# 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?*

* The client is DriverPass, and they want a system that can facilitate online training for learning drivers, as well as the ability to handle appointment scheduling for their customers and staff to use.

### 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 has noticed that a lot of learners are failing their driving tests and want to help streamline the learning and training process and to better serve learning drivers. This will be done by offering online learning materials including state/federal laws and regulations, Drivers Ed study materials, and practice quizzes. An in-person training appointment is able to be made on the system as well.

### 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?*

* The system should be able to provide users with a webpage where they can access learning materials, and schedule in-person training appointments. These appointments should also be able to be modified if possible or canceled. Each user should be able to create their own account containing their personal information, tests progress, driver’s notes, their photo, and their driving instructor’s photo, as well as any special requests. This webpage should be setup as the DriverPass sketch shows. The system should allow users to schedule, modify, or cancel appointments for themselves as well as DriverPass employees to do the same for any customer. The system should collect the customer’s name, address, phone number, credit card information, and pickup/dropoff location(s) for each appointment. Driverpass should be able to create a report that has all of the reservation information for each user including driver, student, date, and location. DriverPass would also like the ability to reset or deactivate any account in the system as well to deactivate/reactivate practice tests.

## 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 will be browser based that should be accessible by most common browsers.
* The system will be run from a third-party ran cloud server.

#### 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 common browsers which should run on common operating systems and will only be accessible by the web.
* A database will be required.

#### 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?*

* Each user will have their own account.
* Account will be denoted with different titles such as User, Secretary, and Admin which will have different permissions based on their title.
* Account will be accessed using an email address and a case-sensitive password.
* System should provide an error report when an error in the system occurs as well as curated reports for the owner.

#### 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 ability to add or modify modules will not be available without a code change.
* Only the ability to temporarily disable/reenable modules will be available.
* Admin accounts should have the ability to reset account passwords as well as fully remove accounts as well.
* Updates from local/federal law enforcement and the DMV should be received by the system and provide a notification to the admin and secretary accounts.

#### 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?*

* Users should use a case-sensitive password and either a username or email to log into their accounts.
* Logins should use up to date encryption when sending/receiving or storing sensitive data.
* Accounts should lock after three failed attempts, and can only be unlocked by an admin account, to prevent brute force attacks.
* Accounts can only be unlocked by admins, passwords can be reset by admins or online using their email.

### 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.”*

* System shall provide users with an interface to login to their accounts.
* System shall show users home screen with their personal information, online test progress, driver’s notes, special needs, driver photo, and student photo.
* System shall let users schedule an appointment either online, over the phone, or in person.
* System shall let users take read online study materials and take online tests.

### 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 different users using the interface will be User, Secretary, and Admin.
* Users should be presented with the UI designed by DriverPass including personal information, online test progress, driver’s notes, special needs, driver photo, student photo.
* Secretary should be able to see each User accounts’ information as well as the ability to add, cancel, or modify any of the User accounts’ appointments.
* Admin accounts should have the same view and ability as the secretary with the additional ability to unlock accounts, reset passwords, and print different reports about the system.

### 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 are able to use basic computer and website functions.
* Users have a stable internet connection.
* Server will be continuously run and maintained.

### 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?*

* Modules will not be able to be added or modified without a code change.
* The system will not be accessible without an internet connection.

### 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 screenshot of a computer screen

Description automatically generated