La Brehandaise Catering

**Client Profile**

La Brehandaise Catering is a small business based in Richmond Hill that has been operating since 2008. The catering is prepared for corporate functions, and private events which can scale from small to large all around the Greater Toronto Area. Customer Satisfaction is important for La Brehandaise and maintaining friendly relationships with their customers is a top priority.

The cuisine is inspired by French style but can be accommodated with any flavor and taste to meet the customer’s expectations resulting in sensational culinary quality at your event.

The company recently opened an inhouse store and lounge to also provide fresh cooked meals daily.

**Vision:**

The team’s vision is to serve their customers dishes that are simple yet delicious that have a “taste before everything” with reasonable pricing. Every single meal is prepared and cooked on the spot with fresh and natural ingredients of the highest quality.

**Values:**

The main principles are – **Simple, Affordable and Tasty**. Simple for reaching customer expectations with attention to details and serve with excellence. Affordable because they will bring the best quality to price ratio. And Tasty because of their well-experienced chefs in culinary sensation.

**More about the team**

Pierre is the store manager and will be our main contact for gathering information and setting up meetings with. Pascal, the lead chef manager of the team and is responsible for preparing top quality goods. Martial, is the executive chef and is also creating masterpiece work for their customers.

The team has a very busy schedule always preparing and sending off meals. They have a convenient store location in Richmond Hill, so they also have to manage their store and customers as well.

**Risks**

**Scope:**

Gathering requirements is a very important step and should be properly analyzed and understood before continuing to the next steps of the project. Possible scope risks could involve misunderstanding user requirements and adding wrong features to the product that were not approved. Some examples of this can be group members taking on a task that they are not able to complete. Another example is when we as a team. Some of the requirements that we may gather could be harder to implement based on unfamiliarity of the topic. For example, the payments processing feature is a process we have to learn for this project.

**Schedule:**

Scheduling is a difficult but manageable area for projects. We must meet deadlines and push material incrementally with a reasonably organized project schedule to ensure the project stays moving. Pushing deadlines further could lag the project and result to conflict in scheduling issues and uncertainty down the line. An example is when there is a holiday coming up and the company would be getting overloaded with orders and not able to complete them within the required time. A schedule issue from our teams’ side could be not completing a set of tasks within a listed deadline. Since the shop owners and staff are always busy it might be hard to set up meetings always.

**Security Risks:**

We are advancing at incredible speeds; technology is constantly changing and a lot of the data we work with is ending up on the internet. For that reason, online security is a growing industry because of the increased threats targeting those who are unaware of the methods of ‘attacking’. As a team it is important for us to be educated and aware of these threats and avoid flaws by using well-known secure reliable practices when developing the system for La Brehandaise. It is important to incorporate security as it will ensure transaction integrity and confidentiality which will lead to more potential customers.

**Feasible Risks:**

Who would be the main technical support contact if required when we graduate? This could pose risks for them as there could be issues later down the road.

They have a good relationship with their current IT contact who has designed their current template website.

For that reason, it would be appropriate that we cooperate with him, gather information about the company’s current web hosting services and other details in order to plan for future changes on their website.

Also, is there a possibility we create a system from scratch and integrate it with their site. This could be a risk because we need to figure out the best possible architecture and design to put this all together.

**Baran** **Cetin** – 3rd year Systems Analyst Student from Sheridan College with a background data analysis and web programming from my previous co-op placements. I have a solid fundamental understanding of system design and programming concepts for building web/mobile applications. Prior to school I was working with an accounting software solutions company called Sandham Adams which used Microsoft Dynamics 365 - Business Central as their platform.