# 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?*

* DriverPass wants to create a project that helps customers practice and train for their driver’s test. The product will offer courses online and on-the-road to help the users prepare for their DMV test.

### 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 wants to access their data if they are online or if they are offline. DriverPass wants to be able to track appointments made and/or cancelled and/or modified. And DriverPass wants to be able to tell who made, cancelled, or modified their appointments. DriverPass wants to be to track all the information related to an appointment (instructor, time, and car).

### 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?*

* Offer online courses and on-the-road practice to prepare for a driver’s test.
* Allow for customer’s to make, cancel, or modify appointments for a driving test.
* Track the information related to the customer appointment.
* Allow customer’s to choose three appointment packages.
* Keep the tests up to date with all DMV rules and regulations.
* Show the progress made by customers by keeping tests results updated and easily accessible.
* Allow for the taking of notes by the driver.
* Protection of all customer data and ensuring data privacy.
* Allow the access of data whether online or offline but when offline data cannot be added.

## 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 should provide fast response to user actions and requests
* The system should be able to handle a large influx of users and/or concurrent users without degrading performance or crashing
* The system should be updated frequently to deal with bugs, performance issues, or breaches and new DMV rules, regulations, and policies and/or upgrades
* The system will be web based specifically over the cloud

#### 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 be compatible with multiple web browsers such as Chrome, Edge, Safari, etc.
* The system should be able to work on mobile phones
* The system should be compatible with all operating systems
* The system should have a backend database for data storage, management, and retrieval

#### 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 users will have to have a unique username and password and a unique email address to register
* The input will be case-sensitive
* Multi-factor authentication will be in place to ensure security redundancy
* System should inform the admin of a problem immediately through multiple avenues

#### 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?*

* Users can be added, removed, or modified without changing the code
* The system will be of modular design allowing for easier updating and replacing without the total system being affected
* The IT admin should have full access to complete various administrative tasks

#### 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 unique user name and password registered from a unique email account is required for users to log in
* HTTPS will secure the connection between the client and the server
* User accounts should be protected with lockout procedure after so many failed log in attempts and email alerts about new log in attempts
* A secure password retrieval procedure should be in place that sends a code to a phone number or email account registered to the account which when input will retrieve the password

### 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.”*

* The system shall be available online where internet connection available
* The system shall keep track of user credentials and data
* The system shall allow for booking, modifying, and cancelling offline driving lessons
* The system shall allow the owners to download reports and information
* The system shall let the user pick between three packages
* The system shall track user progress with tests and exams
* The system shall ensure user privacy and secure user data
* The system shall allow for password retrieval or reset
* The system shall be easily adaptable to system updates, system changes, or DMV rule changes
* The system shall be compatible with multiple operating systems, mobile devices, and web browsers

### 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 interface needs to be user friendly and intuitive
* The interface needs have a place where users can log in or register
* The interface needs separate areas that allow for access to exams, tests, driving lesson appointment registration, progress reports, etc.
* The users should be able to contact DriverPass admins with problems or questions
* The admins, SWEs, testers and other employees should be able to access the site
* Employees, users, instructors should all be able to interface with the system
* The interface should be available through multiple web browsers, mobile devices, and OS

### 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?*

* Assume that the users will have basic computer literacy and skills
* Assume the user will have access to the internet
* Assume the users will be truthful when registering
* Assume the users will use a computer or phone with the few major OS, web browser, or phone model

### 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?*

* The system will not function without an internet connection
* The time and cost of building the system
* Skill specialization and expertise available from the workers
* Technology the team can use to build the system
* DMV rules, regulations, and policies

### 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

AI-generated content may be incorrect.*