# 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

DriverPass is trying to revolutionize the new driver test industry. Their own research has shown that more than 65% of students who take the test fail. DriverPass sees an opportunity in this market that will help students of all ages to help pass their drivers test the first go around. They are offering a service that will allow its customers to log into a web application and study course material remotely and schedule driving lessons at the students convenience. The company wants to create an application that is hosted on the cloud and can be accessed anywhere as long as the user has a valid internet connection. Within the application, the users must be able to make reservations based on Driver Passes 1 of 3 available package selections. They also have the option of picking from one of ten different vehicle selections. They need to be able to make reservations a few different ways either by logging in and making the reservation within the app, calling in and speaking with the receptionist, or by coming to the physical location. Upon the creation of the reservation, the user must give their name, address, phone number, credit card information, and their pickup and drop off location. After selecting their time frame, entering in their information, and selecting the type of vehicle they would like to user, the system will pair them with a trainer at that time.

### System Background

The owner of Driver Pass sees a whole in the market for the many people in the country who are learning to driver for the first time. Stating that “So many people fail their driving tests at the DMV.” Liam (the owner) wants to create more standardized training material for his customers. He wants them to be able to learn the material online and take practice tests as needed. He also wants to provide on-the-road training as well for the companies students.

### Objectives and Goals

When the system is complete, it must allow for existing customers to log in and access their course material, create new reservations for the on the road training, and must also allow for the IT director and owner of the company to go in and update and remove user access as needed.

## Requirements

### Nonfunctional Requirements

#### Performance Requirements

This specific system should be ran in the cloud on a platform such as AWS or something similar. During the interview the owner of DriverPass specifically states that the company does not want to be responsible for the backup or security of the system. They want their focus on running the business with minimal technical difficulties.

#### Platform Constraints

I would suggest that the platform should be ran as a web application that should be developed for all popular web browsers. This eliminates the need for tying the system to a specific operating system and can rather be used solely as a web application.

#### Accuracy and Precision

Upon registration, each user will be assigned a numerical unique identifier. This will allow users with the same name, same address, or even users with the same name at the same address be able to use the system independently of anyone else.

#### Adaptability

Part of the system specifications for this project is to make user accounts modifiable. Therefore, this cannot require a coding change and still be in compliance with the system spec. The owner of DriverPass and the IT director will both need access to these functions. It must be built into the system to add, remove, and modify user accounts. The IT administrator will need the highest of privileges to ensure this is the case.

#### Security

Two factor authentication would be a good idea in this scenario. Ideally though text message, or phone call. This will prevent unauthorized access in the event he hacker has the user’s email information as well. Considering that the users must provide personal information such as address, phone numbers, and credit card information upon the creation of the account. There should also be a provision built into the login feature of the web application that locks a user’s profile after a specified number of incorrect attempts. Along with this, the user should be notified via either email, phone call, or text message that this attack took place. Lastly, it should be required for that user to change his/her password in the event that their user account has been locked.

### Functional Requirements

* The system shall allow for the user to create a reservation with desired vehicle, date and time.
* The system shall allow the user to select from 1 of 3 packages the company offers from
* The system shall run in the cloud
* The system shall allow the admins of the system to disable any of the 3 packages if desired
* The system shall match each student with a driver
* The system shall allow the admins of the application to modify user accounts
* The system shall be accessible anywhere internet is accessible
* The system shall implement a reporting tool with desired analytics defined by DriverPass at a later date

### User Interface

The user interface should show the user’s tests that the customer has taken. It should show what is in progress, what is completed, and the status of the test whether it is passed, failed, not been taken, or in progress. The UI shall also have a place for driver notes from the trainers on their on the road sessions. It should also have an input for the students or staff members to enter the required information for account creation. There also needs to be a “Contact Us” page and a way for DriverPass to reach out to its users.

### Assumptions

* Some sort of “commenting” function will need to be implemented for the trainers to import into the users notes after each driving session.
* Data base integration will need to be part of this system.
* Password complexity will need to be of the highest current accepted industry standard.
* Since it was requested and agreed on to have the system tied to the DMV for updated information. Perhaps it would be a good idea to have a verification for the user’s permit upon registration for on the road training sessions.

### Limitations

The biggest limitation with the current system described here is that is purposefully being designed without expandability in mind per the instructions from the owner of DriverPass in the provided transcript.

### Gantt Chart

Table, timeline

Description automatically generated