# CS 255 Business Requirements Document Template

## System Components and Design

### Purpose

* Client: DriverPass. Owner: Liam. IT officer: Ian
* Problem: Too many students are failing DMV tests and there exists very little resources to help them
* Clients solution: Offer online practice tests and tutoring, with the added option to schedule in person driving lessons.

### System Background

* Online user account access
* Online driving lesson scheduling
* Online practice tests and classes
* Client car and driving coach scheduling and tracking
* Cloud based web server
* Admin accounts to change software
* DMV change compliance
* Ability to have different packages available for customers

### Objectives and Goals

* Desktop and mobile access from anywhere online
* Able to download reports and information on the admin side
* Differing types of account access levels
* Reportable change tracking
* Online lesson registration
* Modular design for potential future site expansions
* Over the phone account setup
* Cloud based, web access

## Requirements

### Nonfunctional Requirements

#### Performance Requirements

* Web based
* Cloud platform
* The system should run reasonably fast, no need to keep customers or staff waiting
* Updates as needed to keep up with changes in DMV rules or additions of new modules

#### Platform Constraints

* Should run on all major platforms/web browsers, both desktop and mobile
* Will need cloud database to house customer information and scheduling details

#### Accuracy and Precision

* Customer has stated noting in interview about distinguishing between different customers
* Suggest simple name combination for usernames. IE: adam.schmidt
* Input for login should be case sensitive for security
* All problems should be logged for admin review, manage problems should notify admin immediately

#### Adaptability

* System should be updated as needed to maintain compliance with all major web browsers
* IT admin should have full access to system
* User profile should be able to be changed by admins, including password resets.
* System should be updated as DMV rules are changed

#### Security

* System should require username and password to log in.
* System should use HTTPS to secure transmissions from client to server and server to client
* After too many failed login attempts, account is locked and customer must call to get password reset.
* If password is forgotten they can either call to have it reset or they can answer several questions online to reset it, given that gathering email addresses was not listed by the client.

### Functional Requirements

* The system shall validate user credentials
* The system shall allow for the download of data and reports for admin users
* The system shall have different levels of account access for differing users
* The system shall Track and report reservation changes
* The system shall allow the customer to make a driving reservation either online or by calling
* The system shall track which driver/car the user is matched up with
* The system shall allow admin to disable certain packages if they no longer wish them to be available
* The system shall collect first/last name, address, phone number, state and credit card info upon account creation
* The system shall track preferred pickup/drop off location for customer
* The system shall notify Admin when DMV announces a change
* The system shall allow for password changes/resets
* The system shall work on all major web browsers. Desktop and mobile

### User Interface

* Different interfaces for different levels of user
* Admin users should have access to all parts of the system, such as account control.
* Employee users should have access to the parts of the system needed for them to perform the job. Driver instructors should have access to schedules and student profiles, secretary should have access to the same as well as account creation and password resets.
* Customer users should have access to only their accounts and appointment/scheduling and online testing.

### Assumptions

* The client and customer will have internet / computer access.
* The client will be the only ones using the system. There will not be other companies on this system
* The client and customer will be fluent in English, no provisions were made for other languages
* The customer has access to a telephone to call and setup an account
* The customer has a credit card, no provisions made for cash transactions

### Limitations

* Internet and a computer or mobile device are required
* No cash transactions
* System must be complete with in the given time frame: 22-Jan to 10-May

### Gantt Chart

Chart, waterfall chart

Description automatically generated