



Car Servicing

Business Requirements Document

V1.0

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Name	Cognizant Academy		
Role			
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1.0 Introduction

1.1 Purpose of this document

This document is aimed at:

- Providing the necessary inputs to the detailed requirements gathering phase and further on for the SDLC processes.
- This document also serves to establish the traceability between the Business Objectives and the requirements identified in the proposed solution and how they satisfy the stated objectives.
- Provide expectation traceability in terms of the requirements and the user expectation
- Serves as a formal template for documenting the Business Requirements which also includes statutory and regulatory requirements.

The purpose of this document is to systematically capture requirements for the project and the system to be developed. Functional requirements are captured in this document. It also serves as the input for the project scoping.

1.2 Project Overview

1.2.1 Objectives

Below are the objectives that shall be fulfilled post the execution of this project:

- User registration & credential authentication
- Raise request by user for servicing.
- Allocation of service center for servicing.
- Billing and Payment.
- History of Orders placed for each user.
- Status of the order placed.

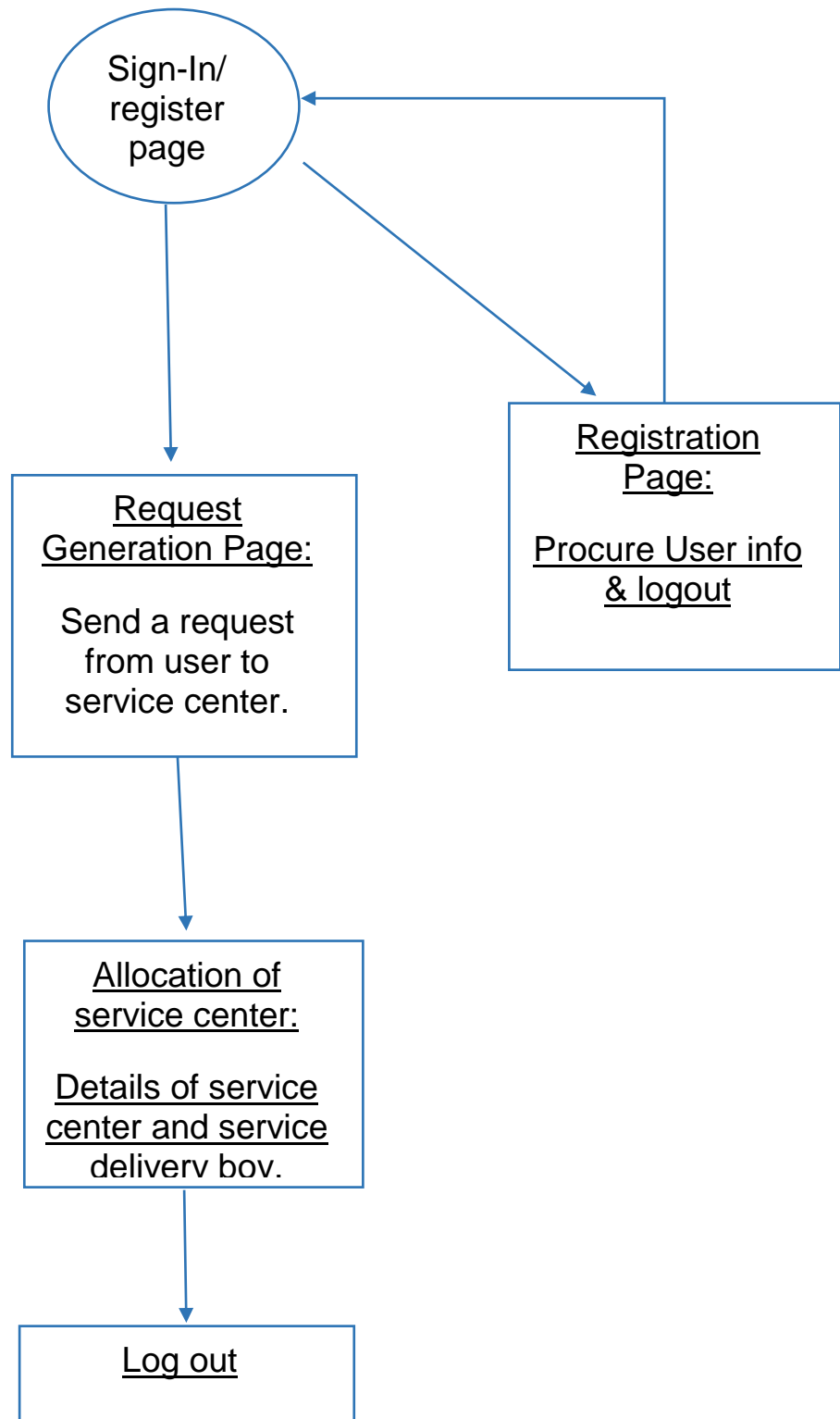
1.3 Intended Audience

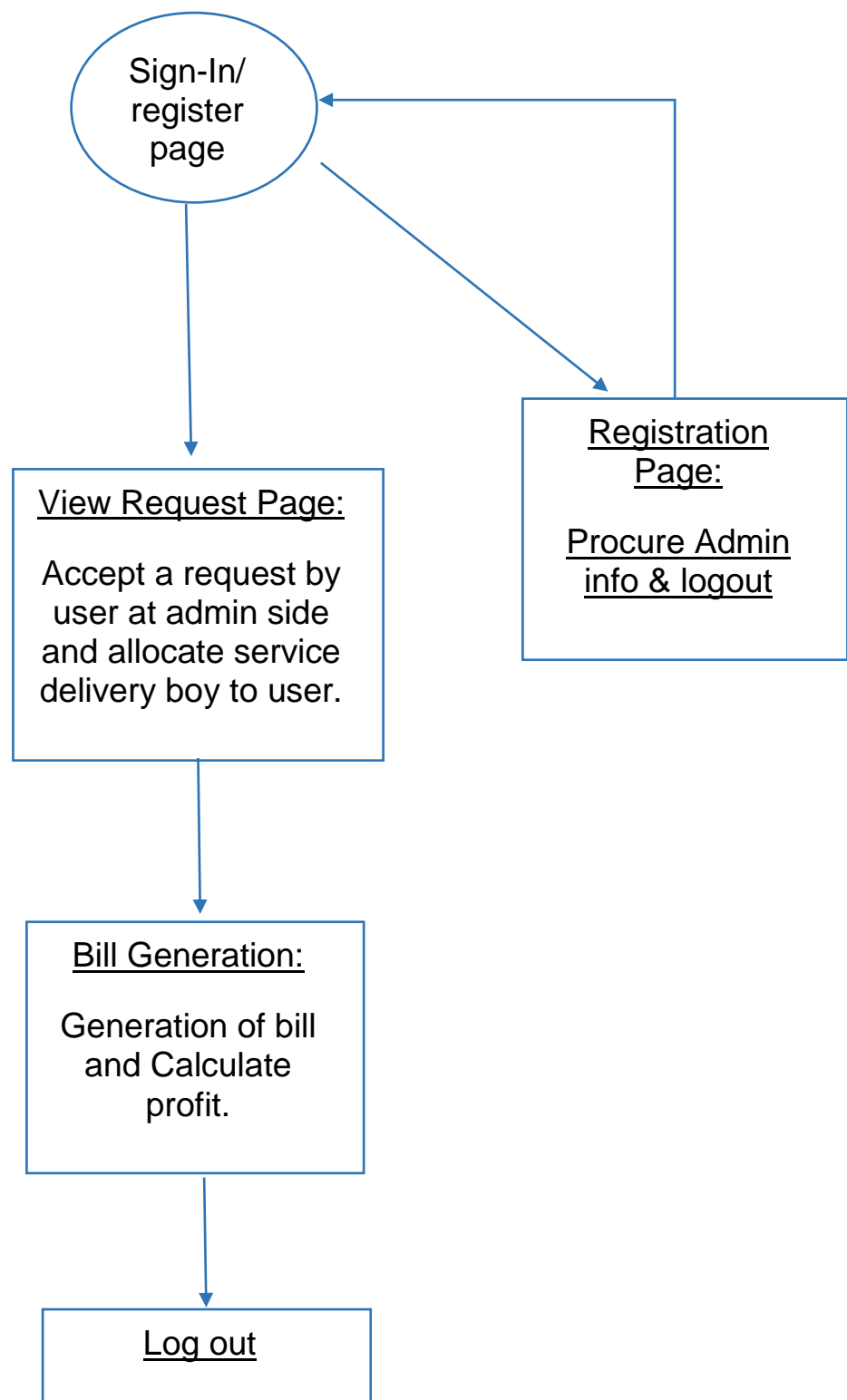
- Interns/Project Team
- Mentors and SME's
- Delivery assurance/excellence group

2.0 Process Architecture

Below is the overall functional flow of the project including the components of interaction

User End:



Admin End:

3.0 High Level Business Requirements

Note - Primary focus is to complete developing the critical requirements (highlighted in Yellow) and then to proceed with the remaining requirements.

S.No.	Business Requirement ID	Short Description	Description in detail	Interacting Business Processes
1	Req_1	User Registration	Ability of the system to procure the fundamental details of the user	
2	Req_2	User Authentication	Ability of the system to authenticate the user credentials of the registered user	
3	Req_3	Service center Details	Ability of the system to procure the service center's basic details	
4	Req_4	Request Generation	Ability of the system to generate the request from user for servicing.	
5	Req_5	Allotment of service center	Ability of the system to allot service center and details of delivery boy.	
6	Req_6	Admin Registration	Ability of the system to procure the fundamental details of the user	
7	Req_7	Admin Authentication	Ability of the system to authenticate the user credentials of the registered user	
8	Req_8	Request acception	Ability of the system to accept the request and update delivery person details.	
9	Req_9	Bill Generation	Ability of the system to generate the bills of user and calculate profit.	
10	Req_10	Service Status and History	Ability of the system to maintain/update the staus and maintain the history of the orders	

4.0 Detailed Business Requirements

4.1 Functional Requirements

The functional requirements are charted for each of the high level requirements called out in the earlier section:

Additionally, the following elements are captured for each business requirement in the table provided below:-

* Req. Type = (F Core Functionality, E Exception, UI User Interface, R Reporting)

** Priority of Requirement = (1=Base Functionality, 2=Advanced Functionality,
3=Additional Opportunities)

** Originator = (Name of the business process of the system/ department or function
name in the customer organization)

The Requirements in this document are prioritized as follows:

Value	Rating	Description
1	Critical	This requirement is critical to the success of the project. The project will not be possible without this requirement.
2	High	This requirement is high priority, but the project can be implemented at a bare minimum without this requirement.
3	Medium	This requirement is somewhat important, as it provides some value but the project can proceed without it.
4	Low	This is a low priority requirement, or a "nice to have" feature, if time and cost allow it.
5	Future	This requirement is out of scope for this project, and has been included here for a possible future release.

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Remarks
Req_1.1	User Registration	When the user clicks on the registration link, it should re-direct to registration form.	UI	Critical	NA	Req_1	
Req_1.2	User Registration	User needs to fill some of the basic attributes/fields as mentioned below in requirement: First Name, Last Name, Age, Gender, Contact Number, User Id, Password	UI	Critical	NA	Req_1	Please refer to Table 1.0 under References
Req_1.3	User Registration	Clicking 'Submit' should validate the datatype constraints for each field	F	Critical	NA	Req_1	
Req_1.4	User Registration	User failing to provide information on the mandatory fields be provided with an alert message – 'Please update the highlighted mandatory field(s).' Also, highlight the missed out field in red	E	Critical	NA	Req_1	
Req_1.5	User Registration	Post-successful field level validation, save the information in the database	F	Critical	NA	Req_1	
Req_1.6	User Registration	Upon saving the information in the database, display the message 'Your details are submitted successfully'.	E	Medium	NA	Req_1	
Req_2.1	Credential Authentication	A registered user – is able click 'Login' link, after keying in 'UserID' & 'Password' field and get his credentials authenticated with the existing database entry.	F	Critical	NA	Req_2	

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Remarks
Req_3.1	Service center's Details	User is able to access the service center's details post the successful validation of the user credentials	F	Critical	NA	Req_3	
Req_3.2	Service center's Details	User can check details of service centers like: cost, type of servicing, rating, availability of service centers.	F	Critical	NA	Req_3	Please refer to Table 2.0 under References
Req_3.3	Service center's Details	User can compare prices of servicing in different service centers.	E	Medium	NA	Req_3	
Req_3.3	Service center's Details	Clicking 'Submit' should validate the datatype constraints for each field as specified in the table above	F	Critical	NA	Req_3	
Req_3.4	Service center's Details	User failing to provide information on the mandatory fields be provided with an alert message – 'Please update the highlighted mandatory field(s).' Also, highlight the missed out field in red	E	Medium	NA	Req_3	
Req_3.5	Service center's Details	Fields – Date start and date end fields, needs to be enforced that the keyed in values are within the valid values range.	F	Medium	NA	Req_3	
Req_3.6	Service center's Details	For start Date field - User failing to provide a valid value will be displayed with a message – 'Please enter the date which is greater than previous day's date'	F	High	NA	Req_3	
Req_3.7	Service center's Details	For end Date field - User failing to provide a valid value will be displayed with a message – 'Please enter the date which is greater than start date.'	F	High	NA	Req_3	
Req_4.1	Request Generation	Request Generation should follow the below algorithm. Refer Remarks column.	F	Critical	NA	Req_4	Please refer to Table 2.0 under References
Req_4.2	Request Generation	Request generation should specify the date of servicing, month & Year, for the entire year.	F	High	NA	Req_4	
Req_5.1	Allotment of service center	After acceptance generate service center details and delivery boy's details.	F	Critical	NA	Req_5	
Req_5.2	Allotment of service center	Provide an option for the user to Print the Request.	F	Low	NA	Req_5	
Req_6.1	Admin Registration	When the user clicks on the registration link, it should re-direct to registration form.	UI	Critical	NA	Req_6	
Req_6.2	Admin Registration	Admin needs to fill some of the basic attributes/fields as mentioned below in requirement: First Name, Last Name, Age, Gender, Contact Number, User Id, Password	UI	Critical	NA	Req_6	Please refer to Table 3.0 under References
Req_6.3	Admin Registration	Clicking 'Submit' should validate the datatype constraints for each field	F	Critical	NA	Req_6	

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Remarks
Req_6.4	Admin Registration	Admin failing to provide information on the mandatory fields be provided with an alert message – 'Please update the highlighted mandatory field(s).' Also, highlight the missed out field in red	E	Medium	NA	Req_6	
Req_6.5	Admin Registration	Post-successful field level validation, save the information in the database	F	Critical	NA	Req_6	
Req_6.6	Admin Registration	Upon saving the information in the database, display the message 'Your details are submitted successfully'.	E	Medium	NA	Req_6	
Req_7.1	Credential Authentication	A registered admin – is able click 'Login' link, after keying in 'UserID' & 'Password' field and get his credentials authenticated with the existing database entry.	F	Critical	NA	Req_7	
Req_8.1	Request Acceptance	Admin can accept or reject servicing request	F	Critical	NA	Req_8	Please refer to Table 2.0 under References
Req_8.2	Request Acceptance	Admin has to update availability of service center.	F	Critical	NA	Req_8	
Req_8.3	Request Acceptance	Admin will provide the delivery boy details.	F	Critical	NA	Req_8	
Req_9.1	Bill Generation	Generate bill for users	F	Critical	NA	Req_9	
Req_9.2	Bill Generation	Payment to be made against the user bank account	E	Critical	NA	Req_9	
Req_10.1	Request Status / History	User on clicking the Requests link should be able to view all the requests that were placed	F	Critical	NA	Req_10	
Req_10.2	Request Status / History	On clicking each request ID, user should be able to view the status of the Request and Service details	F	Critical	NA	Req_10	

5.0 References

5.1 Table 1.0

Field Name	Field Type	Data Type	Mandatory	Possible Values
First Name	Text(50)	Alphabetic	Yes	
Last Name	Text(50)	Alphabetic	Yes	
Age	Numeric(2)	Numeric	Yes	
Gender	Drop Down	NA		Male, Female
Contact Number	Text(10)	Numeric	No	
UserId	Text(15)	Alphanumeric	Yes	



Password	Text(15)	Alphanumeric	Yes	
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5.2 Table 2.0

Field Name	Field Type	Data Type	Mandatory	Possible Values
Service centre ID	Numeric(8)	Numeric	Yes	System generated
Service center name	Text(50)	Alphabetic	Yes	
Type	Check box	NA	Yes (Should display corresponding amount)	Washing, oiling, repairing
Availability	Date	DATE	Yes	
rating	Numeric(2)	Numeric		

5.3 Table 3.0

Field Name	Field Type	Data Type	Mandatory	Possible Values
First Name	Text(50)	Alphabetic	Yes	
Last Name	Text(50)	Alphabetic	Yes	
Age	Numeric(2)	Numeric	Yes	
Gender	Drop Down	NA		Male, Female
Contact Number	Text(10)	Numeric	No	
AdminId	Text(15)	Alphanumeric	Yes	
Password	Text(15)	Alphanumeric	Yes	

5.4 Table 4.0

Field Name	Field Type	Data Type	Mandatory	Possible Values
Date	Date	DATE	Yes	
Amount	Numeric(10)	Numeric	Yes	
Paid/Unpaid	Text(5)	Alphanumeric		

5.5 Table 5.0

Field Name	Field Type	Data Type	Mandatory	Possible Values
Service ID	Numeric (10)	Numeric	Yes	System Generated
Service centre ID	Numeric(8)	Numeric	Yes	System generated
Date of Service	Date	DATE	Yes	Date
Status	Text(15)	Alphabetic	Yes(Select from drop	Raised In

			down)	Progress Completed Delayed
Bill Amount	Numeric(10)	Numeric	Yes	

6.0 Terms & Conditions

Interns shall be solely responsible for all its acts and omissions under this program. Interns will comply at all times with all applicable laws. Interns shall not use Cognizant's name, logo and trademark in any promotional materials or other communications with third parties without the prior written consent of Cognizant. Any materials used by interns in relation to program will not infringe the copyrights, trademarks, patents, trade secrets or other intellectual property rights, privacy or similar rights of any person or entity. Interns agrees not to post, draw, make, display any content that is threatening, libelous, obscene, defamatory, abusive, pornographic, or advocates/encourages any conduct that could constitute a criminal offence or give rise to any civil liability. Cognizant its associates' personal details including but not limited to name, address, contact number shall not be shared or forwarded to any third party, without prior written consent of Cognizant, its associates. All intellectual property provided by Cognizant as part of program shall be owned exclusively by Cognizant. Intern shall indemnify, defend and indemnify Cognizant its associates, officers, directors from and against any claims, demands, loss, damage, liability, causes of action, judgments, or costs and expenses of every nature (including attorney's fees and expenses) incurred by Cognizant based on any claim that any breach of terms and conditions of this program.

7.0 Change Log

Version Number	Changes Made			
V1.0.0	Initial baseline created on <dd-Mon-yy> by <Name of Author>			
Vx.y.z	<Please refer the configuration control tool / change item status form if the details of changes are maintained separately. If not, the template given below needs to be followed>			
	Section No.	Changed By	Effective Date	Changes Effected