# CS 255 Business Requirements Document Template

Tyler Primas

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 is DriverPass
* They want the project to help people get more experience driving to be able to pass their DMV tests more easily
* The system should be able to accommodate registering for classes online

### 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 is intended to take advantage of a void in the market when it comes to training students for their driving test at the DMV
* There is a need for better driver training
* Their solution for solving this problem is creating this company that makes scheduling driving tests easy
* The system they want to build should be easy for the customers and workers to both use to easily schedule appointments and get information
* There needs to be different accounts such as admin, user, and secretary in order to be able to handle the different needs of each account. Admin will be able to edit all information, secretary can book appointments and handle user questions/concerns, and users will be able to access the normal functions like registering for classes on their own and being able to contact support if needed.

### 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?*

* The system should form a fully functional site that customers can access to make reservations, view online test progress, and view their own information.
* Ability for employees to make appointments for customers if they call or visit in person
* Online and offline access
* Different role access
* Track changes made in the system
* Ability for customers to create reservations
* Option to disable a reservation package
* Ability to reset passwords
* System runs over the cloud
* UI based on client sketch

## 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 a web-based environment that runs off of the cloud. This will make it so it can be accessed through multiple browsers as well as multiple platforms such as PC, Mac, and mobile
* The system should run quickly since it is cloud based, so the provider it is coming from is expected to be quick.
* The system should be able to be updated at any time for any urgent changes. For example, if something very important needs to be added/fixed in the system it should be able to be implemented as quickly as possible. For any non-urgent updates, I would recommend updating on a weekly basis, when traffic to the site is lowest such as a weekday at about 2 am.

#### 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 Linux based because it is secure and also cheap compared to the other options.
* The system will be able to be reached from most other platforms
* A few databases could be helpful to support the application, such as a database to store user information and information on the cars available for appointments

#### 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?*

* Everyone that registers for an account online will be a user by default. If someone needs to be made a secretary or admin, it can be done by editing their existing account to give them more privileges.
* Input should be case sensitive to provide the max amount of security when logging in.
* The system should inform the admin of a problem as soon as possible. Being able to fix the problems quickly will be vital to the early and long-term success of the application.

#### 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?*

* Changes will be able to be made to the user without changing the code. The commands such as add/remove/modify will all be built into the code. This will make it easy to add/remove/modify any appointments for the user.
* The system should be adaptable and be able to handle any platform updates. Being on the cloud should also make it so updates will not have a large impact on the functionality of the system.
* The IT admin should be able to go into the code to fix any potential problems. They can maintain the system and modify it

#### 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 user will need a username and password to login in. They will have created this with their initial “sign up” process.
* Being on the cloud should help secure the data exchange between the client and the server. The security will generally fall on them (the provider) to keep everything secure and running.
* If there is a hacking attempt on an account, it should lock the account and notify the user via phone call or email that they should change their login credentials.
* If the user forgets their password, they should be able to request a password reset via email where they can update their password.

### 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 access data from any computer or mobile device
* The system shall have different rights and roles for different employees
* The system shall track when users make changes in the system
* The system shall allow customers to make reservations for driving lessons
* The system shall allow for making, cancelling, and modifying appointments online
* The system shall have the ability to disable driving packages
* The system shall system shall allow entry of customer information
* The system shall allow online appointment creation and automatic password resets
* The system shall connect to the DMV to stay updated with new rules, policies, or sample questions

### 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 interface should follow the sketch given. It shows online test progress, information, driver notes, special needs, driver photo, and student photo.
* This interface would specifically be for the customer, but slight changes could be made for other roles, such as the ability to add specific notes
* Each user should be able to check their appointment status and see their overall status
* The user should be able to interact with the interface on mobile and browsers. The system is designed to be accessible from multiple platforms.

### 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?*

* People have access to a device that can easily access the system
* The system will be able to handle a large number of users
* Users have the ability to contact the business
* We have the team capable of creating the system

### 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?*

* No easy way to add more functionality and will take another meeting to work it all out
* Time will need to be closely followed to reach May 10 completion date
* Budget could become an issue with the amount of time it will take, but current budget is unknown
* John is on vacation until March 1, which will slow down creation of the class diagram

### 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.*

*Chart, timeline

Description automatically generated*