# 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 is DriverPass, a company that needs a system to be able to provide online classes, practice exams and on-the-road driving lessons for its customers, so they are better prepared for their driving test with the DMV.
* The system should be able to manage its content, staff members and customers through an online platform.

### 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 client saw there was a need for better driver training, therefore, the creation of this system would allow its customers to be better prepared for their DMV test.
* The system should be accessible online.
* The client wants the system to be able to schedule appointments and keep track of every action taken within it.
* The system should be cloud-based, so maintenance and security are not their main concern.

### 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 should be able to register customers, store their personal information, including payment method.
* Appointments should be able to be scheduled by customers, and any cancelations or modifications allowed to be made.
* An authentication method should be included so customers can retrieve their log in credentials if they cannot remember them.
* Different roles should have different access privileges to modify the system.
* Any type of modification made within the system should be tracked by capturing the name of the responsible and date of action.
* The system should be flexible and allow future updates or modifications.
* The system should be alerted of any changes made by the DMV, so resources and practice tests can be up to date.

## 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 a web-based application running over the cloud to ensure availability.
* Whenever the DMV makes updates on rules and policies, the system should be notified so the offered materials can be updated accordingly.

#### 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 multi-platform, being able to run on computers or mobile devices.

#### 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 be able to provide different access levels and privileges according to the role of the user.
* The system should allow customers to reset their own passwords as needed, while staff members should require the owner’s approval.

#### 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?*

* Only customers should be able to modify their own profile and appointments, as such changes would not affect the staff structure.
* The system should allow special access to the IT officer, so he can maintain or modify the system as needed.

#### 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 system should require the customer to enter their username and password (which was set the first time their profile was created) to access their profile, otherwise it should prompt the user with the necessary steps to reset the password.
* A notification should be sent to the customer’s email of any modification made on their profile or appointments.
* Any changed performed within the system by either staff members or customers should be able to be tracked, by recording the name of the user, time and date. A report should be able to be printed as needed.

### 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 able to record a customer’s personal information when creating their profile for the first time, which will include: full Name, address, phone number, state, payment information, and pick-up and drop-off location if needed by the customer.
* The system shall pull up the customer’s profile after valid credentials have been entered.
* The system shall present the customer with three different packages.
* The system shall allow the customer to make appointments on their own by selecting a date and time.
* The system shall determine the driver instructor and vehicle assigned to the customer according to availability.
* The system shall evaluate any practice test, provide a grade and proper feedback.

### 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 web application consists of several pages: the home page, edit or input personal information page, and a contact page (showing how to contact the office, or how the office can contact the student).
* The home page should have the following sections:
* Company logo.
* Online test progress.
* Driver notes.
* Information.
* Special needs.
* Driver photo and student photo.
* The online test progress section should display the tests being taken, completed or in progress. It should include:
* Name of test
* Time taken (if any)
* Score (if any)
* Status: Not Taken, In Progress, Failed, or Passed.
* The driver notes section should display:
* Lesson Time
* Start Hour
* End Hour
* Driver Comments

### 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?*

* User has internet access with standard speeds.
* Customer has a valid learner’s permit to receive on-the-road lessons.
* Only customers living in the area will request for on-the-road lessons.

### 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 can only record any changes if it is online.
* Only customers living in the area will be able to schedule for on-the-road classes.

### Gantt Chart

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Chart, timeline

Description automatically generated