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# 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?*

* This project is for our client, DriverPass.
* The purpose of this project is to provide students access to practice exams and on-the-road training online to help them better prepare for driving examinations.
* They want customers to make be able to make reservations online for driving lessons through their system.

### 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 solve the problem of the lack of good driver training, by providing a means for customers to have access to practice driver’s tests online.
* DriverPass also wants their system to allow customers to make reservations for driving lessons online.
* The system needs to run off the web and preferably over the cloud.
* The system also needs to be connected to the DMV so that their content remains up to date with any changes the DMV makes to their policies.

### 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?*

* System should allow certain types of employees the ability to access the online data and download reports.
* Only certain types of employees should have full access over all accounts.
* Designated employees should have a means to help customers reset passwords.
* Designated employees should have the means to block account access in case the company lets go of someone.
* System should allow customers to schedule appointments over the internet.
* System should be able to automatically allow customer to reset password if the customer forgets their password.
* System should be able to provide an activity report that keeps track of which user made a reservation, who canceled it, and who modified it last.
* Customers should be able to make, cancel, and modify reservations for driving lesson appointments online with their user account.
* Secretaries/designated employees should also be able to schedule appointments for users that call in to make appointments.
* System should be able to identify and track which user is matched up with a certain driver, time, and car.
* System should be built in a way that will allow developers to add or remove driving lesson package modules.
* System should allow certain employees to be able to disable a package if they want to restrict customers from registering for that package.
* System should be connected to the DMV and send out notifications to employees whenever there is an update with the DMV requirements.
* System needs to run online, preferably over the cloud.
* System should ultimately allow employees to be able to focus on running their business, without having to deal with any technical issues.

## 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 needs to run in a web-based environment.
* The system should be fast and take no longer than 7 seconds to load each page
* The system should run with minimal technical problems.
* The system should be updated at least once a month, and each time is an update from the DMV.

#### 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 platform should be able to run on most web browsers.
* The back end will require a database for data storage.
* An administrative back end will be needed to provide customer support and website maintenance.

#### 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 system should only allow one instance of a username/account. Upon sign up, the system will inform user if the email/username is already in use and prompt them to choose another email/username or give the user the option to log in.
* Passwords to access accounts should be case-sensitive.
* The system should inform admin of a problem if a user has over 5 failed login attempts.
* The system should inform admin of any irregular activity or bugs detected.

#### 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 must allow users to be added, removed, or modified, without changing the code.
* The system should adapt to any updates received from any web browser platform.
* IT admin will have full access over all accounts.
* IT admin must be able to manage user accounts, appointments, and admin access.

#### 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?*

* The user should have a valid username and case-sensitive password to log in.
* The system should lock the account and notify the user and admin if brute force hacking is detected.
* The system should have very good database security to protect confidential data.
* If a user forgets their password, they can be sent a link to their email to reset their 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 validate user credentials when logging in.
* The system shall track user activity and produce an activity report that can be downloaded when requested by IT admin.
* The system shall provide online classes and practice tests.
* The system shall allow users and secretaries to manage reservations for driving lessons
* The system shall display driving lesson availability date and times to users
* The system shall keep a log of driver information for each scheduled appointment.
* The system shall allow admin to manage package availability.
* The system shall allow validated users to reset their password if forgotten.
* The system shall be connected to the DMV and notify admin of any DMV updates.
* The system shall allow users and secretaries to enter payment information.
* The system shall keep track of and display user’s test progress.

### 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 simple and easy to navigate.
* The user needs to be able to interact with the interface through a web browser on a mobile or desktop/laptop device.
* The user’s device must be connected to the internet to interact with the interface.
* The student interface when logged in must display the user’s online test progress, driver’s notes, as well as links to: edit information, schedule driving lessons, and take an online class or practice test.
* Secretaries will have their own interface where they are able to manage appointments for users.
* IT officers’ will have their own interface that will allow them to modify and maintain the 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?*

* The user has a functioning computer or mobile device.
* The user’s device will have stable internet connection while navigating through the interface.
* The users will be using a browser that is compatible with the system.

### 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 cannot be accessed without internet connection.
* The system must be completed by May 10th.
* The system must remain in budget.
* The system must be completed and maintained by a certain number of people.
* The system will only be available to users on web browsers.

### 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.*

*Chart

Description automatically generated*