# CS 255 Business Requirements Document Template – April Nixon

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?*

A: DriverPass is committed to addressing the pressing issue of inadequacies in current driving training, where a substantial 65% of individuals encounter challenges and fail their driving tests at the DMV. The project's core purpose is to elevate the quality of driver training by introducing a multifaceted approach. This initiative includes the provision of comprehensive online courses and live instruction, aiming to bridge the existing gaps in driving education. The ultimate goal is to significantly enhance the effectiveness of driver preparation, ensuring a higher rate of success for individuals undergoing driving tests. By tackling these challenges head-on, DriverPass aims to contribute to a more proficient and confident generation of new drivers.

OR (Bullet point form)

* **Client:** DriverPass
* **Problem to Address:** The current challenge at hand revolves around the inadequacies in driving training, with a significant number, over 65%, of individuals facing difficulties and failing their driving tests at the DMV.
* **Project Purpose:** The aim of this initiative is to enhance the quality of driver training by offering comprehensive online courses and live instruction. The project intends to address the existing gaps in driving education, ultimately ensuring a more effective and successful preparation for individuals undergoing driving tests.

### 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?*

A: DriverPass aims to tackle the challenge of reducing the skills gap among new drivers by offering a comprehensive system that facilitates live training sessions, in-person lessons, and online courses, complete with practice tests. The system addresses the limitations of existing driver training materials, ensuring a more effective training experience. Key components of the DriverPass system include a fleet of 10 vehicles with drivers, a team of instructors, and a web-based distributed application. This application encompasses user information storage, up-to-date course materials compliant with DMV regulations, and an online reservation system. The backend and database layers are integral parts of this distributed system, supporting seamless functionality. The system further incorporates reporting features for reservation tracking, allowing the creation, modification, and cancellation of appointments. Users can download reports for offline access, enhancing convenience. Distinct system roles, including owner, IT officer, secretary, and customers/students, define access levels. Additionally, the system streamlines the process of scheduling appointments for driving lessons, contributing to a comprehensive solution for new driver training.

OR (Bullet point form)

* **DriverPass System Overview:**
  + Objective: Reduce the skills gap among new drivers through a comprehensive training system.
  + Components:
    - Fleet of 10 vehicles with drivers
    - Instructors
    - Web-based distributed application
      * Stores user information
      * Offers course materials in compliance with DMV regulations
      * Features an online reservation system
      * Includes backend and database layers for system functionality
* **Key Functionalities:**
  + Training Modalities:
    - Live training sessions
    - In-person lessons
    - Online courses with practice tests
  + Addressing Limitations:
    - Filling gaps in existing driver training materials
* **Reporting Features:**
  + Reservation tracking reports
    - Creation, modification, and cancellation tracking
  + Downloadable reports for offline access
* **System Roles:**
  + Defined roles for different users:
    - Owner
    - IT officer
    - Secretary
    - Customers/students
* **Appointment Scheduling:**
  + Efficient scheduling of driving lessons
  + Streamlined online reservation system for appointments.

### 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?*

A: The DriverPass system is designed to provide users with a seamless and user-friendly experience. Users have the capability to create accounts, offering a personalized space within the system. In the event of forgotten passwords, a convenient password reset feature is available, ensuring accessibility for users. To cater to individual preferences, users can choose from three distinct instruction packages, tailoring their learning experience. The system facilitates the entire reservation process, empowering users to make, cancel, or edit driving reservations according to their schedules. Offering flexibility, users can access online course materials from any network-connected device, providing convenience in their learning journey. Additionally, the system incorporates practice exams, enabling users to assess and refine their skills. To monitor progress, the system diligently tracks user performance in practice exams. For personalized interaction, users can store and modify their contact information within the system, ensuring that DriverPass remains a dynamic and user-centric platform throughout their driver training experience.

OR (Bullet point form)

* **User Account Management:**
  + Users can create accounts, establishing a personalized space within the system.
  + Password reset feature is available for user accessibility.
* **Instruction Packages:**
  + Users have the option to choose from three distinct instruction packages, tailoring their learning experience.
* **Reservation Management:**
  + The system facilitates the entire reservation process.
  + Users can make, cancel, or edit driving reservations according to their schedules.
* **Flexibility in Learning:**
  + Users can access online course materials from any network-connected device, ensuring convenience in their learning journey.
* **Practice Exams:**
  + The system incorporates practice exams, allowing users to assess and refine their skills.
* **Progress Tracking:**
  + The system diligently tracks user performance in practice exams, providing insights into their learning progress.
* **Contact Information Management:**
  + Users can store and modify their contact information within the system, ensuring a personalized and dynamic interaction with DriverPass throughout their driver training experience.

## 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.*

A: The DriverPass system is designed with a strong emphasis on reliability and failure tolerance, ensuring continuous and dependable operation. It prioritizes accurate accounting of student progress, always maintaining a robust tracking system. Performance is a key focus, and the system is designed to meet expectations in terms of page load speed, providing an efficient and responsive user experience. Security measures are diligently implemented to safeguard personally identifiable information (PII), guaranteeing the confidentiality and privacy of users. Scalability is a core feature, allowing the system to accommodate a growing number of students and seamlessly integrate new and updated learning materials. Recognizing the prevalence of mobile devices, the system supports responsive layouts, ensuring accessibility and usability across various screen sizes. The interface is crafted for intuitiveness, prioritizing user-friendly interactions to enhance the overall user experience. The learning material within the system is consistently updated, trustworthy, and compliant with DMV guidelines, providing students with current and reliable information. Furthermore, the system ensures thorough vetting, licensing, and certification of driver instructors, underscoring a commitment to the highest standards of professionalism and expertise in driver training.

OR (Bullet point form)

* **Reliability and Failure Tolerance:**
  + Emphasis on continuous and dependable system operation.
* **Student Progress Tracking:**
  + Prioritization of accurate accounting of student progress.
  + Maintenance of a robust tracking system.
* **Performance Optimization:**
  + Key focus on meeting expectations for page load speed.
  + Design for an efficient and responsive user experience.
* **Security Measures:**
  + Diligent implementation of security measures to safeguard personally identifiable information (PII).
  + Guarantee of confidentiality and privacy for users.
* **Scalability:**
  + Core feature enabling the system to accommodate a growing number of students.
  + Seamless integration of new and updated learning materials.
* **Mobile Device Support:**
  + Recognition of the prevalence of mobile devices.
  + Implementation of responsive layouts for accessibility across various screen sizes.
* **Intuitive Interface:**
  + Crafted interface prioritizing intuitiveness.
  + Emphasis on user-friendly interactions to enhance the overall user experience.
* **Up-to-Date Learning Material:**
  + Consistent updating of learning material.
  + Assurance of trustworthiness and compliance with DMV guidelines.
* **Instructor Vetting and Certification:**
  + Thorough vetting, licensing, and certification of driver instructors.
  + Commitment to the highest standards of professionalism and expertise in driver training.

#### 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?*

A: The DriverPass system operates as a web-based distributed system, utilizing Linux-based servers to serve diverse browser clients. Performance is a central consideration for the system, particularly due to its involvement in network-intensive activities. These activities encompass accessing current DMV-compliant testing material and managing form data for tasks such as making reservations or updating user account information. To ensure a responsive and efficient user experience, the system is designed to handle these network-intensive activities with optimal performance. Additionally, the database layer is intricately linked to the system's functionality. It undergoes updates whenever there is progress on practice exams, feedback is received from driving lessons, reservations are made, completed, updated, or canceled, and when the DMV releases new and updated guidelines. This ensures that the database remains current and reflective of the latest user interactions, practice exam results, and any changes in DMV regulations, contributing to the overall accuracy and effectiveness of the DriverPass system.

OR (Bullet point form)

* **System Architecture:**
  + Web-based distribution system.
  + Utilizes Linux-based servers to serve diverse browser clients.
* **Performance Optimization:**
  + Central consideration for the system.
  + Primarily due to involvement in network-intensive activities.
* **Network-Intensive Activities:**
  + Accessing current DMV-compliant testing material.
  + Managing form data for tasks like reservations and user account updates.
* **Responsive User Experience:**
  + System designed to handle network-intensive activities for optimal performance.
  + Ensures a responsive and efficient user experience.
* **Database Layer Integration:**
  + Database layer intricately linked to system functionality.
  + Undergoes updates based on various user interactions and system events.
* **Database Update Triggers:**
  + Updates occur when there is progress on practice exams.
  + Feedback is received from driving lessons.
  + Reservations are made, completed, updated, or canceled.
  + DMV releases new and updated guidelines.
* **Database Accuracy:**
  + Ensures the database remains current and reflective of the latest user interactions.
  + Contributes to the overall accuracy and effectiveness of the DriverPass system.

#### 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?*

A: Given that the DriverPass system operates as a web-based platform, it inherently becomes platform-agnostic, ensuring compatibility across Mac, Linux, and Windows operating systems. The system's web functionality is specifically tailored to work seamlessly on various platforms. Furthermore, in the realm of browser development, the DriverPass team will focus on ensuring compatibility with the latest versions of mainstream browsers. This includes Chrome, Edge, Firefox, and Safari, ensuring an optimized and consistent user experience across these widely used browsers. As for the backend infrastructure, the system will necessitate a database. The choice between a SQL- or NoSQL-based solution will be made based on the specific requirements and nature of the backend application. This flexibility allows for tailored database selection that aligns with the needs and objectives of the DriverPass system, ensuring optimal performance and data management.

OR (Bullet point form)

* **Platform Agnosticism:**
  + Web-based system ensures compatibility across Mac, Linux, and Windows operating systems.
  + Tailored web functionality for seamless operation on diverse platforms.
* **Browser Compatibility:**
  + Development focus on ensuring compatibility with the latest versions of mainstream browsers.
  + Optimized user experience on Chrome, Edge, Firefox, and Safari.
* **Backend Infrastructure:**
  + Database requirement for the backend.
* **Database Flexibility:**
  + Choice between SQL or NoSQL based on specific requirements and nature of the backend application.
  + Allows for a tailored database selection aligned with the needs and objectives of the DriverPass system.
* **Optimal Performance:**
  + The selected database solution ensures optimal performance and efficient data management.

#### 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?*

A: The DriverPass system prioritizes security through the implementation of password-protected accounts to distinguish individual users. Authentication is achieved using usernames and passwords, providing a secure access mechanism. To further enhance security and streamline user interactions, system users are assigned roles, defining distinct authorization levels, and governing their access to various system resources. The input is designed to be case-sensitive, adding an additional layer of security to user authentication processes. Recognizing the importance of safeguarding user accounts, the system incorporates a limit on the number of incorrect password submission attempts. In the event of exceeding this limit, the system notifies the administrator, allowing for prompt and proactive response to potential security threats. These measures collectively contribute to a robust security framework within the DriverPass system, ensuring the confidentiality and integrity of user accounts and data.

Top of Form

OR (Bullet point form)

* **Password-Protected Accounts:**
  + Implementation for distinguishing individual users.
  + Priority on security through protected access.
* **Authentication Mechanism:**
  + Utilizes usernames and passwords for secure authentication.
* **Role-Based Authorization:**
  + Assigns roles to system users, defining authorization levels.
  + Governs access to various system resources based on user roles.
* **Case-Sensitive Input:**
  + Enhances security by making input case sensitive.
  + Adds an additional layer to user authentication processes.
* **Security Notifications:**
  + Limits incorrect password submission attempts.
  + Notifies the administrator if the limit is exceeded.
  + Facilitates a prompt and proactive response to potential security threats.
* **Comprehensive Security Framework:**
  + Collective measures contribute to a robust security framework within the DriverPass system.
  + Ensures the confidentiality and integrity of user accounts and data.

#### 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?*

A: The DriverPass system grants system users the capability to create or add accounts, extending this functionality to both customers and DriverPass staff. Additionally, users possess the flexibility to modify their account information, including contact details, through form submissions and POST requests, with the underlying system code accommodating this feature. The system also provides the option for users to delete or remove their accounts. Continuous browser updates for users are seamlessly managed, with minimal impact on the backend code. In instances where client updates influence system behavior, necessary patches and updates will be promptly implemented. System application updates, covering frontend, backend, and database layers, are scheduled as features or bug fixes are completed, following agile scrum development principles. To mitigate adverse impacts on application performance, these updates are specifically carried out during off-peak hours. The agile development approach ensures that smaller changes can be implemented more frequently, reducing regression risk compared to larger, major application overhauls. Lastly, the IT admin holds full access over accounts, allowing for essential tasks such as updating passwords or removing access for former employees. This comprehensive approach ensures both user flexibility and administrative control within the DriverPass system.

OR (Bullet point form)

* **Account Management:**
  + Users, including customers and DriverPass staff, can create or add accounts.
  + Flexibility for users to modify account information, including contact details, through form submissions and POST requests.
  + Option for users to delete or remove their accounts.
* **Browser Updates:**
  + Continuous browser updates for users are seamlessly managed.
  + Minimal impact on the backend code.
* **Patch Management:**
  + Necessary patches and updates promptly implemented when client updates influence system behavior.
* **Application Updates:**
  + System application updates for frontend, backend, and database layers.
  + Scheduled as features or bug fixes are completed, following agile scrum development principles.
* **Off-Peak Update Timing:**
  + Updates specifically carried out during off-peak hours to mitigate adverse impacts on application performance.
* **Agile Development:**
  + Agile development approach allows smaller changes to be implemented more frequently.
  + Reduces regression risk compared to larger, major application overhauls.
* **Administrative Control:**
  + IT admin has full access over accounts.
  + Authority for essential tasks such as updating passwords or removing access for former employees.

#### 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?*

A: The DriverPass system ensures secure user access by requiring usernames and passwords for login. To safeguard communication between client devices and backend applications, network requests are made exclusively through HTTPS, establishing a secure channel. Sign-in form submissions are specifically conducted via HTTPS POST requests, preventing sensitive data from being transmitted in the URL and enhancing overall security. Cryptography is implemented to encrypt sensitive data transmitted across networks, ensuring confidentiality. The system incorporates a protective measure against brute force hacking by locking an account after too many incorrect sign-in attempts (5). In such cases, the locked account triggers a notification to the IT admin, who can then inform the user about the necessary steps to update their password and unlock the account. Additionally, users have the convenience of handling password reset requests. These requests involve matching an identifying piece of user account information, such as an email address, and a reset link is forwarded to the designated address, facilitating a secure and user-controlled password recovery process. This comprehensive set of security features ensures robust user authentication and data protection within the DriverPass system.

OR (Bullet point form)

* **User Authentication:**
  + Requires usernames and passwords for secure login.
* **Secure Communication:**
  + Network requests made exclusively through HTTPS for secure communication between client devices and backend applications.
* **Secure Form Submissions:**
  + Sign-in form submissions conducted via HTTPS POST requests.
  + Prevents sensitive data transmission in the URL, enhancing overall security.
* **Cryptography Implementation:**
  + Cryptography used to encrypt sensitive data transmitted across networks.
  + Ensures confidentiality in data transmission.
* **Account Locking Mechanism:**
  + Protective measure against brute force hacking.
  + Account locked after too many incorrect sign-in attempts (5).
  + Locked account triggers a notification to the IT admin.
* **User Notification:**
  + IT admin notifies the user about necessary steps to update their password and unlock the account.
* **Password Reset Functionality:**
  + Users can handle password reset requests.
  + Involves matching an identifying piece of user account information, such as an email address.
  + A reset link is forwarded to the designated address, ensuring a secure and user-controlled password recovery process.
* **Comprehensive Security Features:**
  + Collective set of security features ensures robust user authentication and data protection within the DriverPass system.

### 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.”*

A: The DriverPass system incorporates robust user authentication and authorization mechanisms, validating user credentials during login and assigning authorization levels based on account type. Operating as a web-based platform, the system enables users to access instructional material offline through downloads, while data updates, such as reservations and password resets, are exclusively performed online. User activity tracking is a key feature, recording actions such as reservation creation, cancellation, and last modification, providing transparency in the system's usage. Reporting capabilities include detailed activity reports, enhancing administrative oversight. The system's flexibility is evident in its initial listing of three DriverPass course package types, with the ability to disable individual packages and the provision for adding new packages in future development. Account registration involves capturing essential customer details, including first name, last name, address, phone number, state, and credit card information for payment processing. Additional functionalities encompass password reset options, access to instructional material compliant with current DMV guidelines, display of user exam progress and grades, instructor feedback to students, and the ability to add, modify, or delete exams/material. Furthermore, the system facilitates communication, allowing users to be contacted by instructors, the secretary, or the administrator, ensuring seamless interaction within the DriverPass platform.

OR (Bullet point form)

* **User Authentication and Authorization:**
  + Validates user credentials during login.
  + Assigns authorization levels based on account type.
* **Web-Based Platform:**
  + Enables offline access to instructional material through downloads.
  + Online exclusivity for data updates, such as reservations and password resets.
* **User Activity Tracking:**
  + Records actions like reservation creation, cancellation, and last modification.
  + Provides transparency in system usage.
* **Reporting Capabilities:**
  + Detailed activity reports for enhanced administrative oversight.
* **Flexibility in Course Packages:**
  + Initial listing of three DriverPass course package types.
  + Ability to disable individual packages.
  + Provision for adding new packages in future development.
* **Account Registration Details:**
  + Captures customer details: first name, last name, address, phone number, state.
  + Includes credit card information for payment processing.
* **Additional Functionalities:**
  + Password reset options.
  + Access to instructional material compliant with current DMV guidelines.
  + Display of user exam progress and grades.
  + Instructor feedback to students.
  + Ability to add, modify, or delete exams/material.
* **Communication Facilitation:**
  + Enables users to be contacted by instructors, the secretary, or the administrator.
  + Ensures seamless interaction within the DriverPass platform.

### 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.)?*

A: The DriverPass interface encompasses several essential pages to facilitate a seamless user experience. The Home page serves as the central hub, providing a starting point for users. The Account Registration page allows new users to create personalized accounts, capturing necessary details. The Course Material Access page offers users access to instructional materials compliant with current DMV guidelines. For scheduling driving lessons, the Driving Lesson Reservation page comes into play, ensuring flexibility in managing appointments. The Student Info page is a comprehensive section, incorporating segments for test progress, contact forms, and driver notes. Test progress details include the test name, time taken, score, and status, categorized as not taken, in progress, failed, or passed. The driver notes section presents a table with lesson time, start and end hours, and driver comments fields. Additionally, the DriverPass Contact page serves as a communication hub. The interface caters to distinct user roles and access levels. DriverPass Owner and Information Technology Officer have full access over accounts and can update passwords. DriverPass Secretary has access to schedule, cancel, and modify appointments. Customers/Students have access to create accounts, access learning material, and manage appointments. As a web-based system, the interface ensures compatibility across various devices, including mobile, tablet, and desktop, with interactions occurring through browsers. Notably, there are no current plans for native app versions (Android, iOS), emphasizing a focus on browser-based accessibility for the DriverPass system.

OR (Bullet point form)

* **DriverPass Interface Pages:**
  1. Home page
  2. Account Registration page
  3. Course Material Access page
  4. Driving Lesson Reservation page
  5. Student Info page
     + Test progress section (test name, time taken, score, and status)
     + Driver notes section (table with lesson time, start and end hours, and driver comments fields)
  6. DriverPass Contact page
* **User Roles and Access Levels:**
  1. DriverPass Owner and Information Technology Officer
     + Full access over accounts.
     + Can update passwords.
  2. DriverPass Secretary
     + Access to schedule, cancel, and modify appointments.
  3. Customers/Students
     + Access to create accounts.
     + Access learning material.
     + Manage appointments.
* **Web-Based Interface:**
  1. Ensures compatibility across devices (mobile, tablet, desktop).
  2. Interactions occur through browsers.
  3. No current plans for native app versions (Android, iOS).
  4. Emphasis on browser-based accessibility for the DriverPass 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?*

A: The DriverPass system relies on the continuous availability of the internet, ensuring seamless communication for recording student progress, updating exams, and scheduling driving lessons, among other essential functions. An underlying assumption is that DMV guidelines remain consistently up to date, as they are currently widely accessible. As the popularity of mobile applications continues to grow, there is a potential shift in prioritizing the development of native DriverPass apps for both iOS and Android platforms soon. To engage with the DriverPass system, users are expected to possess a functional client device with internet connectivity, meeting the specified operating system and browser requirements. Recognizing the tech-savvy nature of the target customer base, the website is anticipated to be the primary point of interaction, receiving most of the traffic compared to in-office visits or phone inquiries.

OR (Bullet point form)

* The DriverPass system relies on continuous internet availability for functions such as recording student progress, updating exams, and scheduling driving lessons.
* An assumption is made that DMV guidelines are consistently up-to-date and widely accessible.
* The growing popularity of mobile applications suggests a potential future priority for developing native DriverPass apps for both iOS and Android platforms.
* Users engaging with the system are expected to possess a functional client device with internet connectivity, meeting specified operating system and browser requirements.
* The website is anticipated to be the primary point of interaction, with most of the user traffic expected compared to in-office visits or phone inquiries.
* The target customer base is assumed to be tech-savvy, influencing the emphasis on web-based interactions, and potentially driving the development of mobile apps.

### 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?*

A: The functionality of the DriverPass system is contingent upon network connectivity due to its web-based nature, implying that user data operations are dependent on online access. Access to content, such as study materials and practice exams, is also limited to online availability, although the potential for offline access through downloads is acknowledged. Additionally, the availability of electricity is essential to power both the DriverPass system and client devices. Recognizing the capital constraints associated with physical hardware (servers), a recommendation is made for a cloud-based backend/database architecture. This approach minimizes upfront capital expenditure, as costs are determined by the actual usage of services, offering financial efficiency, and reducing time to market by redirecting resources from hardware management to development tasks. Budget and time constraints will play a crucial role in determining staffing levels for the project, potentially necessitating the consideration of outside contractors or additional hires. The skill set of existing staff is a factor that may impact budget and time constraints, especially if additional training is required for working with unfamiliar technologies. Lastly, the reliance of DriverPass instructional material on current DMV guidelines introduces limitations related to the consistency, speed, and accessibility of guidelines in the event of changes.

OR (Bullet point form)

* The DriverPass system relies on network connectivity for data operations and content access, limiting functionality in the absence of online access.
* Study materials and practice exams are only accessible online, with potential offline access through downloads.
* Electricity availability is crucial for powering both the DriverPass system and client devices.
* Due to capital constraints associated with physical hardware, a cloud-based backend/database architecture is recommended to reduce upfront costs and redirect resources to development tasks.
* Budget and time constraints will determine staffing levels, potentially requiring consideration of outside contractors or additional hires.
* The existing staff's skill set may impact budget and time constraints, especially if training is needed for unfamiliar technologies.
* Reliance on current DMV guidelines for instructional material introduces limitations in terms of consistency, speed, and accessibility in the event of guideline changes.

### 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 project

Description automatically generated*

*A diagram with multiple colored squares

Description automatically generated with medium confidence*