# 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, DriverPass, wants a system that can assist with training students for their drivers’ tests.
* Improve driving test pass rates through online and in-person training
* User-friendly system for scheduling, customer tracking, and staff oversight

### 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 system needs to be able to access data from anywhere online, and download it for offline use, like with excel
* Different user roles for security and functionality access:
  + Big boss (with full access)
  + IT officer
  + Secretary
  + User
* Password reset
* Tracking of user actions, to pinpoint eorrors:
  + Who made, canceled, or modified a reservation
  + Print activity reports
* Reservation functionality, based on the needs and availability of the customer:
  + Block out 2 hour lesson segments
  + Can be booked online, or via call with the secretary
  + Can be rescheduled or cancelled as needed
  + Needs to save following info:
    - Date and time
    - Customer first and last name
    - Address
    - Phone number
    - State
    - Credit card info
    - Pickup location
* Match each user with the driver, time, and car.
* Offer multiple package options that can include the following:
  + Number of 2 hour sessions
  + Whether an in-person lesson is included
  + Access to online content
  + Can be disabled for sale by management
* Packages should be made modular with the expectation of future modifications or additions.
* Notify when the DMV updates rules, policies, or sample questions.
* Run off cloud, to offload dealing with backup, security, and technical problems
* Customer test progress, displaying:
  + Tests taken
  + Test progress
  + Time taken
  + Score
  + Status:
    - Not take
    - In progress
    - Failed
    - Passed
* Driver notes, in a table with columns:
  + Lesson Time
  + Start hour
  + End hour
  + Driver comments

### 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 for driving packages and schedule lessons
* Enable staff to make actions to the system dependent on their roles.
* Store and manage customer information
* Display customer progress and test scores/status
* Notify when DMV makes an important update
* Run in web-based, cloud-hosted platform
* Export data for offline use

## 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

* Web-based and cloud hosted
* Accessible on web browsers on both desktop and mobile
* Response load time
* Offline export of reports
* Update/patch support

#### Platform Constraints

* Browser-based front end
* Relation database support

#### Accuracy and Precision

* RBAC to be used for user roles
* Case-sensitive usernames and passwords
* System log with timestamps for accountability and debugging

#### Adaptability

* Administrative tools to customize user roles without changing the code base
* Support platform updates

#### Security

* Username and password login
* HTTPS encryption
* Lock user access after multiple failed login attempts
* User password reset
* Logging of user actions

### Functional Requirements

* User Login validation
* Action logs for all user types
* Notifications for DMV updates
* Safely store customer payment and transaction info
* Role-based access control:
  + Customer:
    - account registration
    - access to scheduling, modifying, and canceling lesson appointments
    - purchase driving packages
    - display lesson progress
    - display driver notes and comments
    - reset own password
  + Secretaries:
    - Access to scheduling, modifying, and canceling lesson appointments for the customer
    - Reset own password
  + Owner:
    - Disable driving packages
    - Reset own password
    - Export reports
  + IT Officer:
    - Disable driving packages
    - Reset passwords
    - Export reports
    - activity reports

### User Interface

* Web based, accessible via desktop and mobile browsers
* Customizable limited access to features based on role (this should be modular based on access granted)

### Assumptions

* Access to internet on a modern browser
* Not using dial-up, or other slower and outdated connection methods (I mention this because my mother still uses dial up)
* DMV will provide timely and accurate updates

### Limitations

* No offline access
* Budget and timeline may limit accessibility options like support for multiple languages

### 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.*

