Tasty Foodz Delivery App

By: Abisan, Barthan, Facundo, Faizan, Jeremie and Mark

Common features of Food delivery App

Purchasing food online for pickup or delivery

Can track the delivery time

Food delivery dispatching

Alert/notifications

Problem Definition

- Small businesses are overshadowed by large fast food chains
  - Local and new businesses can easily access and get recognition to sell their food on our app.
  - Will be providing small offers and rewards purchasing into these new and local businesses to provide them with more customers and recognition.
- Delivery and tracking times are not accurate
  - Delivery drivers are required to transport the food from a restaurant way further from their location and travel to the customer, instead we track the drivers location and give them to option to do the delivery that has the restaurant right beside them to save more time from the travel.

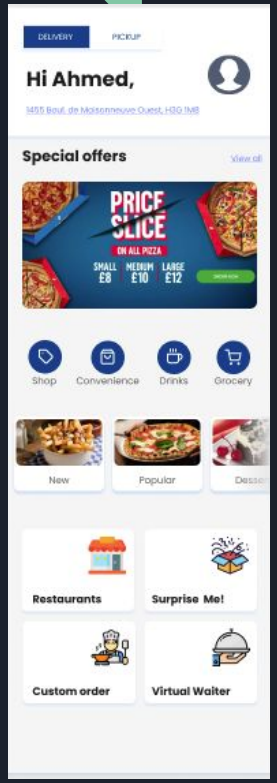
Purpose of the App

- Target Audience: Online food ordering customers and employees.
- To help new and local businesses get recognition and access to new customers.
- To provide better and faster delivery services to online ordering customers.
- Provide an app that benefits customers, drivers and business owners.

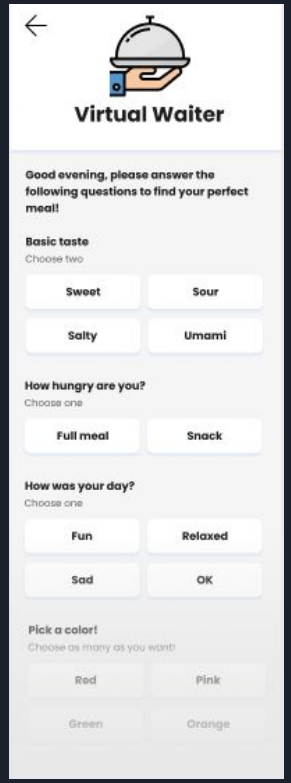
System Features

- Simple application process for new businesses
  - New restaurants and local restaurants can use our app to sell their food.
- Faster Delivery
  - Drivers will be assigned to restaurants closest to them tracking the location of the drivers.
- Virtual waiter
  - Offering choices and questions to help and assist the customer order
- Application visual flexibility
  - Maintaining the same application theme as the user's system to keep the app less overwhelming and accessible even for those with disabilities.
- Direct user messaging to businesses
  - Allowing customers to customize their orders and get confirmation with the person making their order to guarantee satisfaction.

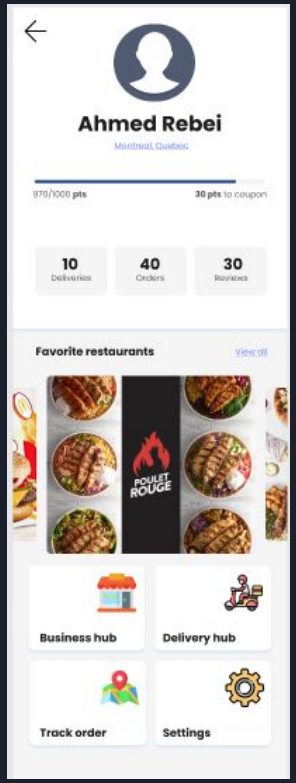
Interface Implementation



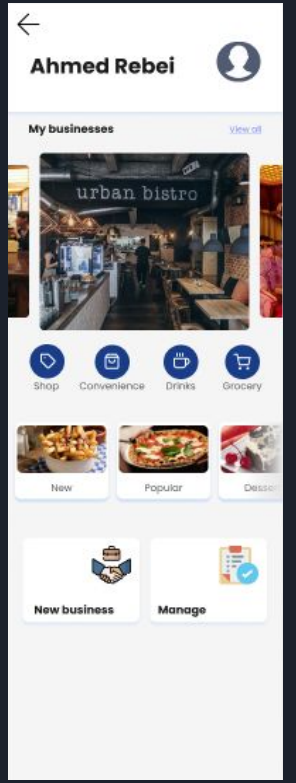
Upon clicking virtual waiter ->



Upon clicking profile picture ->



Upon clicking business hub ->



Risk Analysis

- It is to crucial to plan for risks in order to avoid stakeholder dissatisfaction, late release of the project, or even complete failure of the project.
- Below is a non-exhaustive list of some important risks from different domains that we analyzed. We also list their respective risk level, likelihood, and mitigation strategy.

Risk	Risk Level (L/M/H)	Likelihood of Event	Mitigation Strategy
Hygiene regulations and food safety (Domaine Specific)	H: Presents a safety hazard for customers, has legal consequences, and application's reputation would get hit heavily.	Likely	Reduce likelihood of risk by working with health approved restaurants and using insulated bags to maintain food temperature.
Poor reliability as usage increases (Process Specific)	H: A lack of resources and staff might produce a shaky architecture at the larger scale	Likely	Reduce risk likelihood by implementing scalable architecture and performing load testing to detect instabilities.
Hacking or unauthorized access (Domaine Specific)	**H:** This could result in Ddos or flooding.	**Unlikely**	Reducing risk likelihood by hiring third party auditors who are professionals at detecting anomalies.

Validation of the requirements

- The initial gathering of requirements was slow and difficult, however, elicitation techniques greatly helped with this process.
- We first did a background study to see how competitive the food delivery market is, and who the main players in these market are.
- We then did a bit more research into what these popular food apps lacked, and then we had a group brainstorming session.
- What we learned is that a lot of customers had frustrations using these apps, and we wanted to address those frustrations.
- Some of these frustrations include late delivery or missing items (customer's POV), high pay cuts (restaurant and delivery driver POV), and lastly, an unfair playing field (small restaurants' POV).
- We sought to improve these three stakeholders' satisfaction.

Conclusion

- In these sprints, we experienced how it is to go through activities involved in the requirements phase of projects.
  - These activities took a considerable amount of time, however, it pays off in the long run.
- Coding errors are somewhat expensive, and design errors are a bit more expensive, but the most expensive errors are related to requirements. Catching requirements errors during the requirements phase is crucial!
- By carefully thinking about risks, we greatly increase our chances of a successful project.
- More specifically, by analyzing the risks associated with our food delivery app, we saw the following benefits:
  - Lowered chances of safety hazards for our customers.
  - Higher chances of customer retention.
  - Higher chances of happier customers since we address issues related to ease-of-use and the application's response time.

Questions?