# 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 customer wants an app to be built to facilitate their driver’s training courses.
* The client is Driverpass. They would like the app to be able to have user accounts where customers can add, modify and delete appointments for driver’s training. They want the customers to be able to change profile data and receive a notification when it has been done.

### 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?*

* They want the system to be able to have different access levels for users; with different permissions to different systems.
* They want the system to be able to track which customer is scheduled with which driver trainer/employee
* They want the customers to be able to make appointments via the app but also see their appointments via the app if made elsewhere
* They want to be able to disable a package if they don’t want people signing up for that specific package.
* They want the customers to be able to access their written training and take practice tests.

### 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?*

* They would like all of the requirements listed above. Also, they would like a GUI that displays the overall progress for the student. Allows the user to access any part of their profile from the home screen via the GUI.
* A GUI needs to be built and displays all user data. The user needs to be able to add/modify/delete appointments for driving. The user needs to be able to create a new account and the secretary as well.

## 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?*

* I would say that the program needs to be operational in 3 major platforms, web, desktop and mobile. Web will require multiple browser functionality to ease use on the user. So, hitting the major browsers of Google Chrome, Mozilla Firefox, Internet Edge and Safari are preferred. The desktop application doesn’t need to be a full application but some form of working platform to allow for administration and updates for elevated users. It sounded like the primary platform they wish to have is mobile. Allowing scheduling, studying and other features on the go with a mobile platform. You would need Android, iOS, and maybe Windows mobile applications. The system needs to be fast enough to allow for users to easily manage their appointments and study their material. I was unable to find specifics on how often the system needed to be updated, such as daily, weekly, etc. I did notice they wanted the system updated whenever a user makes changes to their account, appointments, plan, etc.

#### 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?*

* In terms of desktop application, it would be best to run on Windows. Windows is the most used desktop platform. If you only wanted elevated users to run the desktop app like I mentioned above, the it would be best to develop for the OS they use in the offices. A backend database will be required to order/appointment information, customer data, etc.

#### 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 different users will be distinguished by their email address. This way you don’t mistake two customers with the same name for each other. If we use emails, then it should not matter if the input is case-sensitive because emails are unique. The system should inform the admins of any account issues(I.e. too many logon attempts, locked accounts, etc).

#### 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 certain level users should have the ability to modify user accounts. A user can modify their own account only. You can make changes to the user if the data is stored in some form of index. The IT admin would need full control over all accounts.

#### 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 account and secure internet connection should be required for a user to log in. Securing the data connection can be on the side of the business to setup some form of VPN and firewall. If there is a brute force attack the account should be locked, the admins and the user should be notified. If the user forgets their password, there should be some form of reset password link, or a support person with access to do so. Also, some form of 2FA for the user would be a good security solution.

### 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 allow users to create and modify accounts
* The system shall allow users to make and modify appointments if they have an account
* The system shall have a functional GUI
* The system shall allow users to browse the full storefront and place orders
* The system shall update users on order/shipping info

### 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 GUI needs to be functional, aesthetically appealing, and easy to operate.
* The different users of the GUI will be customers, elevated users(employees), and admins(IT admins)
* All users should be able to manage profile data based upon their credentials.
* All users should be able to access study material
* All users should be able to manage appointments
* Admins and elevated users should be able to access accounts and appointments for others not under that specific account
* Mobile clients will operate the GUI by touch interface; desktop and web based will operate by clicking.

### 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 basic understanding of how to use their specified platform
* The user will want to create a user account
* The user will have one of the accepted platforms

### 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?*

* It will require a lot of budget and time for development of all platforms. Perhaps roll out web to allow for broader audience then add.
* Not available on all possible platforms; but is it smart to do so?

### 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.*

