# 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?*

* DriverPass wishes to have a website that will be the backbone of their driving school services, allowing the expansion of better driving practices.

### 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?*

* The system should include administrative tools that can allow for data collection and download of certain reports by the system administrator, and admin reports to track activity/changes.
* A system for making reservations, both by administrators and client-users, must be in place too, allowing for client data input to be saved in their profile.

### 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, both admin and client, should be able to create and save profiles
* Clients should be able to input their information and set appointments from different packages
* Admins should be able to edit client data, set appointments for clients, and download system meta-data in excel format. Highest level admins should also have access to admin/client account recovery services and system security logs.

## 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 run on the web and cloud platforms, ensuring reliable performance and minimal technical issues.
* Updates and backups should be managed seamlessly without disrupting system functionality.

#### 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 support both online and mobile access for users.
* Backend tools like databases and security protocols should be implemented to support system operations.

#### 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 input should be validated to prevent data errors and ensure data integrity.
* Admins should be alerted of any system issues or anomalies promptly.

#### 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?*

* The system should allow for future updates and modifications, although major changes may require developer intervention.
* IT admins should have the necessary access and tools to manage system adaptability and updates.

#### 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?*

* User authentication should be secure, with options for password recovery and account management.
* Data exchange between users and the system should be encrypted and protected against hacking attempts.
* Compliance with DMV regulations should be maintained, including updates on rules and policies.

### 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 allow users to access data from anywhere, online and offline, with the ability to download reports.
* The system shall have role-based access control, with administrators having full access rights, including account recovery and blocking access.
* The system shall track user activities, such as reservations, modifications, and cancellations, and provide clear activity reports.
* The system shall enable clients to make driving lesson reservations online or through a secretary, specifying the driver, time, and car.
* The system shall support multiple packages for driving lessons, with customizable options for future modifications.
* The system shall collect customer information for registration, including personal details, credit card information, and lesson preferences.
* The system shall provide online tests, progress tracking, and driver notes for each lesson.
* The system shall facilitate communication between users and DriverPass through contact forms and messaging features.

### 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.)?*

* Interface should be appropriately scalable for both computer access and mobile access
* A dashboard overview for users (admins and clients) should show essential information such as upcoming appointments, lesson progress, and system notifications.
* Menu for navigation between different functionalities, such as appointments, lessons, tests, profiles, and contact options
* Profile management should allow for the management of profile details as well as options surrounding password management and security settings.
* Communication features such as contact forms or support channels for client-admin communications.
* Interface should also represent linked information from the DMV, through either an integrated display or by simply linking to the most up to date DMV website.

### 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 have access to internet connectivity for online system usage.
* The system design includes features for future scalability and customization.
* User roles and permissions are clearly defined and managed within the system.
* Regular communication and collaboration with the client are assumed for updates and feedback.

### 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?*

* Dependency on internet connectivity for real-time data access and updates.
* Initial system functionalities may require developer intervention for major modifications.
* Limited customization capabilities for non-developer users, especially regarding module additions or removals.
* Time constraints may impact the implementation of advanced features beyond the initial project scope.

### 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.*

[Insert chart]