# 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 website for training new drivers capable of allowing users to take classes and practice tests, as well as schedule driving practice.
* The program will need to be connected to the DMV to stay up to date.
* DriverPass will be able to see reservations, including time and which cars and professional drivers are selected for a user.
* User first and last names, address, phone number, address, and credit card information will be stored.
* The user can purchase packages with instruction time, practice tests, and learning materials
* The client wants to be able to disable packages if necessary.
* Changes to reservations need to be tracked.

### 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?*

* DriverPass wants to fix the issue of new drivers failing their DMV driving tests.
* They want to offer up-to-date learning and practice materials, as well as driving practice.
* Driving practice can be scheduled by the user online, or over the phone.
* User first and last names, address, phone number, state, and credit card information will be stored on servers.
* Any changes to reservations need to be tracked, who made them and when.

### 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?*

* User interface showing customer name, address and contact information, progress on tests, and notes from instructors.
* Database for storing reservation information: Customer, time, car, and instructor
* A pickup and drop-off location for each reservation, with the drop off defaulting to the pickup location
* Ability to alter appointments and track who altered them; Users can alter their own, secretary can alter anyone’s
* A secure database of customer information—Name, phone number, address, credit card information needs to be built.
* Set up the three initial packages and the ability to disable them
* IT needs full access to accounts for password resets or to block access to employees who leave for any reason
* Secure login using a password with a way for the customer to reset their password if they forget it
* Connection to a DMV server to be made aware of any changes to rules or policies

## 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 will be web-based
* The system should be updated whenever the DMV pushes updates to the driving rules and requirements and whenever the company makes updates to packages.
* The system should run quickly enough that double-booking is not possible

#### 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?*

* A database for the customer and a driver and their car to all be linked to an appointment at a given time and day.
* A database of customers and their information will be necessary.
* A database to store drivers and cars will be needed.
* The system will be on a cloud platform. Using azure may make developing and database integration easier while providing security.

#### 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 needs to differentiate between IT, customers, and client-users such as the secretary making appointments
* The system needs to differentiate customers based on the package they purchased.
* IT needs to be made aware of issues as quickly as possible, this include password resets, since they are handled by IT directly.
* Each customer and client-user will need to be uniquely identifiable by IT for password resets, and the system for general use.

#### 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?*

* Removing packages will need to be doable quickly by the client
* Additional packages will be added by the developers if they are needed
* The system will be fully accessible by the IT officer to maintain or modify

#### 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?*

* IT has full access to the system, including password resets.
* If a user forgets their password, IT will provide a password reset or lock out employees who are let go.
* Brute force access attempts should lock the user out until IT resets their password.
* The client-server connection is provided with azure’s SSL connection.

### 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 determine user based on their login credentials.
* The system shall book appointments based on information input by the user.
* The system shall allow appointments to be changed.
* The system shall allow customers to subscribe to one of three packages.

### 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 will display the customer’s info, progress with online tests, notes from drivers, special needs, student photo, and driver photo on the homepage.
* The user interface needs a page for a customer or the secretary to add student info.
* The user interface needs a way to contact the company, and for the company to contact customers.

### 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?*

* Customers will have access to a phone or computer
* Customers will have internet or phone access
* The cloud service provider will always be online

### 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?*

* Without power, customers may not have internet access
* The cloud service provider may need to update their systems
* The cloud service provider may go out of business

### Gantt Chart

Chart

Description automatically generated