

Business Requirement Document

KSA digital platform academy

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ITI 4 months BA track

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0.1	02/12/2009	First draft document
0.2	13/12/2009	Functional Requirements
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LIST OF FIGURES

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1 INTRODUCTION

This document defines the objectives of the KSA Digital Academy Platform to improve upon their course registration website, and implement a LMS and add mobile application support to improve and digitize the course registration process and create an online learning space.

1.1. SITUATION STATEMENT

The academy's current course registration website suffers from a **complex and manual registration process, poor user interface performance, and static outdated content**, which results in **high bounce rates, missed applications, low user engagement, reduced traffic, and loss of existing visitors**.

This document addresses the current situation statement and outlines the key capabilities of the proposed solution that enables the change and delivers the desired value to the business stakeholders.

1.2. REFERENCED DOCUMENTS

The BRD references and is written with compliance to the following documents:

- Glossary
- Stakeholder Register
- Capability Table
- Product Roadmap

1.3. SCOPE

This section covers the capabilities that builds the solution.

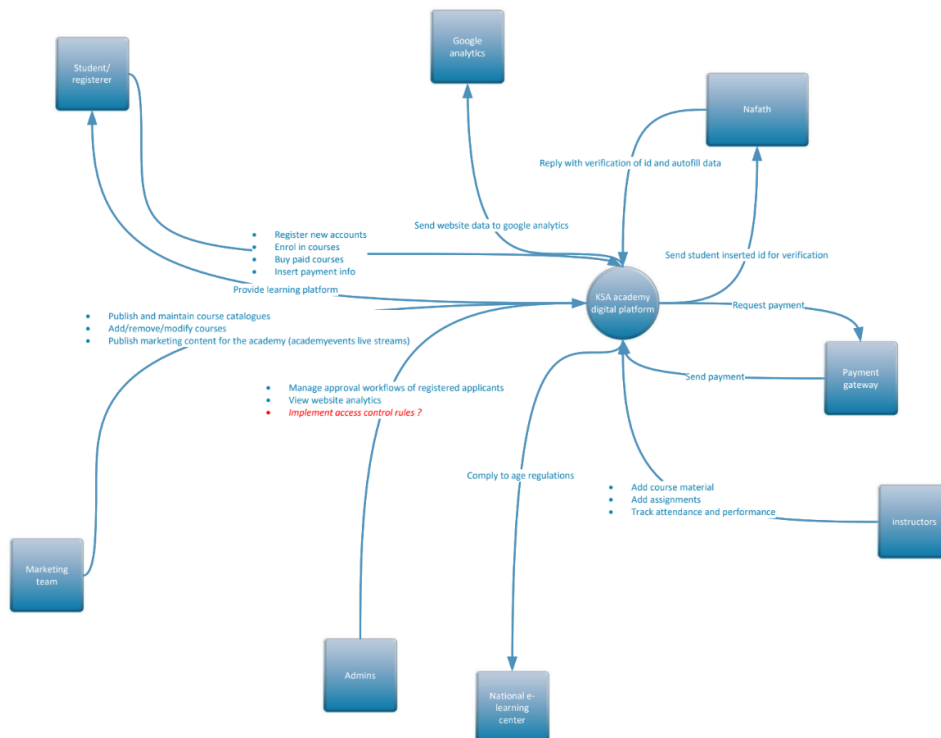
The business analysis breaks down the solution into the following main software components or capabilities:

[List the components/capability, briefing the benefit of each]

- Core
 - LMS
 - SIS
 - Add course catalogue (what these courses are)
- Supporting
 - CMS (add marketing events and marketing posts (on courses and other))

- Mobile app support
- Parent approval
- Nafath verification
- Generic
 - SEO friendly
 - Authentication
 - Payment gateway integration
 - Future bilingual support

Context diagram:



Feature decomposition diagram:

<https://www.figma.com/board/DItolDVanURVPGzsNvD3Uw/req-elicitation---heirarchy?node-id=0-1&t=LDHZNV8myjB4m7Ub-1>

Out of Scope:

The following capabilities are out of the scope of the solution:

- Real time video classes
- AI tutoring
- AI grading
- Downloading course content

2 BUSINESS REQUIREMENTS

This section covers the high-level business goals and objectives that provide the rationale for building the solution.

TABLE 1: BUSINESS REQUIREMENTS

ID	Requirement	Description
BR.1	Increase academy website visitors	By SEO, and advertising for website through social media
BR.2	Increase amount of time spent on website and decrease bounce rate	By adding engaging and catchy content that updates often and creating an attention-grabbing UI
BR.3	Make online course registration the primary registration method	By streamlining the online process through making it easy and intuitive, and ensuring no registrations are lost
BR.4	Make users pay for courses in the future	By adding paid courses and integrating with payment gateways.
BR.5	Let students learn courses online	By accessing courses through lms
BR.6	Make the platform safe for all users	By keeping rules and regulation that are overlooked by admin
BR.7	Improve website regularly	By tracking usage and updating content

3 NONFUNCTIONAL REQUIREMENTS

TABLE 2: NONFUNCTIONAL REQUIREMENTS

ID	Requirement	Description	Priority
NFR.1	User data should be secured and private	Protect sensitive user information including nafath id, username and password, payment details and credit card number(s)	1
NFR.2	Seamless and secure payment process	Ensure that payment process completes successfully without crashes or lags, or potential interception from attackers	2
NFR.3	Smooth and intuitive user experience	Ensure website or mobile app functions with no lags, and is easy to use	2

ID	Requirement	Description	Priority
NFR.4	Handle high website traffic and use	Ensure that the platform can still function under heavy stress of multiple visitors to enable as many users to view or register courses at once and create a seamless user experience	1
NFR.5	Personal and course registration data synchronization and integrity	Guarantee immediate database updates for course registrations and orders, prevent loss of data, and allow user-altered personal information to update seamlessly without affecting historical records, addressing current synchronization issues.	1
NFR.6	Localization (Bilingual support)	Provide multilingual support (Arabic and English) across the website and mobile app to serve a broader audience.	3
NFR.7	Compliance with National eLearning Center regulations	Ensure all platform processes (student profiles, parental approval, course accreditation) comply with NELC rules and policies.	1

4 FUNCTIONAL REQUIREMENTS

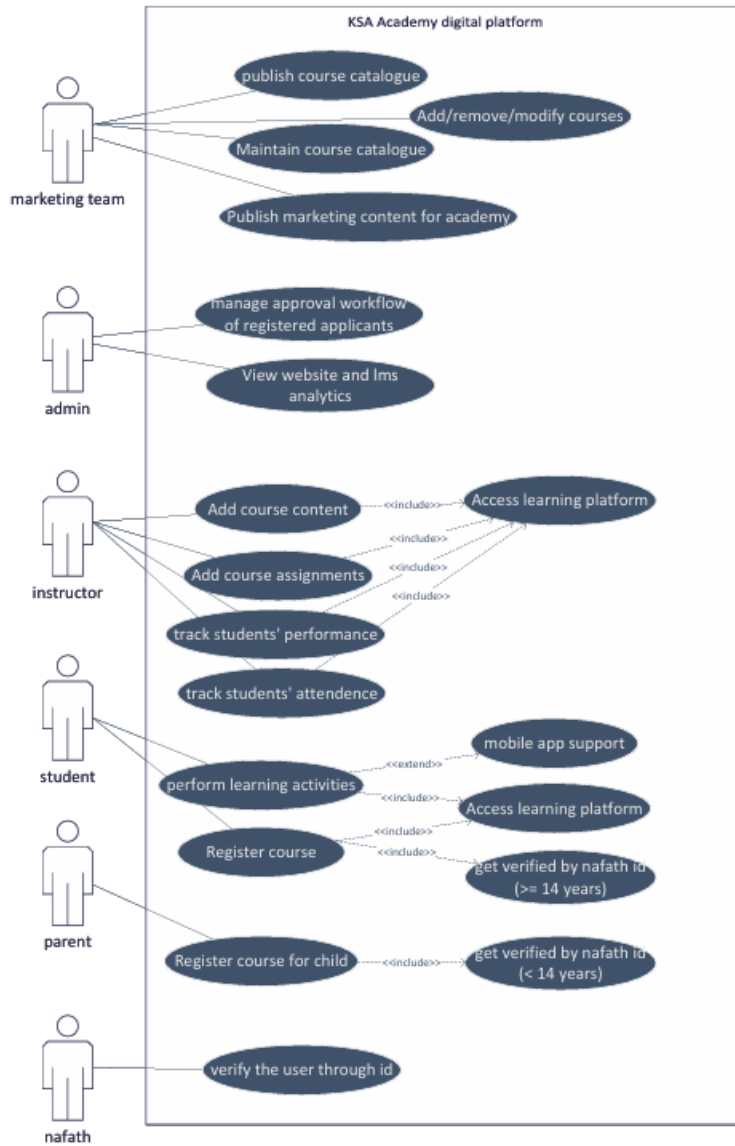
The core functional requirements of the solution are categorized and structured as shown in the sub sections.

Each requirement listed in section 4.0 will be evaluated on a scale of 1-3 as described below:

Rating System:

Priority: 1 = Must Have, 2 = Very Important, 3 = Nice to Have

Use case diagram:



4.1. REQUIREMENT CATEGORY 1

● TABLE 3 : REQUIREMENT CATEGORY 1- LMS

//take each requirement in the scope part and walk on the user journey and get it here

ID	Requirement	Description	Business Requirement	Priority
RG.1	Sign up with nafath	Visitors older than 14 may register with NAFATH ID	Make online course registration the primary registration method	High
	Signup with nafath and parent approval	Visitors younger than 14 require parental approval to register on website	Make online course registration the primary registration method	high
	Mobile app access for students	Registered users (students) can login with their credentials to the mobile app to access their content	Let students learn courses online	Med-high
	Course viewing and enrollment	Students may view available courses and enroll in them	Let students learn courses online	high
	Taking a course	Students enrolled in courses are able to view course content, submit assignments and take quizzes	Let students learn courses online	high
	Instructor registration	Instructors may register as instructors -> (may be authenticated by their instructor id for the academy??-personal assumption)	Let students learn courses online	high
	Different ui for instructors	Instructors have a different interface from students	Let students learn courses online	Med-high
	Teach course	Instructor accounts allow them to add course content, grade assignments, view student's performance on tests and attendance frequency (?)	Let students learn courses online	high

ID	Requirement	Description	Business Requirement	Priority
	Mobile app support for instructors	Instructors may also login on the mobile app	Let students learn courses online	med
	SSO	Instructors and students may login with a SSO	Increase amount of time spent on website and decrease bounce rate	med

REQUIREMENT CATEGORY 2

TABLE 4 : REQUIREMENT CMS

ID	Requirement	Description	Business Requirement	Priority
	Special registration for marketing team	Marketing team registers as marketing on platform via an academy provided id (that tells me they are marketing team-personal assumption)	Increase academy website visitors	high
	SSO	Marketing team may also login using SSO	-Increase amount of time spent on website and decrease bounce rate - Make the platform safe for all users	med
	Manage marketing content	Marketing team may live stream academy events, or add or modify marketing content	-Increase amount of time spent on website and decrease bounce rate - Improve website regularly	high
	Add course names	Marketing content may add new course names that are going to be added to lms	- Increase amount of time spent on website and decrease bounce rate - Improve website regularly - Make online course registration the primary registration method	Med-high

REQUIREMENT CATEGORY 3

TABLE 5 : REQUIREMENT SIS

ID	Requirement	Description	Business Requirement	Priority
	Special admin login	Admin is able to login with a unique academy id that authenticates his role as admin (personal assumption)	Increase amount of time spent on website and decrease bounce rate	high
	Registrations notifications	Admin receives notifications via platform regarding new registrations (personal assumption)	Make online course registration the primary registration method	Med-high
	Revoke registrations	Admin may revoke registrations based on the account's behavior and adherence to platform rules	Make the platform safe for all users	high
	Misuse alerts	Admin is notified if an account disrupts platform rules or does something shady (like attempting to hack platform .. ?)	Make the platform safe for all users	high
	View website analytics	Admin is able to view analytics on website usages per day, week, month, year – could also view a summary on the analytics (personal assumption)	- Make the platform safe for all users - Improve website regularly	high

REQUIREMENT CATEGORY 4

TABLE 6 : REQUIREMENT WEBSITE

ID	Requirement	Description	Business Requirement	Priority
	View public website content	Visitors can view website content- including course names, academy events and marketing content	-Increase academy website visitors - Increase amount of time spent on website and decrease bounce rate	high
	Login or register to website	Visitors can login or register to website with nafath id to access lms	Let students learn courses online	high
	Access lms	Visitors may access lms through website (personal assumption)	Let students learn courses online	high
	Special login for admin and marketing	Admins and marketing may login with their respective roles via their unique academy-provided id (personal assumption)	- Make the platform safe for all users - Improve website regularly - Increase amount of time spent on website and decrease bounce rate	high

ROLES-PERMISSION MATRIX

Role	website visitor	Student >14	Instructor	Admin	Marketing Team	Parent (for students Under 14)	NAFATH
View Course Catalog	✓	✓	✓	✓	✓	✓	
Register for Course		✓				✓	
Update Personal Data		✓	✓			✓	
Submit Assignment		✓					
view personal grades		✓					
View Grades of all students			✓			✓	
track attendance			✓				
Add Course Materials			✓				
Approve Registrations				✓			
Manage NAFATH Verification							✓
Access Analytics				✓			
view academy events and course names		✓	✓	✓	✓		
Add marketing content(course names and live stream events)					✓		
Update marketing content					✓		

5 TRANSITION REQUIREMENTS

- **Build a Secure Platform:**
 - to ensure that personal data is safe and build trust with the future user base.
- **Migrate Manual Data to the Digital Landscape:**
 - to ensure data is unified in storage method and exists in a central location to avoid data loss.
- **Train Users on Online Registration:**
 - to let students know how to use the platform for registration of courses. Could be achieved by a simple and intuitive ui.
- **Train Instructors and Marketing on Using the Platform:**
 - ensure that marketing team and instructors know how to use the platform and utilize it's feature to perform their respective tasks.
- **Hire Admins to Overlook Platform Usage:**
 - academy must invest in admins who mitor the platform for ensuring it's safety and constant growth.
- **Market for website and mobile app:**
 - academy must invest in advertisement campaigns to gain a wider audience and user base for its platform.

6 PRODUCT INFORMATION

6.1. BUSINESS RULES

- Must comply with national e-learning center rules
- Must ensure registrations of students younger than 14 is approved by parents

6.2. CONSTRAINTS

- Website visitors with no nafath ids can not register
- The current monolingual nature of platform might limit courses or visitor base

6.3. ASSUMPTIONS

- Each staff member: admin, marketing and instructor, possess unique academy id that identifies their roles
- Paid courses integration in the platform is a future feature and not in the mvp

6.4. ISSUES

- Current low website traffic makes attracting new users difficult
- It might take time to get users adapted to online course registration

6.5. RISKS

- Integration Rejection Risk:
 - if nafath or e-learning center refuse to integrate with platform
- User Adoption Risk:
 - if users resist the new solution or find difficulty in using it, and staff resists change, or fails to manage the software.
- Data Migration Risk:
 - if some data gets lost when migrated to the sis and digitally, and potentially irrecoverable.
- Technical Scalability Risk:
 - if platform fails to handle heavy traffic due to not enough infrastructure given the current low user base.
- Regulatory Change Risk:
 - if nafath or e-learning center update their policies and compliance becomes more difficult.