System allows admin to manage the entire system and send notification.
- Includes additional features such as a vehicle learning guide, tutorials, chat options, notifications, and SMS alerts for students.

Overall, this system will Improves the efficiency and effectiveness of driving school operations by automating administrative tasks and providing a comprehensive system to manage the driving education process.

### 1.3. Company Overview

The Driving School Management System is a software application developed for driving schools in Sri Lanka. The system is proposed to streamline and automate administrative tasks involved in managing a driving school, such as registration, document verification, payment processing, scheduling training classes, and managing progress.

Our **Black Pearl** team members work closely with driving school owners and staff members to understand their requirements and develop a system that meets their needs.

#### Our mission:

- Is to provide innovative, reliable, and user-friendly software solutions to help businesses streamline their operations, improve efficiency, and achieve their goals and providing a comprehensive and efficient solution to manage driving schools in Sri Lanka.

#### Our Vision:

- Is to provide reliability, user-friendliness, and ability to help driving schools achieve their goals.

#### Our Goals:

- Improving the efficiency and effectiveness of driving school operations.
- Providing a comprehensive system to manage the driving education process, from registration to training to certification.
- Making the registration process more convenient and accessible to students.
- Streamlining administrative tasks, such as document verification, payment processing, and scheduling training classes.
- Providing a user-friendly and intuitive interface for staff members, instructors, and students.
- Ensuring the security and privacy of student data and payment information.

#### 1.3.1. Cross Functions

Function	Dept: Contact	Responsibility/Comment
System Management	IT: System Manager	Mange Overall System and Maintenance.
Quality	QA: QA Analysist	Maintain expected quality of the system, Requirement gathering
Technology	IT: Developers	Implement New technologies to the system.

#### 1.3.2. Roles & related persons

Role	Organization: Name
IT: System Manager	M.N.M. Safran
QA: QA Analysist	A.A.A. Amna
IT: Developers	A.R.F. Ilma, L. Kishan

## 1.4. Project Overview

- ✓ The Driving School Management System is a project designed to automate and streamline the administrative tasks involved in running a driving school in Sri Lanka. The system provides a platform for students, staff members, instructors, and admin to manage various aspects of the driving education process, from registration to scheduling training classes and trial examination.
- ✓ The system's primary features include a student registration process that enables students to register, select a branch, and submit required documents. Staff members verify the documents and upload student details into the system, and students can make payments through the system. After successful payment, the system provides details for the written exam, including date, location, and instructions.
- ✓ Once the student passes the written exam, the admin uploads exam results, and students can view their results and download a valid learners permit. Staff members or admin can then schedule training classes and provide details to students and instructors, including the location, date, and time. Instructors can upload training status into the system, and staff members or admin can provide feedback on the student's performance.
- ✓ The system also includes additional features such as a vehicle learning guide, tutorials, chat options, notifications, and SMS alerts for students. These features enhance the user experience and provide students with additional resources to aid their learning.

Overall, the **Driving School Management System** is a comprehensive project designed to improve the efficiency and effectiveness of driving school operations, making it easier for students, staff, and instructors to manage the driving education process.

## 1.5. Scope

The scope of the driving school management system includes the following:

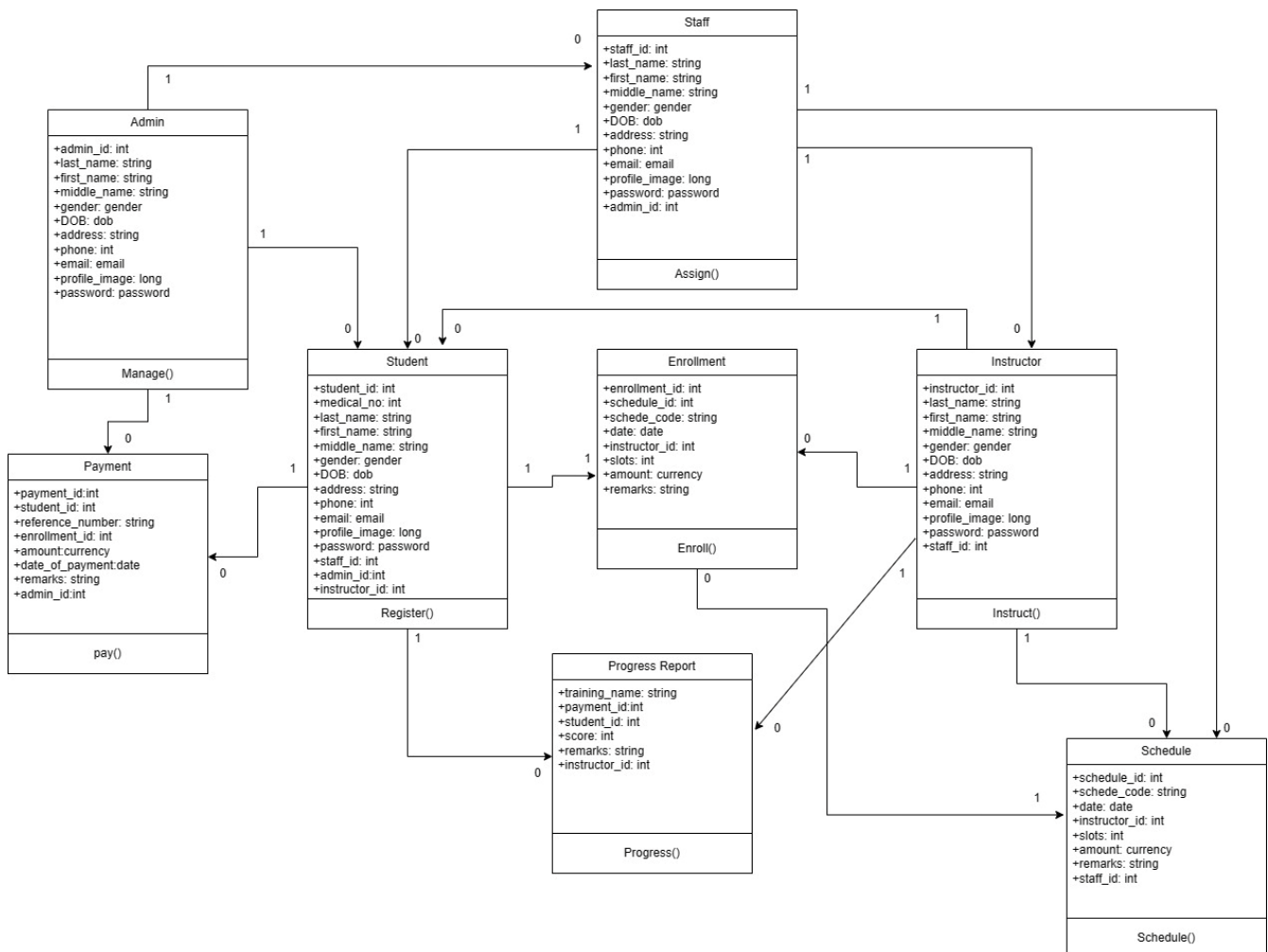
- Student registration and enrolment.
- Document submission and verification.
- Payment processing.
- Exam scheduling and result management.
- Training class scheduling and progress tracking.
- Trial examination for driving.
- Vehicle learning guide and tutorials.
- Chat option, notifications, and SMS alerts for students.
- Staff, instructor, and admin management and access control.
- Reporting and analytics on student performance and business operations.

### 1.5.1. Project Background

The Driving School Management System is a web-based software application designed to simplify the process of managing a driving school. It aims to automate and streamline various processes involved in the management of a driving school, including student registration, document submission, payment processing, exam scheduling, training classes, and more. The system targets both the staff and students of the driving school,

providing them with an easy-to-use and efficient platform to manage their respective tasks. It also provides various features such as vehicle learning guide, tutorials, chat option, notifications, and SMS alerts to enhance the overall learning experience for the students. The system is designed to cater to the specific needs of driving schools in Sri Lanka, providing a comprehensive solution to their management requirements.

### 1.5.2. Class Diagram



## 1.6. Assumptions, General Development & Deployment

### 1.6.1. Assumptions

- The system assumes that all students have access to the internet and have the necessary computer skills to use the system.
- The system assumes that staff members and instructors have the necessary computer skills to use the system.
- The system assumes that all required documents are submitted in the correct format and are valid.

### 1.6.2. General Development

The development of the Driving School Management System will involve several stages, including:

- **Planning and requirements gathering:** This stage involves identifying the requirements of the system and developing a plan for implementation.
- **Design:** The design stage involves creating a system design based on the requirements identified in the planning stage.
- **Implementation:** The implementation stage involves building the system according to the design.
- **Testing:** The testing stage involves ensuring that the system works as intended and identifying and fixing any issues.
- **Deployment:** The deployment stage involves making the system available to users.

### 1.6.3. Deployment

- Choosing a suitable hosting platform for the system.
- Installing and configuring the system on the hosting platform.
- Ensuring that the system is accessible to users.
- Providing training to staff members and instructors on how to use the system.
- Monitoring the system to ensure that it is functioning correctly and addressing any issues that arise.

## 1.7. Definitions, Acronyms and Terminology

### Definitions:

- ✓ **Driving school management system:** a software application used to manage the operations of a driving school, including student enrollment, scheduling, and tracking progress.
- ✓ **Learner's permit:** a restricted license that allows someone to practice driving with a licensed driver before obtaining a full driver's license.
- ✓ **Training classes:** sessions where students receive instruction on driving skills and knowledge.

### Acronyms:

- ✓ DSMS: Driving School Management System
- ✓ NIC: National Identity Card
- ✓ SMS: Short Message Service (text messaging)
- ✓ UI: User Interface
- ✓ UX: User Experience

### Terminology:

- **Branch:** a location where the driving school operates, typically with staff and resources to serve students.



- **National ID:** a unique identification number issued by a government to citizens or residents.
- **Medical certificate:** a document that confirms an individual's fitness to drive based on a medical examination.
- **Birth certificate:** a legal document that confirms an individual's date and place of birth.
- **Written exam:** a test that assesses a student's knowledge of driving rules and regulations.
- **Driving instructor:** a licensed professional who provides instruction and guidance to driving students.

## 1.8. References

- [Department of Motor Traffic \(dmt.gov.lk\)](http://dmt.gov.lk)
- [www.google.com](http://www.google.com)
- [www.youtube.com](http://www.youtube.com)
- LMS/Resources

## 2. PROJECT SCOPE AND IMPACT

### 2.1. Scope Inclusions

Scope inclusion include all the essential features and functionalities required to manage the driving school's day-to-day operations and facilitate communication between staff members, instructors, and students and end to end operations of a driving school, from student registration to provide valid licence.

- **Student registration and management:**
  - ✓ Create Account to access the system.
  - ✓ Student registration.
  - ✓ Update and Manage student records.
  - ✓ Schedules
  - ✓ Training progress.
- **Document submission and verification:**
  - ✓ This would include features for students to submit their required documents such as,
  - ✓ Medical certificate
  - ✓ Birth certificate copy
  - ✓ National ID copy
  - ✓ Photos
  - ✓ As well as the ability to verify and track the status of these documents.
- **Payment processing:**
  - ✓ Accepting and processing payments from students for registration.
  - ✓ Exams payments.
  - ✓ Payments for Training classes, and other services.

- **Exam scheduling and results management:**
  - ✓ Scheduling exams
  - ✓ Notifying students of exam details
  - ✓ Managing exam results.
- **Training scheduling and progress tracking:**
  - ✓ Scheduling training classes
  - ✓ Tracking the progress of each student through the training process.
- **Trial examination:**
  - ✓ Conducting trial examinations for students to assess their readiness for the practical driving test for who well trained.
- **Vehicle learning guide and tutorials:**
  - ✓ Access to vehicle learning guides.
  - ✓ Tutorials
  - ✓ Other resources to help them prepare for their driving lessons and exams.
- **Communication and notification:**
  - ✓ This would include features for Staff members, Instructors, and Students to communicate with each other and receive notifications about their schedules, progress, and other important information.
  - ✓ Students can get SMS Alert about their progress.
- **System administration and reporting:**
  - ✓ Include features for system administrators to
  - ✓ Manage the system.
  - ✓ Generate reports.
  - ✓ Maintenance.

## 2.2. Scope Exclusions

This would focus on the key operational features necessary to manage the driving school's day-to-day activities.

- **Staff and instructor management:**
  - ✓ System provide access for staff members to update student details and managing.
  - ✓ Provide Schedules to students and Instructors.
  - ✓ Provide feedback for students.
  - ✓ Track Training progress.
  - ✓ System allows Instructors update training details and feedback.
- **Marketing and advertising:**
  - ✓ System allows students to share their progress on social media.
- **Regulatory compliance:**
  - ✓ Storing and managing required documents such as medical certificates, BC copy, NIC copy, Photos.

- **Customer support:**
  - ✓ System includes features for communication between staff members, instructors, and students.
- **Online payment processing:**
  - ✓ System gives online payment processing platforms or allow students to make payments online.

### 2.3. Impact on Other System

Driving School Management System is designed to be a standalone system, it may not have a significant impact on other systems. There are some integrations needed with other systems.

#### 2.3.1. Affected by other system.

- **Payment gateway system:** The driving school management system will be integrated with a payment gateway system to allow students to pay their fees online. If there are any issues with the payment gateway system, it could affect the functionality of the driving school management system.
- **Identity verification system:** The driving school management system may require integration with an identity verification system to authenticate the identity of students. Any issues with the identity verification system could impact the registration process for students.
- **SMS and email notification system:** The driving school management system will send SMS and email notifications to students and staff members. If there are any issues with the SMS or email notification system, it could affect the communication process.
- **Exam and licensing system:** The driving school management system may integrate with the national exam and licensing system to check the status of a student's license or to schedule exams. Any issues with the exam and licensing system could affect the scheduling of exams or issuance of licenses.

#### 2.3.2. Affects on other system.

- Integration with payment gateway systems for processing payments made by students.
- Integration with the government's driver licensing system for uploading the results of practical exams and obtaining valid learner's permits.
- Integration with SMS and notification systems for sending alerts to students regarding exam dates, training schedules, and other important information.
- Integration with a content management system for providing vehicle learning guides and tutorials to students.
- Integration with other driving schools or related organizations for sharing information and resources, such as training materials and best practices.

### 3. FUNCTIONAL REQUIREMENTS

**Driving School Management System (DSMS)** is a Web based Application which will be Accessible by the management of a driving school for their efficient work.

Here The functional Requirements of a driving school has been specified by into following modules.

#### A. Student Module:

- **Registration and document upload:** Students should be able to register for the driving school and select a branch location then, can submit relevant documents such as medical certificate, birth certificate copy, national ID copy, and photos at the selected branch of the driving school.
- **Student login and dashboard:** The system should allow students to log in to their accounts and view their dashboard, which displays exams details, test results, training sessions, and driving tests.
- **Exam scheduling and tracking:** Students should be able to view their exam schedule and track their progress throughout the exam process.
- **Training schedule and progress:** Students should be able to view their training schedule, track their progress, and communicate with their assigned instructor.
- **Learner's permit management:** Students should be able to download and print their learner's permit after successfully completing the written and practical driving exams.
- **Communication and notification:** Students should be able to communicate with their assigned instructor and receive notifications about upcoming events, deadlines, Payments, and updates.

#### B. Staff Module:

- **Staff login and dashboard:** The system should allow staff members to log in to their accounts and view their dashboard, which displays a summary of their tasks and responsibilities.
- **Student registration management:** Staff should be able to manage student registrations, including verifying and uploading documents, accepting payments, and assigning students to specific instructors.
- **Exam scheduling and tracking:** Staff should be able to schedule written and practical exams, track student progress, and upload exam results to the system.
- **Training management:** Staff should be able to schedule and manage training sessions, assign instructors to specific students, and track the progress of each student's training.
- **Reporting and analytics:** Staff should be able to generate reports and analytics to help monitor the overall performance of the driving school, track student progress, and identify areas for improvement.

#### C. Instructor Module:

- **Instructor login and dashboard:** The system should allow instructors to log in to their accounts and view their dashboard, which displays their assigned students and training schedule.
- **Student assignment and progress tracking:** Instructors should be able to view their assigned students, track their progress, and communicate with them through the system.
- **Training management:** Instructors should be able to manage their training sessions, track attendance, and upload progress reports to the system.

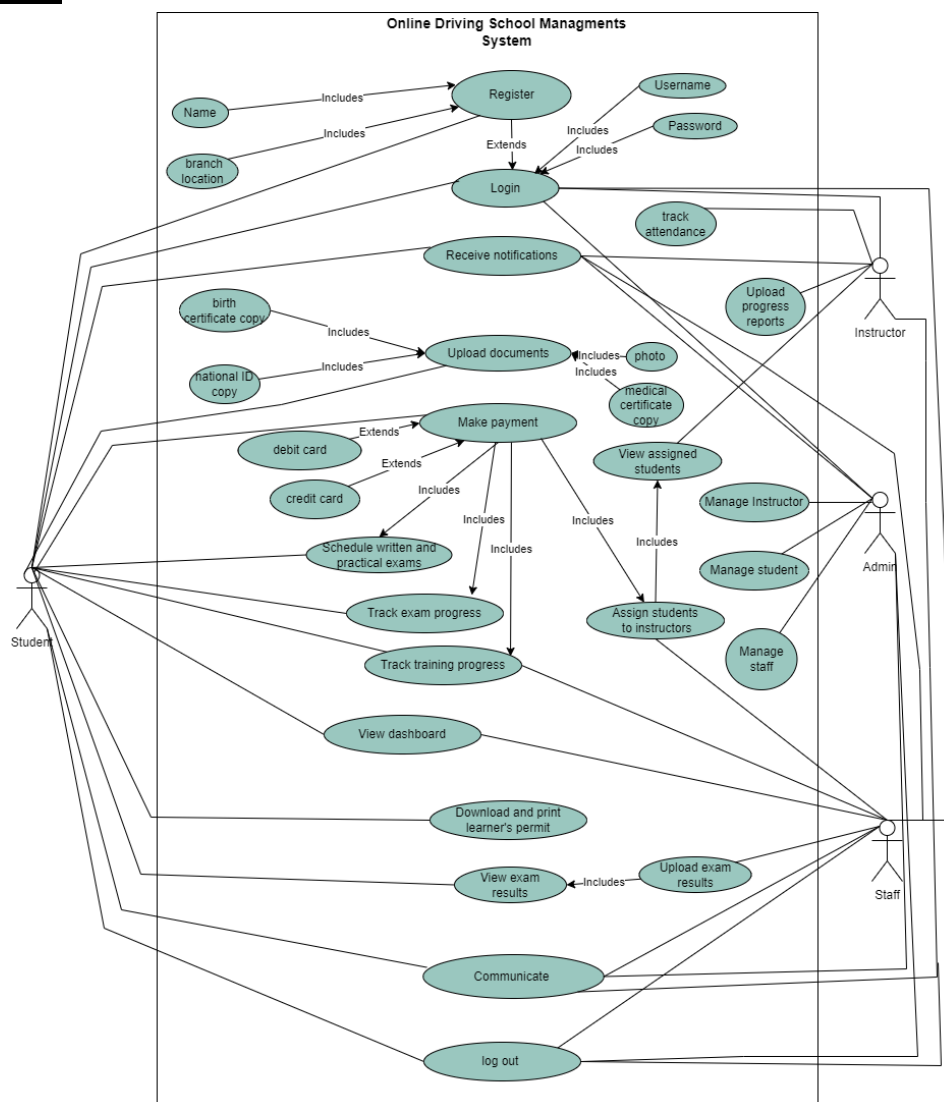
- **Communication and notification:** Instructors should be able to communicate with their assigned students and receive notifications about upcoming events, deadlines, and updates.

#### D. Admin Module:

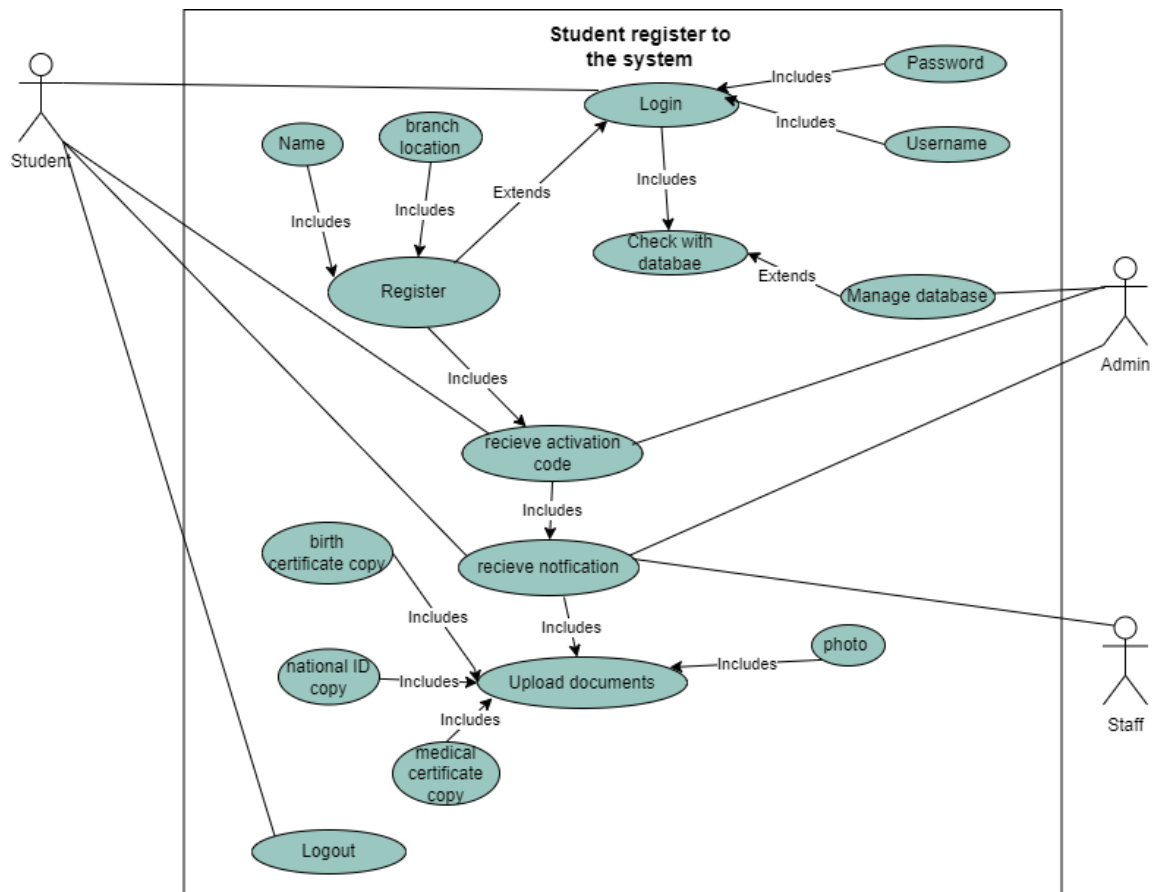
- **Admin login and dashboard:** The system should allow admin users to log in to their accounts and view their dashboard, which displays a summary of the driving school's performance and key metrics.
- **Staff management:** Admin users should be able to manage staff accounts, assign roles and permissions, and track their performance.
- **Student management:** Admin users should be able to manage student accounts, track their progress, and communicate with them (SMS Alert) through the system.
- **Reporting and analytics:** Admin users should be able to generate reports and analytics to help monitor the overall performance of the driving school, track student progress, and identify areas for improvement.
- **System configuration and settings:** Admin users should be able to configure system settings, such as payment methods, exam formats, and training materials.

#### 3.1.1. Use Case Diagram

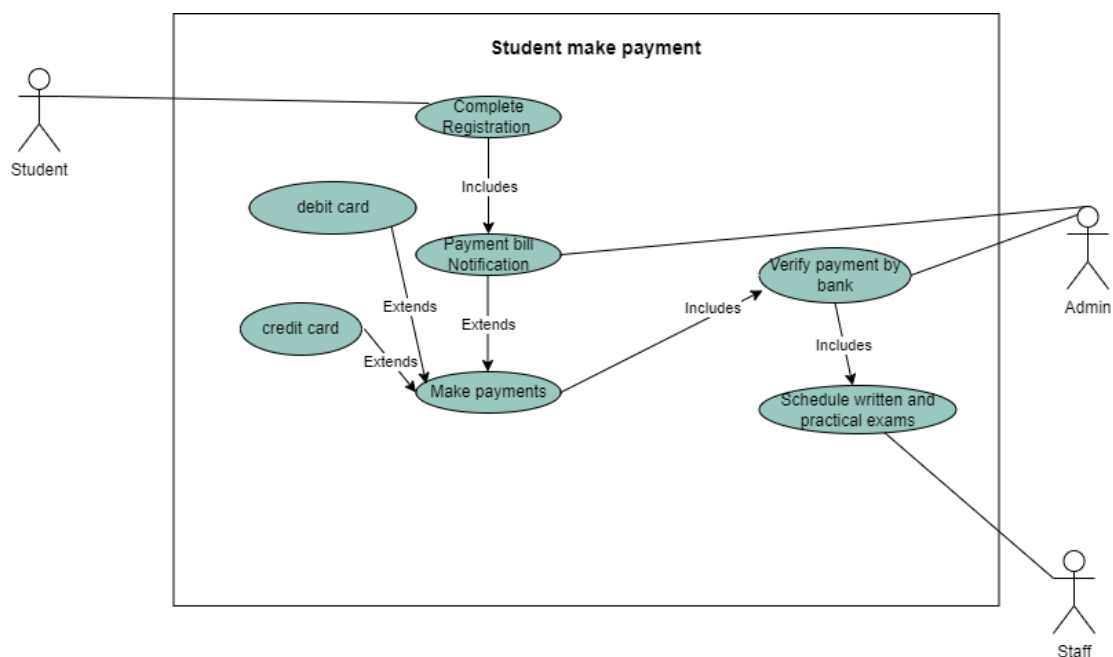
##### High level Use-Case:



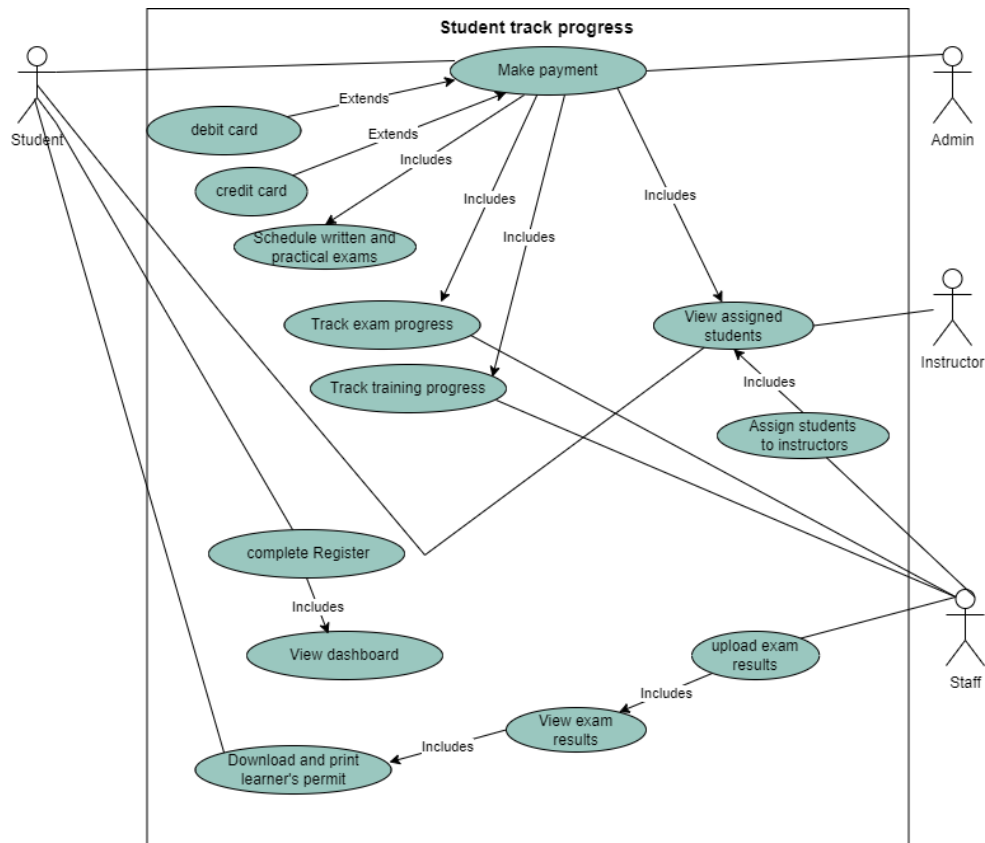
## Student Registration Use-Case:



## Payment Use-Case:



## Track Progress Use-Case:



### 3.1.2. Data Archival and Retention

Data archival and retention refer to the process of storing data for long-term preservation and future access. In the case of the Driving School Management System,

- ✓ The system should have a mechanism for periodically archiving old data to free up space in the database and improve system performance.
- ✓ Archived data should be stored in a secure and reliable location, with appropriate backup and disaster recovery measures in place.
- ✓ The system should have a data retention policy that outlines how long different types of data should be kept,

### 3.1.3. User profiles, roles, and privileges

#### Roles:

- ✓ Admin
- ✓ Staffs
- ✓ Instructors
- ✓ Students

### Privileges Chart:

	Admin	Staff	Instructor	Student
Dashboard	✓	✓	✓	✓
Notice Board	✓	✓	✓	✓
Schedule	✓	✓	✗	✗
Enrolment	✓	✓	✗	✗
Payment	✓	✗	✗	✗
Results	✓	✗	✗	✗
Messages	✓	✓	✓	✗
Settings	✓	✓	✗	✗
Accounts	✓	✓	✗	✗

#### 3.1.4. Reporting Requirements

- **Administrative Report:** This report should provide an overview of the administrative tasks performed by staff members, such as student registration, scheduling of classes, and exam results management.
- **Financial Report:** This report should provide an overview of the financial status of the driving school, including revenue, expenses, and profit or loss.
- **Student Progress Report:** This report should show the progress of each student in their training and include details such as the number of classes attended, the number of classes missed, and the results of any exams taken.
- **Instructor Performance Report:** This report should show the performance of each instructor in terms of the number of classes taught, the number of students trained, and the results of any exams taken by their students.

## 4. NON – FUNCTIONAL REQUIREMENTS

#### 4.1.1. Performance and Load Requirements

This driving school management system is intended to assist students, staff, instructors, and administrators involved in a driving school. To ensure that the system performs efficiently and meets the needs of the driving school, it is essential to define its performance requirements.

Examples of performance requirements:

- ✓ The system should be able to manage a high volume of student registrations and record-keeping efficiently.
- ✓ The system should provide a user-friendly interface that is easy for students, staff, instructors, and administrators to navigate.
- ✓ The system should be able to generate accurate and timely reports on student progress, course completion, and instructor performance.
- ✓ The system should be able to handle multiple simultaneous logins and data requests without slowing down or crashing.
- ✓ The system should be able to securely store sensitive student and staff data, including personal information and financial records.



### 4.1.2. Compatibility Requirements

Compatibility requirements specify the compatibility of the Driving School Management System with other hardware, software, and systems. This includes:

- ✓ The system should be compatible with different web browsers such as Google Chrome, Mozilla Firefox, and Microsoft Edge.
- ✓ The system should be compatible with different operating systems such as Windows, Mac OS, and Linux.
- ✓ The system should be compatible with different devices such as desktops, laptops, tablets, and smartphones.
- ✓ The system should be able to integrate with third-party tools and software such as payment gateways, email services, and messaging services.
- ✓ The system should be able to import and export data in different formats such as CSV, Excel, and PDF

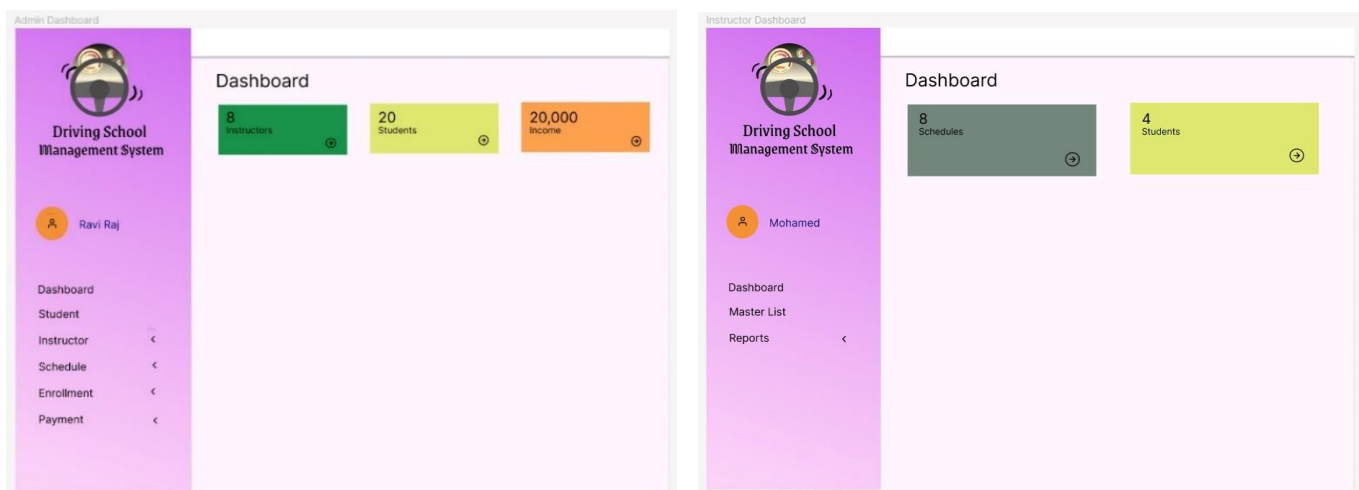
### 4.1.3. External Interface Requirements

#### 4.1.3.1. User Interface

The Driving School Management System (DSMS) web server must provide a user interface that will be accessible through any internet browser.

**Here We provide the link of our figma design:**

<https://www.figma.com/file/KRaIdYSsjkdoTctc9TapMy/Untitled?node-id=0%3A1&t=ILwbCDBKOPyCbZNL-1>



Instructor Information

**Driving School Management System**

Ravi Raj

Dashboard  
Student  
Instructor  
Schedule  
Enrollment  
Payment

+ Add Instructor

**Profile Information**

First Name  
Middle Name  
Last Name  
Gender  
Birthday  
Contact  
Email  
Driving Experience  
Address

Choose Profile  
Choose File

**Account**

Username Password

Save

Student Dashboard

**Driving School Management System**

Janu

Dashboard  
My Profile  
Schedule  
Payment  
Reports

**Dashboard**

8 Instructors  
4 Schedules  
Student Result

Staff Dashboard

**Driving School Management System**

Meena Ray

Dashboard  
My Profile  
Schedule  
Payment  
Reports

**Dashboard**

8 Instructors  
4 Schedules  
Student Result  
Student

Lesson Schedule

**Driving School Management System**

Kavi

Dashboard  
Student  
Instructor  
Schedule  
Enrollment  
Payment

**Schedules List**

Search

Code	Slots	Date	Instructor	Amount	Remarks	Action
1	10	06-02-2021	Mohamed	3,500	Remarks	
2	12	06-02-2021	John	4,500	Remarks	
3	11	06-02-2021	Mohamed	4,500	Remarks	

#### 4.1.3.2. Hardware Interface

- All Components able to be executed on personal computers with windows OS platforms and other platforms like Mac, Linux, Unix.

#### 4.1.3.3. Software Interface

Software interfaces refer to the way software components interact and exchange data with each other. In the context of the driving school management system, some examples of software interfaces include:

- Database Management System (DBMS):** The system must interface with a DBMS to store and retrieve data, such as student records, instructor information, and course schedules.
- Payment Gateway:** The system must interface with a payment gateway to enable students to make payments for the courses they enroll in

- **Messaging Services:** The system may interface with messaging services, such as SMS and chat platforms, to facilitate communication between students, instructors, and staff members.
- **Analytics Tools:** The system may interface with analytics tools to collect and analyse data on user behaviour.

#### 4.1.4. Security and Authentication requirements

The security and authentication requirements for the Driving School Management System include:

- **Access Control:** The system should have different levels of access control to ensure that only authorized personnel can access the system.
- **User Authentication:** The system should require users to authenticate themselves using a username and password before accessing any features.
- **Password Policy:** The system should enforce a strong password policy, including password complexity rules, expiration, and lockout after multiple failed attempts.
- **Encryption:** All sensitive data in the system, such as user login credentials, should be encrypted using industry-standard encryption algorithms.
- **Audit Trail:** The system should maintain an audit trail of all activities, including login attempts, user actions, and system changes, to track any suspicious or unauthorized activity.
- **Backup and Recovery:** The system should have regular backup procedures in place to ensure data availability in case of system failures or data loss.
- **Data Privacy:** The system should adhere to data privacy laws and regulations to protect the personal information of students, staff, and instructors.

#### 4.1.5. Quality Assurance Requirements

Quality assurance requirements are the measures and processes that ensure that a software system meets its non-functional requirements and operates as intended. In the case of a driving school management system, some quality assurance requirements that could be implemented include:

- **Testing:** The system should be thoroughly tested to ensure that it meets its non-functional requirements. This could include load testing, stress testing, and penetration testing, among others.
- **Code reviews:** The codebase should be regularly reviewed to ensure that it is maintainable, scalable, and secure. This could include peer code reviews, code quality checks, and other code inspection processes.
- **Security audits:** The system should be regularly audited to ensure that it is secure and meets all relevant security standards and regulations. This could include vulnerability scans, penetration testing, and other security audits.
- **Performance monitoring:** The system should be continuously monitored to ensure that it performs optimally and responds quickly to user requests. This could include performance monitoring tools, metrics tracking, and other performance monitoring processes.
- **Maintenance and support:** The system should be easy to maintain and support over time. This could include regular updates, bug fixes, and other maintenance processes, as well as a dedicated support team that can help users with any issues they may encounter.

#### 4.1.6. Development Requirements

Development requirements refer to the technical requirements that the system must satisfy to ensure efficient and effective development of the system. These include:

- **Programming language:** The system must be developed using a suitable programming language such as Java, Python, or C++.
- **Development tools:** The system development process should involve the use of appropriate development tools such as Integrated Development Environments (IDEs), debugging tools, and testing frameworks.
- **Source code management:** The development team must use a version control system such as Git or SVN to manage the source code and ensure the integrity of the software.
- **Code documentation:** The development team should provide adequate documentation for the source code to ensure that the software is maintainable and easily understandable.
- **Development methodology:** The software development process should follow an established methodology such as Agile or Waterfall to ensure that the project is managed effectively.
- **Testing and debugging:** The system must be thoroughly tested and debugged to ensure that it meets the functional and non-functional requirements specified. The development team should carry out unit, integration, and system testing using automated testing tools.

#### 4.1.7. Deployment Requirements

The deployment requirements for the Driving School Management System are:

- The system should be deployable on both Windows and Linux operating systems.
- The system should be easy to install and configure, with clear documentation provided.
- The deployment process should be automated, with tools provided to aid in configuration and management.
- The system should be able to handle high traffic and heavy loads without performance degradation.
- The system should be deployed in a secure environment, with appropriate access controls in place.

#### 4.1.8. Special Documentation Requirements

The special documentation requirements for the driving school management system include:

- **User manuals:** These documents provide detailed instructions on how to use the system and its various features.
- **Technical manuals:** These documents provide technical information about the system and its components, including hardware and software requirements, system architecture, and programming interfaces.
- **Training materials:** These documents provide training materials for instructors, staff members, and students on how to use the system effectively.
- **Maintenance manuals:** These documents provide information on how to maintain the system and troubleshoot common issues that may arise.
- **Project documentation:** This includes project plans, test plans, design documents, and other documents related to the development and implementation of the system.
- **Legal documentation:** This includes legal agreements, licenses, and contracts related to the use of the system and its components.

#### **4.1.9. Applicable standards**

- ✓ OWASP - Open Web Application Security Project standards (for web application security)
- ✓ ISO/IEC 27001:2013 - Information security management system (ISMS) standards
- ✓ PCI DSS - Payment Card Industry Data Security Standards

#### **4.1.10. Online user documentations and help system requirements.**

The Driving School Management System requires an online user documentation and help system to assist users in navigating and using the system effectively. The requirements for this feature include:

- The help system must be accessible from within the application and provide guidance for all the major features and functions of the system.
- The help system must be searchable and provide relevant results based on the user's search terms.
- The help system should include screenshots and videos to aid in explaining the system's features and functions.
- The help system should be available in multiple languages to support users with different language preferences.
- The online user documentation should include a user manual, installation guide, and any other relevant documentation needed to use the system effectively.

#### **4.1.11. Usability requirements**

Usability requirements refer to the degree to which the driving school management system is easy to use and understand for its intended users. Some examples of usability requirements include:

- The system should have a user-friendly interface with clear navigation and intuitive controls.
- The system should provide clear and concise instructions for performing tasks.
- The system should have a consistent look and feel throughout all modules and pages.
- The system should have error messages that are easy to understand and help the user to recover from errors.
- The system should provide adequate feedback to users when performing actions or completing tasks.
- The system should provide the ability to customize the interface and settings to the user's preferences.
- The system should be accessible to users with disabilities or special needs, such as text-to-speech capabilities or keyboard navigation.

### **5. FUTURE REQUIREMENTS (Optional)**

- Allowing for future updates
- Multiple language support
- User feedback and Maintenance.

## 6. APPENDIX