# 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 purpose of the project is to create a system to fill a void in the market for student driver training.
* They want the system to be able to provide users access to online classes and practice tests to help them pass their driver exam.

### 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 problem they want to fix is that driver students do not have easy-to-access resources for learning the necessary information to pass their drivers courses which is causes a lot of them to fail their driver’s tests.
* They will need: hosted servers for their application, databases for user, driver, and appointment information, phones to answer calls for customers that do not schedule their appointments online using their account, admin user (Liam).

### 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 needs to allow users to make reservations for driving lessons.
* The user needs to be able to specify the date and time of their driver lesson.
* The system has to provide users with 3 package options when they go to schedule their appointment.
* The system needs to show the status of tests (not taken, in progress, failed, passed).
* The system has to have an input form for them to fill in their information (first/last name, address, etc.).
* The user has to have the ability to reset their password if they forget it.
* The system has to be connected with the DMV in case of any new rules or policy changes.

## 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 application is based in the web.
* System must be connected to the DMV so that content will include the latest rules, polices, and sample questions.

#### 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?*

* Platform independent. The system is web/cloud based so as long as there is a web browser, it will work.
* Admins must be able to use any platform to access data within the system, as long as there’s an online connection.
* The system requires hosted (cloud) servers to house the application.
* The system must have one or more databases, most likely in the cloud for consistency. The database(s) must house data for user, driver, and appointment information.
* The system must have phones at call centers to schedule appointments over the phone.

#### 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?*

* The admin will be informed if a user makes a change to a record in the system.
* Users must have different authorization levels assigned to them so that the system understands permissions for different employees at the company.

#### 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?*

* System is built in IaaS (infrastructure as a service) cloud environment. In this way, it should be able to adapt to platform updates very easily.
* One admin, Ian, must have full control of the system to be able to reset users’ passwords in case they forget, or to block user access if someone from the company leaves.
* The IT user muse be able to modify the system.

#### 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?*

* If the user forgets their password, an email is sent to the admin and can be reset.
* Single admin user with full access over all accounts in the system.
* Security updates will be managed by the cloud provider.

### 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.”*

* Admin can download reports and other information to work on offline.
* System will log reservation cancellations or modifications.
* Customer can make reservations once they are logged into their account.
* Customer can call to make reservations.
* Customer can cancel and modify appointments online.
* System will match users with drivers based on appointment availability.
* Three packages are offered to the customer.

### 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.)?*

* There are two major users of the system: students and secretaries.
* The student can either use a web browser from any device to interact with the system, or may simply call to interact with the system and have a secretary setup their appointment.
* Secretaries must have access via the web so that if the student wishes to interact with the system over the phone, they can schedule their appointment and take payment.
* When the user is logged in, the interface shows their test progress, personal information, driver notes, special needs, driver photo, and student photo. There also needs to be inputs on some other page that allows the students or secretaries to update student info.

### 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?*

* Assumes student users have either a phone or computer to access the system.
* Assumes there exists a line for students to call to schedule their appointment or setup an account.
* The sketch that Liam shows assumes the interface is a single page web app. There is nothing that indicates links with other pages.

### 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?*

* System administrators will not have direct access to the servers as the system will be running in the cloud.
* If a student does not have internet access, they rely on the availability of a secretary to setup their account/appointments for them.

### 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.*

