Southern New Hampshire University

CS 255 Business Requirements Document Template

System Components and Design

Purpose
- Driver Pass is hoping to take advantage of a void in the market when it comes to training students for the driving test at their local department of motor vehicles (DMV).
- The service will connect students with drivers in one of their 10 vehicles over 2-hour sessions.

System Background
- DriverPass requires an online system that will allow users to make reservations for their driving service.
- The system will require a way to manage various users' roles and their permissions.
- There will need to be a way for the administrator to disable certain packages on the reservation list.
- There should be an interface for the user to submit their information as well as a page for contact between users and support.

Objectives and Goals
- Basic users will be able to create, modify and delete their own reservations, which will be added to the database of reservations.
- The secretary and the administrator will be able to create, modify and delete any users' reservation.
- All changes within the reservation system will be logged and able to be exported as Excel documents by the administrators and the secretary.
- There will be an HTML page using CSS and JavaScript for each of the following:
  - Contact between support and users
  - Input gathering from the user (or secretary on behalf of a user who called in)
  - Home page that displays the following information on a user: Online test progress, driver notes, reservation info, any special needs considerations, the user's photo as well as the student's assigned driver.
- The system will receive notifications of changes to the DMV's policies, rules, and any sample questions offered by the state's official website and notify administrators of updates.

Requirements

Nonfunctional Requirements

Performance Requirements

- The system should be accessible from desktop, mobile, and laptop devices. The best option to provide this accessibility will be a web-application format. The system should run fairly smoothly and answer requests promptly to maximize customer satisfaction. The system should be updated at least twice a year as needed to ensure proper functionality and current culture-appropriate front-end design.

Platform Constraints
- This system should be compatible with many platforms as it will run within web browsers. This means the client must have an internet connection as well as a web browser to handle internet requests. The system will require a database in order to hold information about clients and their appointments. There will also need to be a way to access the DMV's website to pull information about new rules and regulations.

Accuracy and Precision
- The system will have multiple user roles: administrator, IT administrator, secretary, and student. When setting up an appointment, the student's name should be different from the current administrative team's names to keep the account secure, thus, usernames should be unique. IT administrators should be notified immediately of any issues with the functionality of the system. The secretary should be notified during business hours of any issues with reservations.

Adaptability
- The system will need to be turned off and on as needed to apply system updates by the technician, who has those capabilities.
- An additional consultation will be needed to discuss updates to the plan availability.

Security
- The system will take advantage of in-browser security features such as BasicAuth to verify user credentials.
- If the user forgets their password, they can use an email on file to reset it if they are able to correctly enter the email address associated with the account.

Functional Requirements
- The system shall validate user credentials upon login.
- The system shall process payments for selected plan tiers.
- The system shall assign a driver to a user upon successful completion of payment.
- The system shall connect the student to support when requested.
- The system shall notify administrators of updates to the DMV website.

User Interface

- Basic customers will need to be able to view their test progress as well as have access to modify or cancel their appointments. The secretary should be able to view all appointments and modify them easily. The IT tech should have a view of the system's performance as well as a control panel for maintenance purposes.

Assumptions
- The system assumes the student is legally allowed to operate vehicles on the road.
- It is assumed that the user has a valid internet connection.

Limitations
- As this will be a web-based system, a limitation of the system is network connectivity.

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.

Gantt chart

William Harris | March 24, 2022

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15
Collect Requirements	■	■													
Create Use Case Diagrams				■	■										
Build Activity Diagrams				■	■	■									
Reseasrch User Interface Designs					■	■									
Build Class Diagram							■								
Get Customer Approval								■							
Build Interface								■	■						
Link DB to Interface										■					
Build Business Logic											■	■	■		
Test System														■	
Deliver System															■
Sign-off Meeting															■