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**DEVELOPMENT OF COFFEE MANAGEMENT SYSTEM**

Project Proposal

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# Executive Summary

The relevance of the project – as our research shows, the online services of many coffee shops are not very developed and convenient to use.

The project is aimed at creating a coffee shop management system and improving the amenities for the customer, cashier and administrator.

# Background

## History

In the light of research demonstrating that social gathering locations contribute to social capital, the qualities that facilitate gathering behavior and contribute to place attachment in chosen coffee shops. Third places are gathering spaces that have the ability to improve communities in this way. The study was qualitative in character and included visual documenting, observation and behavioral mapping, interviews, and surveys as research tools. To better grasp the significance of the person-environment interaction, a transactional method was selected for this study. For a total of seventy-five hours, each coffee shop was watched for twenty-five hours. Eighteen interviews were performed, and surveys were distributed to 94 customers, in order to learn about their attitudes concerning the physical and social components of the coffee shop, as well as their thoughts about the community in which they reside.

The primary findings in terms of physical qualities revealed that the top five design factors were cleanliness, enticing fragrance, enough lighting, comfortable furniture, and a view to the outdoors. Several themes arose about individuals, their activities, and their sentiments and attitudes toward the coffee shop. Each coffee shop was discovered to have an own social climate and culture connected to a sense of belonging, territoriality and ownership, productivity and personal growth, socializing opportunities, support and networking, and a sense of community. In terms of community emotions, survey results from coffee shop clients revealed a favorable association between length of patronage and a sense of attachment to their community.

## Requirements

Business Problem

Slow service is a typical management issue for coffee shop managers, especially in companies that provide a variety of personalized coffee recipes. Once again, the solution is an efficient POS system that, since it is built for use in foodservice situations (and, ideally, can be tailored particularly for coffee shops), delivers on the promise of speed. The finest POS systems also make administration easier by recording customer information, forecasting staffing needs based on traffic patterns, modifying pricing, creating actionable reports, easing tip reconciliation, and connecting with other solutions like as accounting software. The benefits of owning a coffee business are numerous. The more coffee shop owners try to avoid the issues outlined above, the more likely they are to gain the benefits.

Business opportunity

Coffee shops are using new technologies to stay competitive and enable new methods of transacting as technology provides benefits such as uniformity, automation, and smooth transactions.

Before the pandemic, digital coffee shop transactions like as delivery, pick-up, and order ahead were already on the rise. However, as lockdowns pushed operators to swiftly adjust to the reality of social separation and trade constraints, app-based ordering took up throughout the world.

## Solution

The application's goal is to find a solution to the charity sector's transparency issue. Since individuals want to be certain that their money is being used properly by the organization,

Integration of blockchain will be presented as a solution for this issue, an unchangeable registry where each entry can be tracked back to the time it was created, to accomplish this purpose. Additionally, it enables you to keep track of transactions and verify that no fraud has occurred.

Ethereum is a platform used to build a decentralized and distributed platform instance, a platform on which we may build private blockchain and present it to the general public and the global community in how we want to present an idea or product (Agarwal et al., 2018). In other words, if something has an algorithm, it can be mathematically stated. This can be automated and operated through Ethereum scripts known as smart contracts, which are created in the Java-like language Solidity. To create rules and protocols that regulate the flow of transactions and data across the platform, these smart contacts are a crucial component of Ethereum. In order to enable, implement, and enforce the terms of the agreement, a smart contract contains executable code that is run on the blockchain. Utilizing this feature may integrate business logic into the blockchain, including computations, information storage, and automatic money transfers to other accounts (Saleh et al., 2019). Additionally, smart contacts are immutable, which opens many security possibilities. The system is much more transparent thanks to the shared platform, which also increases its dependability

Singh et al. discussed about using blockchain for charitable purposes (2020). According to the author, blockchain can help with a variety of issues, including corruption, money laundering, and a lack of transparency. This will increase overall administrative costs, speed, and efficiency while assisting in ensuring that the donation reaches the intended recipient because the data in the blockchain is transparent. Additionally, because smart contracts are irreversible, there are a lot of potential for security. These contracts may be agreements between the donor and the charity in the case of philanthropy.

# Proposal

## Vision and Goals

The goal of the project is that at the end of the project we have a fully integrated coffee shop system, a mobile application for the client and cashier (login/registration, order and purchase history), a cashier (opening hours, customer order). Web application for admin (full control of sales, analysis and list of the entire product, information about customers)

## Deliverables

|  |  |  |
| --- | --- | --- |
| **Project Deliverables** | | |
| **Title** | **Description** | **Notes** |
| Flexibility | People will be able to par from any place | Coffee System technology provides such opportunity |
| Financial sustainability | There is going to be less fee paid than with a bank card | Benefit for Customers |
| Anti-corruption |  | Honesty among organizations |

## Timeframe

December 2022 – April 2023. Because there is already set goals and tasks to complete within this timeframe. And it is planned that way in which it will be completely ready for client’s usage.

Here is an example of project plan: АштвИзображение выглядит как стол

Автоматически созданное описание

Изображение выглядит как стол

Автоматически созданное описание

Изображение выглядит как стол

Автоматически созданное описание

## Resources

|  |  |  |
| --- | --- | --- |
| **Project Resources** | | |
| **Type** | **Quantity** | **Notes** |
| People | 10 | This project require a dozen of excellent web3 programmers |
| Equipment | 10 | Latest MacBook Pro’s |
| Materials | Depends throughout the project | Finances for salaries, subscriptions, documentations, staff, operations |

## Budget

Estimated budget - $100.000 (50.000.000 tg). Since this field is not studied enough in Kazakhstan, it will be hard and expensive to find competent specialists in that area of technology.

## Ownership

You need to make clear in this document, who owns the project delivery, who the project is being delivered for and who will be kept informed of the status of the project during its life cycle. Note:

* ***Project Sponsor:*** This is the person responsible for the delivery of the project. The Project Manager will report correctly to them.
* ***Customer:*** This is the person who will take ownership of the deliverables once the project is complete. This is also usually the person paying for the project.
* ***Project Manager:*** If the Project Manager is known at this time, then please add them to the following table. However often at this stage, a Project Manager may not be appointed until the document is approved. Complete the following table to make these facts clear.

## Reporting

It is crucial to retain records because of the unique nature of our project and the significant quantity of work that was completed. All sponsors and project managers want to know and monitor the development of the work in which they have spent their funds. However, reporting is also required from both the client and the individuals in charge of carrying out the project.

Therefore, we intend to create a group in the Jira application or website for the purpose of communicating with the governing body. Trello is a cloud-based project management tool for small teams. Jira allows project managers to add new tasks and objectives to projects and allows any user connected to the group to watch the project's progress.

It is also important to keep in mind that occasionally live project discussions are required. But regrettably, given how busy everyone is on both sides, this is not always achievable. As a result, we intend to hold weekly virtual team meetings using the Microsoft Teams platform. Meetings with curators, sponsors, and other stakeholders should only take place at times that have been mutually agreed upon in advance.

## Risks & Issues

|  |  |  |
| --- | --- | --- |
| **Project Risks** | | |
| **Risk** | **Details** | **Likelihood** |
| Missing deadlines | It can take longer to do this project than we plan. | Average probability |
| Not enough budget | If we miss deadline, we will need more budget. | Average probability |
| High Competition | People may use other coffeeshop management apps. | Low probability |

|  |  |  |
| --- | --- | --- |
| **Project Issues** | | |
| **Issue** | **Details** | **Impact** |
| Lack of budget | We need a budget to start a project. | High |
| Not enough skills | Not enough skills to implement project. | Average |
| Searching resources | Search related articles. | Low |
| Lack of developers | Search other develops | Average |

## Implications

A project's repercussions include losing the money invested to complete it. The level of the job progress will, however, determine this approach. Only the original investment would be wasted if the sponsor pulled out of the project midway through. The cost may fluctuate greatly if the project is cancelled after it has been launched.

## Success Criteria

1. Enough budget
2. Keep deadline
3. Product buyer satisfaction
4. User satisfaction

## Authorization

|  |  |  |
| --- | --- | --- |
| **Project Sponsor**    *Name:*  *Position:*  *Date: \_\_ / \_\_ / \_\_* | **Customer**    *Name:*  *Position:*  *Date: \_\_ / \_\_ / \_\_* |  |

# Appendix

## Supporting Documentation

**References**

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