# DriverPass Web-Based Online System

# Business Requirements Document

**Zachariah Spencer**

## System Components and Design

### Purpose

* Create a website for DriverPass
* DriverPass is a drivers education company
* DriverPass needs an online platform to manage client registration, scheduling, and provide practice exams and study materials to clientele.
* DriverPass wants the system to be easy to use, safe, and able to handle a large capacity of users

### System Background

* DriverPass’s current system is to manually handle client registration and scheduling. This is ineffective and inefficient and they seek an online semi-automated system that can resolve that.
* DriverPass wants the system to grant the ability for clients to register for DriverPass services, make in-person coaching appointments, and receive study materials and practice exams through the web.
* Much of this functionality can be self-guided by users on the site and the back-end administrative work of scheduling and registering new clients will be automated, streamlining their workflow.
* To do this the system will need:
  + A registration system
  + A scheduling system
  + A payment platform
  + A study resources management and viewing system
  + A practice test management and viewing system

### Objectives and Goals

* Clients should be able to easily sign up for DriverPass online
* Clients should be able to book times for in-person sessions
* Clients should have quick online access to study material and practice exams
* The system should make it possible for DriverPass to effectively handle client registration and scheduling for a large capacity of clients by automating data management processes
* Clients and DriverPass employees should find the system easy to use
* The system should be able to provide reports regarding client registration and scheduling data

## Requirements

### Nonfunctional Requirements

#### Performance Requirements

* The system should be a cloud-based website.
* The system must be fast enough to ensure seamless user access.
* The system should be updatable at any time to accommodate new features as decided by the client.

#### Platform Constraints

* The platform should operate on Linux.
* The system utilizes cloud services to manage all security aspects, including handling the necessary databases for the back end.

#### Accuracy and Precision

* Each user should be able to create a username and password when initially accessing the website, with the input being case-sensitive. Additionally, the system should include multi-factor authentication to enhance account security.
* The system should notify the admin immediately of any problems, glitches, or bugs on the website to ensure a prompt resolution.

#### Adaptability

* The system will allow modifications to users and the removal of users without altering the code.
* The system will be gradually incorporated into platform updates as new features are needed. When Drivers Pass decides to add new features to the website, platform updates will commence.
* The IT admin will have full access to the system to make any necessary changes or to remove former employees who should no longer have access.

#### Security

* Users will need a username and password to log in, along with multi-factor authentication.
* The cloud will handle the data exchange between the client and server.
* The system should disable an account after four incorrect login attempts to prevent brute force attacks.
* If a user forgets their password, they will be prompted to enter the email associated with their account, and a password reset link will be sent to that address.

### Functional Requirements

* The system shall validate user credentials during login.
* The system shall provide custom access based on the user's privileges.
* The system shall book reservations made by the user.
* The system shall provide practice tests and classes.
* The system shall display the driver paired with the customer.
* The system shall display the tests and work the user has already completed.
* The system shall offer three different driving packages.
* The system shall operate promptly and efficiently.

### User Interface

* The interface must allow customers to book reservations for driving appointment packages, as well as access online classes and tests.
* The interface must enable Drivers Pass employees to make changes and update the system as necessary.
* The user should be able to interact with the interface from any device with an internet connection, including mobile phones, laptops, and computers.

### Assumptions

* We we will have straightforward access to all necessary technology.
* We are able to access, utilize, and afford all resources needed to build the system, including the Linux environment and cloud services, will be covered within the budget.

### Limitations

* We have limited staff to reach the 5 month deadline.
* The system will not have a way for non-technical staff to customize functionality intuitively.

### Gantt Chart

