# 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 purpose of this project is to design and develop a system for DriverPass that enables customer management, online training, scheduling of in-person driving lessons, and report generation.
* The client, DriverPass, wants a system that allows customers to register online, purchase training packages, take online tests, and schedule driving lessons.

### 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 aims to address the market gap in effective driver training.
* Many customers currently fail the DMV driving test.
* The system needs to support both online and offline access to some data (with limitations on offline updates).
* Components needed:
* Web-based interface
* Mobile compatibility
* Online course delivery
* Appointment scheduling
* Data tracking and reporting
* Security and role-based access control

### 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?*

* Allow customers to:
* Register online or by phone/office
* Select and purchase training packages
* Schedule, reschedule, or cancel driving lessons online
* Access online practice tests and DMV material
* Allow DriverPass staff to:
* Manage user accounts
* Assign trainers/cars
* Track and report user activity
* Maintain up-to-date DMV content
* Handle security and account recovery

## 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?*

* Web-based system with cloud hosting
* Accessible on PC, Mac, smartphones, and tablets
* System response time < 2 seconds for key actions
* Regular updates monthly or as needed

#### 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?*

* Must run on Windows, MacOS, iOS, Android browsers
* Backend requires a cloud database (e.g., MySQL, PostgreSQL)
* System should be platform-agnostic (browser-based UI)

#### 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?*

* Users distinguished by unique login (email/username)
* Case-sensitive input where appropriate (passwords)
* Admin notified of failed login attempts or abnormal activity
* Clear activity log for accountability

#### 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/modified via admin interface
* System must be adaptable to platform updates
* Admin access required for configuration and maintenance 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?*

* User login required for all customer and admin actions
* Secure HTTPS connection for all data exchange
* Account lockout after multiple failed attempts
* Password recovery through secure token/email verification
* Role-based access controls for different employee levels

### 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 allow customers to register online.
* The system shall enable customers to purchase training packages.
* The system shall allow customers to schedule, modify, or cancel appointments online.
* The system shall allow staff to manage appointments and assign drivers.
* The system shall track and log all user activity related to records.
* The system shall enable secure admin control of user roles and rights.
* The system shall generate downloadable reports in Excel.
* The system shall provide notifications for DMV updates.
* The system shall allow customers to take and track online practice tests.

### 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.)?*

* User types:
* Customers: Register, purchase packages, schedule lessons, take tests
* Admins/IT: Manage users, monitor security, update system
* Secretary: Manage appointments, view reports
* Interfaces:
* Web browser (PC and mobile)
* Responsive, user-friendly layout
* Clear reporting dashboards for staff

### 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?*

* Customers will have access to a modern web browser and internet connection.
* System will use cloud-based hosting and services.
* Data entry and reporting will require basic computer literacy.
* Integration with DMV updates is through a manual or automated API.

### 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?*

* Budget may limit scope of initial features (future feature additions post-launch).
* Customization of training packages may require developer intervention beyond disabling/enabling.
* Offline data modification not supported (view-only when offline).
* Security dependent on third-party cloud provider.

### 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 graph with a diagram

AI-generated content may be incorrect.*