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JustEat Takeaway x Saxion

Group 4 - Mammals

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# Project Statement

This project was created by request of a formal client. In this document, we will cover why out project was formed and what we would like to achieve as a result. The following topics will be covered:

* The client
* The team
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* Problem description
* Project goals
* Deliverables
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* Constraints
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## Formal Client

Contact with the client will be done strictly through email between Takeaway’s contact person, Gina van Berkel.

**Contact person**

Gina van Berkel

Contact information

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## Team

**Contact person**

Jane Nguyen

Contact information

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**Team members**

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Contact information

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## Current Situation

JustEat Takeaway.com is a leading online good ordering platform, focused on connecting consumers and restaurants through its plartform in over 12 countries. JustEat Takeaway.com offers an online platform where supply and demand for food delivery and ordering come together.

The company started operations in 2—when its CEO, Jitse Groen, founded and launched one of the world’s first online food ordering platforms, Thuisbezorgd.nl, in the Netherlands.

## Problem Description

Since last year, Takeaway has its own couriers delivering food for restaurants that do not have in-house delivery service, e.g. Burger King, McDonalds, etc. The client would like to narrow the communication gap between the drivers and the consumers by mean of an application.

Project Goals

For this project, Takeaway is expecting a text-chat based for Android platform, which will allow the courier to directly message the customers to receive additional directions, and also for the customer to communicate with the driver as well.

* A Project Plan
* A Setup Document (Technical and Functional Design)
* An application:
  + That support the communication between couriers and customers
  + That show the status of the users
  + That allows couriers to mark orders as delivered
  + That cache messages when network is unavailable, and send the cached messages when connection becomes available again
  + That supports multi-languages
  + That allows customers to create an account directly from the app
* A database:
  + That stores the information of customer’s accounts
  + That stores the information of courier’s accounts
  + That stores the information of order’s details

Constraints

Constraint 1: Project must be finished by [DATE]

The time allotted might not be suggicient for the team to integrate and keep evolving the application’s functionalities

Constraint 2: Language of the application

English will be prioritized for this project. For additional languages, they will be put under consideration based on the progress of the project during the building process. Moreover, constraint for time will also affect the integration of other languages.

Constraint 3: Human resources

Since the team only consists of 4 members building an application in the span of *few months,* the work will have to be divided equally among team members. Furthermore, this constraint in manpower will likely put more time pressure on the team.

Risks

Risk 1: Developers’ inability to meet the client’s needs

Probability: High

Severity: High

Description: As a team consists of 2nd year students from the ICT program, the team members are still lack of experience with actual projects and knowledge.

Preventive measures: The team will need to put effort into learning new things on their own, requesting for help from mentor when needed, and especially forming a clear communication with the client for requirements.

Risk 2: Resistance to changes from team members

Probability: Moderate

Severity: High

Description: Since there are 4 members on the team, and each member has their own opinion, it is highly likely that there will be conflicts between members when implementing the project.

Preventive measures: The team will be sure to form an agreement within each other, also to decide on how conflicts will be resolve, as having these problems can consume a great amount of time.

Risk 3: Focusing too much on implementing one task

Probability: High

Severity: High

Description: A common risk among projects, as members would want to perfect a functionality before moving on to the next one.

Preventive measures: Setting out a clear deadline for tasks, make sure that members will stick to it.

Risk 4: Not meeting with deadlines from the client

Probability: Low

Severity: Very High

Description: As there are limited time for the project, and capability of members varies, there is a minor chance that the project could not be finish in time.

Preventive measures: This is highly unlikely to happen, all members will have to strictly stick to the set deadlines, not meeting the deadlines will results in consequences decided as a group.

Project Phasing

In this section, we will describe the planning of our project, with significant activities and milestones.

Figure 1 is a visual overview of the activities, their dependencies, and the milestones:

* The critical path is made bold red.
* The total project will take x weeks to complete.