# 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 (DriverPass) is looking to create a system that provides better driving training to clients. The system will provide online classes, practice tests, and on-the-road training (if desired).

### 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 owner of DriverPass, Liam, has noticed that many people fail their drivers’ exams at the DMV and that there is a need for better driver training. Liam and his IT officer, Ian, have came up with an idea to build a system that allows clients to have more training and practice behind them before taking their exam at the DMV. They envision the system being able to handle clients taking online classes and practice exams, as well as scheduling on-the-road training with a certain drivers, time, and car.
* The DriverPass includes a team of Liam, who is the owner, Ian, who is the IT officer, and their secretary.
* The company has 10 cars and 10 drivers.
* Liam would like to offer 3 different packages to the customer:
  + Package 1:
    - 6 hours in a car with a trainer
  + Package 2:
    - 8 hours in a car with a trainer
    - In-person lesson where they will explain the DMV rules and policies
  + Package 3:
    - 12 hours in a car with a trainer
    - An in-person lesson where they will explain the DMV rules and policies
    - Access to their online class with all content and material
    - 3 practice tests
* Each lesson is given in 2 hour long increments (if the customer choses package 3, they would have 6, 2 hour long lessons in a car with a trainer)
* Liam would like to be able to have full access to the data from any computer or mobile device so that he can work on this at home, using Excel.
* Liam would like to be able to customize/disable these packages later on but understands that he will need a developer or system analyst to do so. (SO SYSTEM NEEDS TO BE FLEXIBLE)
* Liam also wants full access over ALL accounts so that he can reset passwords or block employees who were let go.
* When a reservation is edited or created, Liam would like to be able to track who made the reservation, cancelled it, and/or modified it last. He would also like to be able to print an activity report.
* Customers should be able to make reservations for their driver’s lessons online within their account. Specifics of the lessons include:
  + A 2-hour long lesson
  + A day and time specified by the customer for when they plan to take the lesson.
  + A pickup location which will be the same as the drop off location
* Customers should be able to make appointments, cancel appointments, and modify appointments online or by calling in/visiting the office and talking to the secretary.
  + Information taken from the customer should include:
    - First and last name
    - Address
    - Phone number
    - State
    - Credit card information
* Customers need to be able to automatically reset passwords if it is forgotten.
* Liam would like for his team to be notified when the DMV has an update on rules, policies, or sample questions.
* Ian would like for the system to be ran over the cloud so that they do not need to worry about backup, security, and to help minimize technical problems.
* Interface should resemble Liam’s sketch he supplied along with the driver notes table.
* System should include page for the customer to contact the company and for the company to contact the customer.

### 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?*

* When complete, the system should be a fully functional website that matches Liam and Ian’s requirements.
* Completed system should allow customers to book, edit, and cancel on the road driver training.
* Completed system should allow customers to take classes and practice tests online.
* Completed system should only grant certain employees’ certain access.
* To help us to envision the system, we should create the different diagrams stated in Jennifer’s table she provided. This table should also be used to create a GANTT chart.
* Stay on schedule which is also stated in the table as best as possible.

## 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?*

* [Insert text]

#### 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?*

* [Insert text]

#### 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?*

* [Insert text]

#### 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?*

* [Insert text]

#### 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?*

* [Insert text]

### 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.”*

* [Insert text]

### 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.)?*

* [Insert text]

### 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?*

* [Insert text]

### 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?*

* [Insert text]

### 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]