# 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, Driver Pass, wants a system that can provide better training to customers, helping them pass their driving tests at the DMV.
* The purpose of the system is to offer online classes, practice tests, and on-the-road training.
* The client wants the system to be able to take appointment requests from customers via online web access.
* The system should also have contact information and a location if the customer would rather call or visit.

### 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?*

* Allow customers to create accounts, access online classes, and practice tests.
* Allow customers to make reservations for driving lessons and see driving information updates and information.
* Allow employees privileges to access customer data and make changes to perform job functions within the system.
* Allow administrators privileges to manage user accounts and levels of access and security.
* Track user activity as far as who made reservations, who canceled them, and who modified the appointment last.
* Allow the client to access the system data online and offline and download reports for offline use.

### 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?*

**Objectives**

* Have a login screen for returning users and guests
* Have an option for new users to select the type of package
* Have an option for returning users to view that profile for online test progress, driver notes, information, etc…
* Have an option for users to request appointment times with available drivers online.
* Have contact information and location if the user would rather call or visit.
* Have a tracking system that records user activity for reservations
* Have different levels of access for administrative and administrators

**Goals**

* Develop a user interface that allows customers to access online classes, practice tests.
* Develop a reservation system for customers
* Develop administrative and administrator accounts for user access and management.
* Develop a tracking system that records user activity in regards to reservations.
* Develop a data management system that allows the client to access system data online and be able to download reports for offline use.
* Develop the system to potentially run over the cloud so the client does not have to focus on security.

## 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 be able to support multiple users without performance degradation.
* The system should be on a web-based application over the cloud.
* The system should be updated often to ensure for a smooth user experience.

#### 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 will need to be compatible with the client’s current infrastructure.
* The system should use the cloud to manage the security. The cloud should also handle the databases on the back end.

#### 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?*

* Each user should be able to create a user login requiring a username and password.
* The input should be case-sensitive to ensure security risks.
* The system should inform the admin of a problem if the system experiences any bugs.

#### 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?*

* The system should allow you to make changes to the users without changing code.
* The system will adapt to platform updates as new features are released by Driver Pass.
* The IT admin will need to have full access to the system.

#### 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 login should require a username and password for authentication.
* The cloud will be responsible for the data exchange between the client and the server.
* The system should be set up to disable an account if there is a “brute force” hacking attempt. For example, a user account will be locked after three attempts of incorrect input on either their username or password.
* The system should have an option on the login page for the user to request to reset their password or recover their username via secondary authentication.

### 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 check user credentials when a user logs in to the system.
* The system shall provide an option for the user to take practice tests and classes.
* The system shall book reservations requested by the user.
* The system shall offer three different driving packages.
* The system shall show the driver the customer is paired with.
* The system shall update and show progress on user profiles.
* The system shall provide contact options and store locations for customers who would like to go directly to the store instead of shopping online.
* The system shall have a tracking database that tracks the appt schedule among the users and the drivers.
* The system shall provide an option for instructors to log in to view their appointment schedule and make adjustments if needed.
* The system shall have admin privileges for employees for maintainability of the user base.

### 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 able to provide the customer with the option to make reservations for driving appointments. Customers will also need the option to take online classes and tests.
* The interface needs to be able to provide instructors and staff the ability to modify their appointments and change access privileges.
* The different users for the interface will be customers, driving instructors, backend administration, and IT admin for maintenance.
* The users should be able to interact with the interface with any device that is capable of an internet connection.

### 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?*

* We are assuming that all the suggestions made are within the client’s budget.
* We are assuming that the client either has this technology infrastructure already or is will to convert to support the system suggestions.
* We are assuming that the client is open to a Linux environment with could computing.

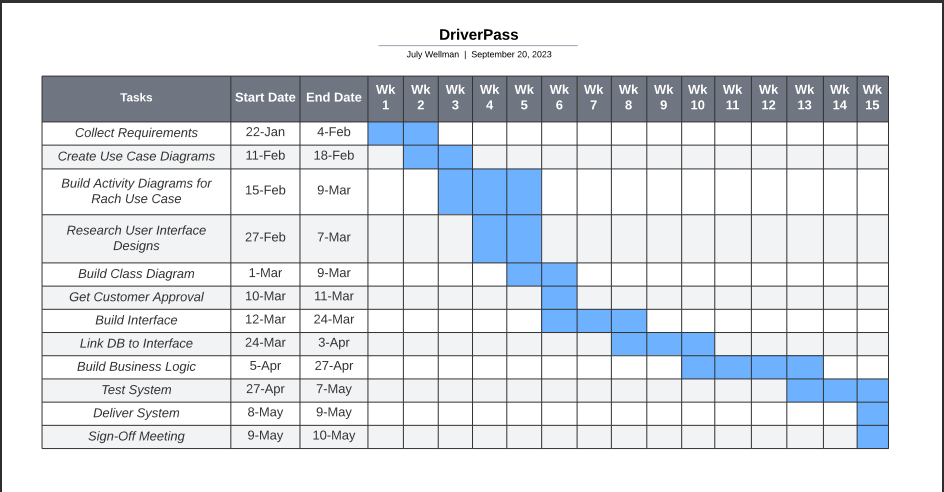
### Limitations

*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?*

* We have roughly five months to build the system.
* We have no indication of a budget.
* We will need an agile team to be put together to complete the project in five months.

### 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.*

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