# 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

The purpose of this system design is to provide training for customers learning how to drive by providing online training, tests, and a reservation system.

* The client is the company DriverPass.
* They want to provide training for customers learning how to drive so they will pass the DMV tests.
* DriverPass wants a system that can allow customers to make reservations for training online or in person.
* They want the system to be able to handle online training and practice tests, as well as a reservation for in-person practice.
* They want to be able to access the system data from the system from any computer or mobile device

### System Background

The background of the proposed system is to take advantage of a void in the market and provide training to customers learning to drive.

* The problem they want to fix is the lack of driving training for a driving test at the DMV.
* Their solution is to provide online training and tests.
* The different components needed are a reservation system for customers to get online training and practice tests as well as a way for customers to modify or cancel reservations.
* There are different account types, with employees having various levels of access, the owner having full access, and customers.

### Objectives and Goals

The objectives in a system analysis are to offer a functional system customers can reserve and take training from and the company can edit. The goals provide a reservation system for customers and editing and tracking for the company.

* The system will have a reservation system that allows customers to reserve, modify, or cancel a reservation.
* It also allows the company users to add information as well.
* It should be linked to the DMV so the system will be notified if any updates are made to the DMV.
* It will be run off the web.
* Provide online training and tests.
* Appointment packages must be able to be disabled.
* Changes to records should be tracked.

## 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 web-based, and accessible from anywhere while online.
* The system should notify the company when updates are available 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 system should be run on the cloud, to limit dealing with security and backups.

#### 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 distinguish different types of users, with different login information dependent on the user.
* The system should have multiple user-type accounts like customer-type, admin-type, secretary-type, and IT-type.
* The system should have a user type with full access over all accounts to reset passwords and block access
* The system should inform the admin of a problem when changes are made to reservations.
* The system should track changes to reservations and allow for printing an activity report.

#### 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 company users to disable packages when they shouldn’t be booked anymore.
* The system should allow the IT admin to change/modify/maintain code within the system.
* The system should allow an admin user to add/remove/modify users and allow the customer type user to add/modify/cancel reservations without changing the code.

#### 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 have a login for users, with a username and password.
* The system should be on the cloud, to improve security.
* The system should allow a user to reset their password automatically if the user has forgotten their password.
* The system should alert the admins and users if a brute-force hacking attempt is made.

### 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 admin-type users to track and print user activity.
* The system shall allow customer-type users and secretary-type users to create a reservation.
* The system shall allow admin-type and secretary-type users to track reservations with drivers so as to not double book them.
* The system shall allow an admin-type user to disable packages.
* The system shall allow customer-type users the ability to take a test online and receive feedback.
* The system shall allow a customer-type and secretary-type the ability to input and save customer details.

### 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 user interface should be accessible from different interfaces (mobile, pc browser).
* The user interface should display test progress, customer details, driver notes, special needs, and photos.
* The user interface should display a table with notes and times under driver notes.
* The user interface should display a form that takes input for customer details.
* The interface should have a form to create a reservation for customer and secretary-type users.

### 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?*

* Updating/creating/removing users and reservations will be easy for the user.
* There won’t be problems created by allowing changes to be made through phone calls and the system.
* IT-admin support is sufficient to update the system with new rules, tests, and regulations when the DMV releases an update.

### 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 is web-based, so it relies heavily on internet access. Without internet access, the system cannot be used.
* IT support is limited and larger support from a developer or system analyst is necessary if packages/modules need to be modified/removed/created.

### 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 blurry image of a calendar

Description automatically generated