CASE STUDY ON

Takeaway Subscription and Food Ordering System

ADipIT04 – Software Project Management

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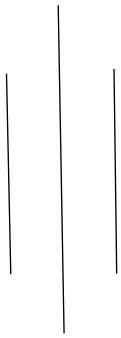
Submitted to: RTE Department

Software Project Management Report

The purpose of this research report is to describe the system evaluation of “Takeaway Subscription and Food Ordering System” throughout the report.



Sangpo Lama

Marking Scheme

A. Planning

1. Prepare a memorandum to write to Client as a Project Manager [10 Marks]

   [Should be in a Format to be emailed to the Client. Heading should have Addressee, Date and Subject; Body should contain Scope Outline of the Project along with Deliverables and Timeline of Development. It also should include Brief Communication Plan and Selected Methodology of Development; the footer section should contain the Name and Position of the person emailing i.e. the project manager.]

2. Prepare Work Breakdown Structure [15 Marks]

   [Three level of WBS is preferred. Work Packages and Activities should be identified. Ideally the structure might origin from Phases of Development Methodology Followed i.e. Analysis, Design, Development etc. Other approaches for WBS may also be valid answer]

3. Prepare Dependency of Deliverables [milestones] along with estimated Duration to achieve those [5 Marks]

   [Identity the List of Deliverables such as: Requirement Specification Document, DFD, Data Dictionary, UML, ER Diagram etc; Deliverables are generally result of Activities identified during WBS; dependency should be valid i.e. Design Document can't be prepared unless we have SRS]

4. Use CPM to identify possible path and critical path along with duration [10 Marks]

   [Can follow Activity on Node to illustrate the Diagram; All variables as LS, LF, ES, EF, Float etc should be calculated and shown in Diagram; List all possible Paths with Critical Path Duration]

B. Resource Requirement

1. Identify staffs/equipment required for Project [5 Marks]

   [Identify Persons like Project Manager, System Analyst, Programmer, Designer etc. needed for development of the Project; Also identify any special equipment needed along with other computers. Mention the unit and quantity as well]

2. Prepare Resource Histogram for the Project. Map the activities identified in WBS with Human Resources Identified [5 Marks]

   [Map the resource requirement according to requirement date and time. Proper Diagram using Automated Tools like EXCEL]

3. Estimate the Total Cost and Duration of Project [10 Marks]

[Identify Direct Human Resource and other Indirect Costs involved with duration of their involvement and Total Duration of the Project]

4. If the project has spent 50% of Budget in 35% of Project Time where 40% of the work was completed.. Calculate if the Project is on Schedule. [10 Marks]

   [Show the calculation process using Formula. Total Duration is calculated as a solution to Question No. 3 whose output is taken as input for the parameters of the Calculation]

C. Risks

1. What are the risks that are likely to occur during Project? [5 Marks]

   [Identify possible risks that can occur during or after development; also elaborate the impact of each risks and mitigation strategy]

2. Illustrate with Cause-Effect Diagram for one of the Likely Risk with possible Causes [10 Marks]

   [Select one of the identified risks from above question and elaborate it to break the Risk into smaller risks thus deriving the Cause-Effect Diagram]

D. Presentation

1. Prepare Project Plan and Gant Chart showing Activities, Resources, Duration and Milestones [10 Marks]
2. Overall Document Presentation and Consistency [5 Marks]

Acknowledgement

The completion of this undertaking could not have been possible without the participation and assistance of so many people whose names may not all be enumerated. Their contributions are sincerely appreciated and gratefully acknowledged.

I am highly indebted and would like to express my deep appreciation to Mr. Lokesh Gupta and Module Leader Mr. Rohit Panday for their guidance and constant supervision as well as for providing necessary information regarding the report and also for their support in completing the project report.

My special gratitude and thanks to my colleague to go thorough and developing this report with their inner willingness and abilities. I am also thankful to my college and faculty members who directly or indirectly have been helpful in some or the other way to make my report complete.

I sincerely thank you,

Contents

1. Introduction

1.1 Brief Introduction

In today's contemporary world of advanced growth of technology, many restaurants have been focusing on setting goal on quick preparation and speed delivery of food orders.

Takeaway Subscription and Food Ordering System is a manual system that is especially designed to provide delivery of food services to its clients based on their order. This system handles the record of membership from clients and food item booking. Food ordering system is based on cloud database services and allows user to easily access the service with providing food order in an affordable charge.

1.2 Aims & Objective

- To find out the protagonist character and users of the existing system.
- To manage the details of food items, table available, customers information and item category etc.
- It is a built system application program that aim to reduce the manual work for managing food ordering, customer delivery address and item category. (freeproject, 2017)
- It increases the efficiency and working performance of managing the food and items.
- The key objective is to handle and manage the information of customers and different suppliers.

1.3 Function Specification

Member/Clients: A new member need to fill an application form in order to join with charge of subscription fee to the Membership Officer. The member to pay an annual subscription each year for his/her membership when requested by the Treasurer. Member can easily modify their personal data and in case of their not payment of subscription charge for membership within three months, he/she will get notice to quit membership.

System: Takeaway Subscription and Food Ordering System is a restaurant-based system that provide varieties of food cuisine services to its clients such as Chinese, Indian, Continental, Italian and so on. The system allows members to order food items by selecting food stalls and place an order after food is chosen. The receptionist takes down the order and adds charge to the member's credit. But in case of non-member, they need to directly pay hand cash against the items they order. After order is made, members and non-members get a token and food ordered is receive in corresponding response to particular token. Takeaway Subscription and Food Ordering System is willing to developed new computerized system.

1 Project Planning

2.1 Project Charter

29.04.2019

Project Charter

Project Summary & Identification

Project Name:	***Takeaway Subscription & Food Ordering System***
Description:	*The system design, develop and implement the customer recognition framework to provide subscription and food order service as per the will of customers.*
Executive Sponsor:	*Mr. Chris Pratt*
Project Manager:	*Mr. Sonam Sangpo Lama & Mr. Aashish Thapa*
Project Start-End Date:	*5th/January/2019-16th/October/2019*
Budget:	*Rs. 3902737.5*
Approve Date:	*15th/January/2020*

Background

Takeaway Subscription & Food Ordering System is aiming to create a computerized system in order to provide its clients or subscriber quick food ordering services through online platform. The system will be keeping the detail records of subscribers or customers for future and security purpose.

Purpose

This project charter conveniently outlines the purpose of the project. The purposes of a project are:

- To determine the early steps of the project.
- To provide better understanding of the project with clear justification
- To allow member to book different types of food stalls over online.
- The system allows members to be able to register online over the internet.

Goals

The significant motive and goal of the projects are as mention below:

- To provide members or subscribers with high degree of satisfaction through their best services.
- To design and develop a promotional website for the system to handle customer management effectively.
- The main motive of the system is to provide effective protection and security level for the confidential data of members.
- It produces the report showing the details of members, records of food item booking and item availability details.
- The automated allocation of data will be available to create a final report.
- The prime vision of the project is to improve the functional efficiency of the system.

Scope

The scope of "**Takeaway subscription and food ordering system**" define the possible opportunity and issue dealing with the customers. It evaluates the functional task performance carried out by the system. The system also shows the ultimate cost of food and availability of different multi-cuisine food.

- The system conducts effective food delivery as per an order made by members.
- Most of the time, customers and members have to wait for a longer period of time for their order. But after using this system, they don't need to wait longer for order. It saves time of customer and enhance customer satisfaction.
- This system will save the number of human resources.
- Whenever new food and service is added, customer get notification and they will be able to view an updated thing.
- The system takes survey of customers and get feedback of their services.

Key Stakeholders

Client	Mr. Chris Pratt
Sponsor	Mr. Chris Pratt and Mrs. Alexandre Daddario
Project manager	Mr. Sonam Sangpo Lama & Mr. Aashish Thapa
Project team members	Mr. Sonam Sangpo Lama, Mr. Enzo, Mrs. Sam, Mr. Saugat KC

Project Milestones

Milestones		
Item	**Major Events / Milestones**	**Dates**
1.	Project Due Date	18/10/2010
2.	Complete a research summary	19/02/2019
3.	Measure the outcome result	15/09/2019
5.	Use an online software tool	12/01/2019
6.	Develop department toolkit, templates, resources	22/03/2019
7.	Communication with stakeholder groups and implementation	10/01/2019
8.	Website launch	09/07/2019
11.	Framework analysis and judgement	17/07/2019

Project Budget

S.No.	Budget Description	Total Cost
1	***Human Resources***	
	1.1 Staffs	1602250
2	***Project Development***	
	2.1 Procure Hardware	754500
	2.2 Procure Software	200000
2	**Renewable & Consumable Resources**	
	3.1 Internet & Electricity charge	39000
	3.2 Generator	36000
	3.3 Office Rent	150000
	3.4 Transportation & Food	348000
3	***Miscellaneous Expenditure***	
	4.1 Bonus & Commission	18000
	4.2 Advertisement	90000
	4.3 Office Expenses	30000
	4.4 Repair & Maintenance	60000
	4.5 Travel & Entertainment	54000
	4.6 Utilities	72000
	Grand Total (After deducting 13% VAT)	**3902737.5**

Constraints, Assumptions, Risks and Dependencies

Constraints	The potential factors that will impact the delivery of the project are: 1. Deadline: The project should be completed within the end of October, 2019 fulfilling all the requirement and features. 2. Budget: Budget is key integral factor affecting the delivery of the project progress and improvement. The budget should be estimated based on the nature of the project and the resources allocated to complete project. 3. Demand: This project tends to fulfill the demand of members and system requirement. 4. Price: Since anyone can access this system, it is systematic and convenient to use. And, the price for the service and food charge is affordable based on the nature of services. 5. Project Stakeholders: There will be good bonding and relationship between project stakeholders like project manager and members.
Assumptions	The food ordering system will require a promotional website for effective business growth.
Risks and Dependencies	Lack of resources and resource availability. The resources needed regarding project should be provided at an initial phase of project.

Risk & Mitigating Measures

Risk	Mitigation
Immature Technology	Implementation of advanced technology to improve working proficiency of the system.
Insufficient Resources	The system must have adequate access of system requirement, hardware & software interface. The Human Resources should be selected and prioritized based on their skills & experience level.
Ineffective Communication	There should be good communication between customers, system and intermediaries.
Poor Planning & Requirement	Manager is responsible for planning the operation of the restaurant or hotel system. He/She should intellectually decide proper planning for fruitful outcome. The system requirement should be fulfilled to prevent from any vulnerabilities and mislead.

Approval Signatures

Mr. Chris Pratt, Project Client	Mr. Christ Pratt & Mrs. Alexandre Daddario, Project Sponsor	Mr. Sonam Sangpo Lama Project Manager

2.2 Work Breakdown Structure (WBS)

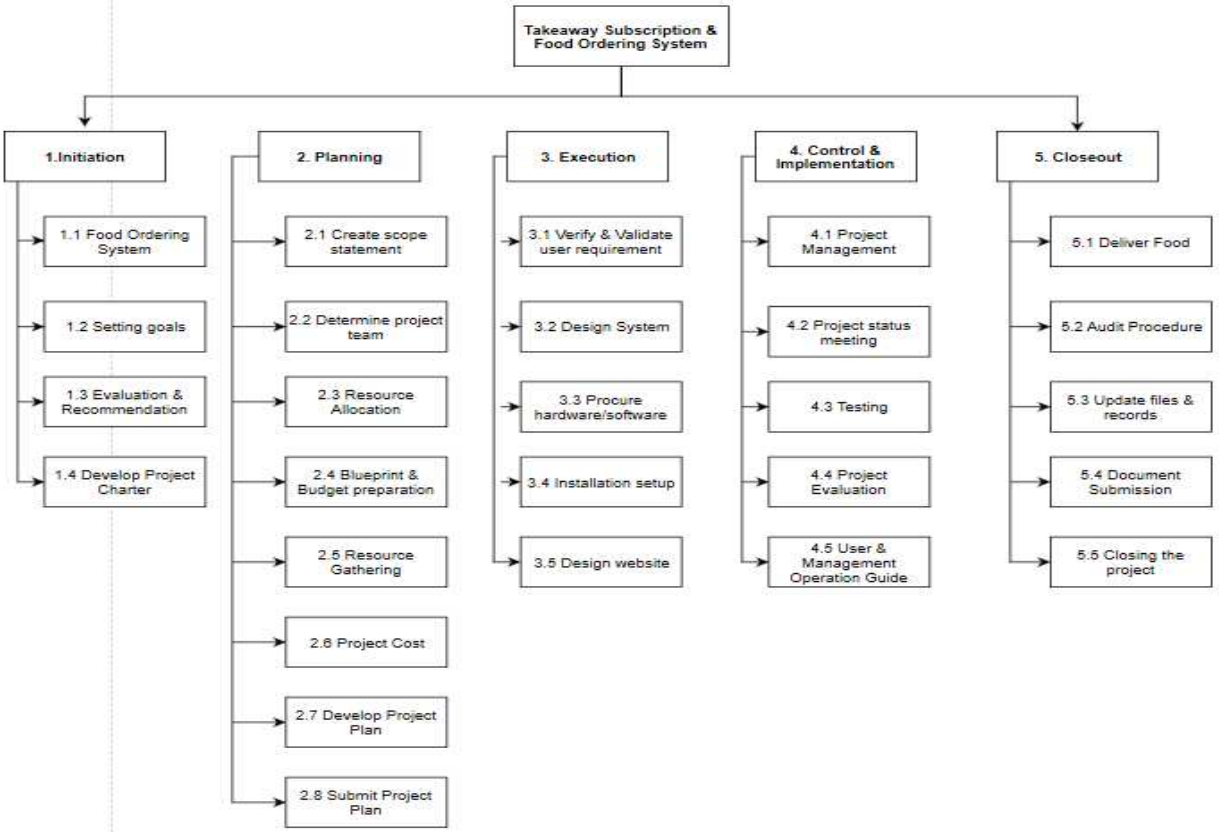


Figure 1: Work Breakdown of System

2.3 Dependency of Deliverable (milestones)

Deliverable in project refers to an item that can either be tangible or intangible that is produced as a part of a project. (Woods, n.d.) Generally, a dependency occurs when one deliverable is improved with the support of another deliverable. The occurrence of dependency can be at many different phases when one task may be waiting for another in an organized way. (EPM Expert Project Management, n.d.)

Task/Phases	Deliverable	Description	Milestone
1. Project Initiation & Planning	• Project Plan • Project Scope	It involves the initiation of the project plan.	• Budget/Cost • Track Due Date
2. System, Interface & Design	• Design Document • System Architecture	The system is developed to meet the need of the system design and plan. It includes the data conversion and design of the interface.	• Develop Data Conversion Plan • Develop Interface Specification
3. System Development	• System Design Methodology • System Repair & Maintenance	It comprises of the development and configuration of the system to fulfil the need through execution of the design created by the system.	• Modification of system • Use an online software tool
4. System Testing	• System Testing • Testing Plan • User Acceptance Testing	Define the testing plan, system testing, documentation and user acceptance testing.	• Documented System Test Results
5. Project Training	• User Training • Analyst Training • Trainer Training	Training is provided to user, analyst with training materials and manual.	• Training Manuals, Guide & Materials • Successful End-User Training
6. Deployment	• Deployment Plan • Source Code	Deployment plan define the execution and step to complete deployment of system application and model. It also includes the source code to complete project requirements.	• System Documentation • Complete Requirement & Specification
7. Implementation & Closeout	• Project Closeout	This phase ensures the completion of the project and stakeholders demand. It provides the final output of the project.	• Functional System Performance • Measure the outcome result

All phases, subtask, deliverables & milestone described may not equally apply to software system delivery. The dependency of deliverables is based on the system documentation. (Property Assessment Solution, n.d.)

2.4 Critical Path Method (CPM)

Activities	Abbreviation	Duration (days)	Predecessors
Prepare Document or Memorandum	A	7	----------
Develop Project Charter	B	6	A
Blueprint & Budget Preparation	C	8	A
Resource Gathering	D	5	A
Develop Project Plan	E	6	B
Submit Project Plan	F	2	C
Procure Hardware/Software	G	4	D
Design Websites	H	5	D
Project Management	I	8	E, F
Testing	J	10	I, G
Audit Procedure	K	8	H
Update files & records	L	3	J, K
Closing the project	M	5	L

To form a critical path, EF-LF=0 AND ES-LS=0….

Early Start (ES)	Activity	Early Finish (EF)
Late Start (LS)	**Duration**	**Late Finish (LF)**

Critical Path Method (CPM) Task Sequence:

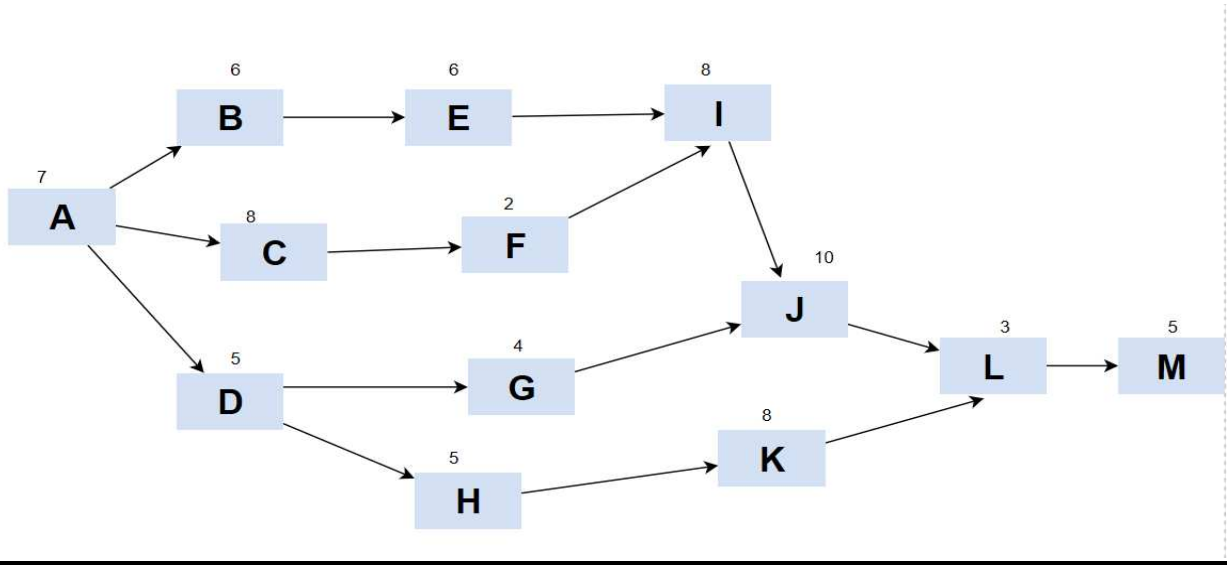


Figure 2: Task Sequences of activities

Activity on node-diagram:

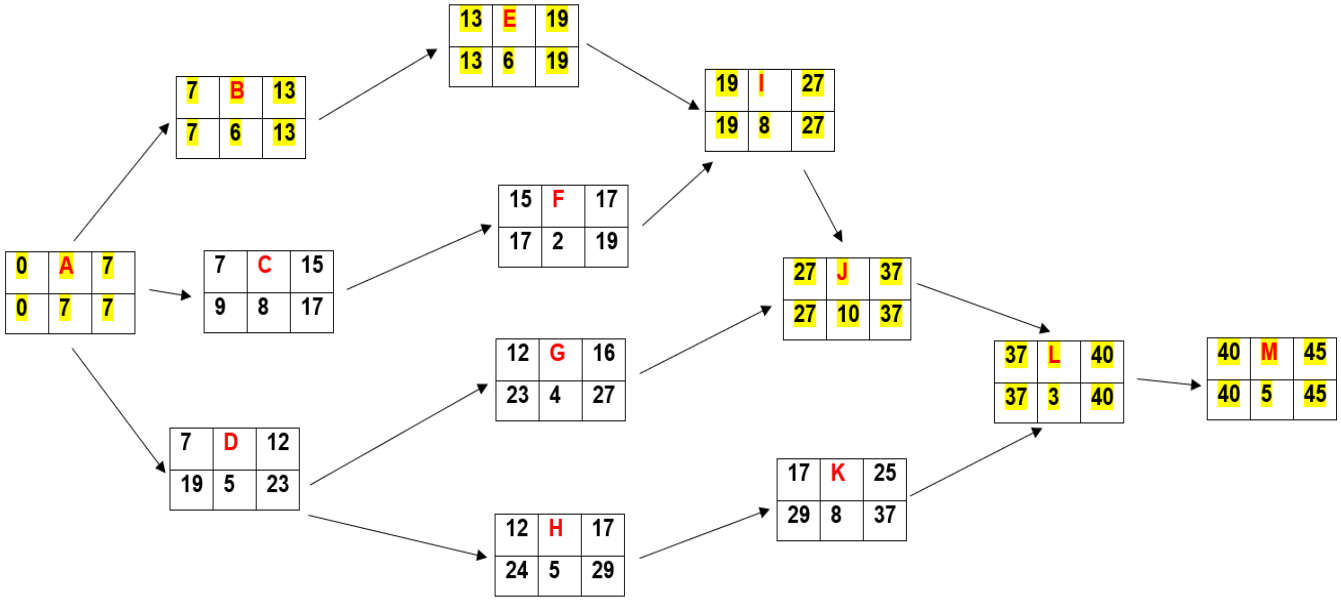


Figure 3: Node-Diagram of Sequence of Activities

Hence, "*A-B-E-I-J-L-M*" would form critical path.

Critical Path Duration = A+B+E+I+J+L+M

= 7+6+6+8+10+3+5

= 45 days

3. Resource Management

3.1 Staffs and Equipment require for project

The Staff or Human Resource require in order to coordinate and complete the projects are Analyst, Programmer, Tester, Project Manager, Member, Membership Officer, Treasurer, Receptionist and Food Court Chairman

The Equipment or tools required for the project are:

- Electricity
- Hardware & Software Requirements

3.1.1 Stakeholders/Staff

Profession Title	Stakeholder's Name
Project Manager	Mr. Sonam Sangpo Lama & Mr. Aashish Thapa
System Analyst	Mr. Pema Gojor, Mr. Karma Tultsrim
Programmer	Mr. Kunsang Dhondup Lama
Tester	Mr. Sudhansu Bhattarai, Mr. Milan Limbu & Mr. Tenzin Baiji
Project Member	Mr. Sherab Baiji, Mr. Tsering Gyalpo & Mr. Tsewang Norbu
Membership Officer	Mr. Tsering Wangdue
Treasurer	Mrs. Sonam Palzom & Mr. Pemba Tsering Sherpa
Receptionist	Mrs. Pema Angmo & Mrs. Anju Budha Magar
Food Court Chairman	Mr. Urken Rinzin, Mr. Subash & Mrs. Pema Kunsang

The Hardware & Software Requirement includes:

3.1.2 Hardware Tools

Device:	Laptop (of any companies-max 5 laptop)
RAM:	4GM-8GB RAM (recommended)
Hard Disk:	Minimum 32 GB: Recommended 64 GB or more

3.1.3 Software Tools

Name of Components	Specification
Operating System:	Windows 8, 10 and compatible
Processor:	Minimum 32 GB: Recommended 64 GB or more
IDE:	Microsoft Visual Studio
Database:	MySQL Workbench
Backup & Repository:	icloud, google drive & GitHub
Diagram Tools:	Draw.io & lucidchart
Processor:	64bit, Intel Core 4, 2.5 GHz minimum or Pentium ||| 630MHz

3.2 Histogram for the project

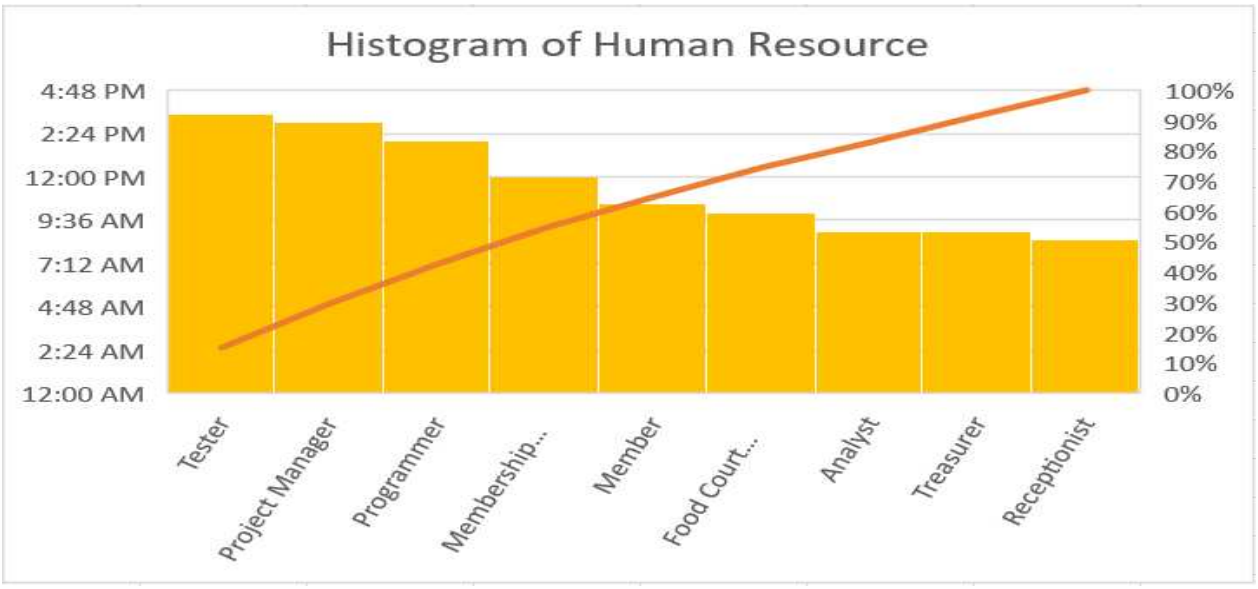


Figure 4: Histogram of the Resources

3.3 Total Cost & Duration of the Project

PROJECT BUDGET

Takeaway Subscription & Food Ordering System

Enzo Tech Pvt Ltd.

STAFF

S.No.	Job Title	Staff Name	No. of Staffs	Working Time (Months)	Monthly Salary	Total Salary
1	Project Manager	Mr. Sonam Sangpo Lama	1	6	45000	270000
		Mr. Aashish Thapa		2-Jan	30000	60000
2	UI/UX Designer	Mrs. Sonam Wangmo Lama	2	2	30000	60000
3	HR Manager	Mr. Nima Gurung	1	6	34000	204000
		Mr. Saugat KC		4	25000	100000
4	Tester	Mr. Sudhansu Bhattarai	2	5-Jan	33000	165000
		Mr. Sonam Sangpo Lama		6	25000	150000
		Mr. Tenzin Baiji		6	30000	180000
		Mr. Milan Limbu		3-Jan	25000	75000
5	Programmer	Mr. Kunsang Dhondup Lama	4	4	30000	120000

Sub Total	**1384000**
Contingency budget 15%	**218250**
Grand Total	**1602250**

Hardware & Software

S.No.	Name	Quantity	Price	Total Price
1	Thin Client	5	15000	75000
2	Laptop	7	95000	665000
3	Switch	2	2800	5600
4	Router	3	1800	5400
5	Mobile Server Rack	1	3500	3500
6	PowerEdge	1	200000	200000
			Total Cost	**954500**

Consumable

S.No.	Items	Duration	Price per months	Total
1	Internet (*50 Mbps Speed*)	6	3500	21000
2	Electricity	6	3000	18000
3	Power Backup	6	6000	36000
4	Office Rent	6	25000	150000
5	Transportation	6	40000	240000
6	Fooding	6	18000	108000
			Total Cost	**573000**

Miscellaneous Expenses

S.No.	Particulars	Description	Monthly Expenses	Total Expenses
1	Bonus & Commission	benefits, bonus & commission for staff	3000	18000
2	Advertising	advertising expenditure for project	15000	90000
3	Office Expenses	petty cash expenses for office	5000	30000
4	Repair & Maintanance	expenses for repair of supplies & stuff	10000	60000
5	Utilities	include project & software resources	12000	72000
6	Travel & Entertainment	expenses for travel & entertainment of staff	9000	54000
			Total Cost	**324000**

Total Budget

S.No.	Particulars	Duration of the Project	Total Cost
1	Staff	6	1602250
2	Hardware & Software	6	954500
3	Consumables	6	573000
4	Miscellaneous Expenses	6	324000
	Sub Total		**3453750**
	Vat 13%		**448987.5**
	Grand Total		**3902737.5**

3.4 Calculate if the project is on schedule

Solution,

We have

Total Estimated or Baseline Budget= Rs. 3902737.5

Total Working Time Periods (Days)= 181 days [6 months (Jan-June)]

Budget Spend on Project= 50%

Completed/Work Planned Budget=35%

So,

Let us assume that 45% of the work has already been completed

Earned value (EV) = 45% of Total Estimated or Baseline Budget

=45/100 * Rs. 3902737.5
= 1756231.875

Planned value (PV) = 35% of Total Estimated or Baseline Budget
= 35/100* Rs. 3902737.5
= 1365958.125

Actual cost (AC) = 50 % of Total Estimated or Baseline Budget
=50/100* Rs. 3902737.5
= 1951368.75

Cost Performance Index (CPI) = Earned value/Actual Cost
= 1756231.875/1951368.75
= 0.9

Schedule performance Index (SPI) = Earned value/planned value
= 1756231.875//1365958.125
= 1.2857

Based on 50% budget spent, The Schedule Performance Index (SPI) has greater value than the project that completed on time.

Cost Variance (CV) = Earned value – Actual cost
= 1756231.875- 1951368.75
= -195136.875

The outcome result of Cost Variance (CV) is negative which means that the project is running over the budget.

Schedule Variance (SV) = Earned value – planned value
= 1756231.875- 1365958.125
= 390273.751

Hence, the value of Schedule

It shows that value is schedule variance is 390273.751 then which is positive value the project is ahead.

4.Possible Risks Factors

Risk is generally an expectation of loss that may bring potential problem caused due to lack of information, control and improper time management. (TEST INSTITUTE, n.d.) Risk can also be determined as an uncertain event that result to give negative effect on project goal. Risk can be effectively minimized by focusing on risk management in order to identify the possible drawback and risks factors of the projects. Risk management deals with the identification, managing and assessing of the risk. (PRESSBOOKS, n.d.)

4.1 Risk

Possible Risks		Impacts	Mitigating Strategy
1.	Customer Privacy & Data	Payment procedure and data are recorded in computerized system. So, there is high chances of security breach of sensitive data like credit card numbers and customer data. (Wasserstorm, 2018)	✓ Mobilization of advance computerized setup ✓ Configuration of firewall
2.	Food Safety	Unwanted addition of recipe, insect found on food and food adulteration can create bad impression & impact on the service of food.	✓ Controlling food adulteration ✓ Create good relationship between customers & suppliers.
3.	Food Quality	Food Quality is challenging problem for restaurant and it built the reputation of industry. Lack of qualitative food can lead to bad reviews and poor customer attraction. (Wasserstorm, 2018)	✓ Serving qualitative food.
4.	Poor Communication & Planning	Ineffective communication between customers and system may create dispute due to misunderstanding. Lack of proper plan can result in failure of the working functionality.	✓ Make clear understanding of customer order. ✓ Setting proper planning.
5.	Unadvanced Technology	Absence of Malware Protection, strong Wi-Fi network and security cameras can bring lack of customer satisfaction.	✓ Implementation of modern technology

4.2 Cause-Effect-Diagram

Cause & Effect Diagram is also known as "The Fishbone Diagram" (also called the Ishikawa diagram). This diagram was named after a Japanese quality control statistician called Kaoru Ishikawa. It identifies the tools which provide an efficient technique for finding the effect and cause of the problems. (Gheorghe ILIE, 2010)

The causes of the system or program are identified to get fixed whenever problem arises in a system. Ishikawa Cause & Effect (CE) diagrams are famous tools to inspect and find out the reason of a problem and it collect resources to fix the problem too. (K.J.Lin, 2016)

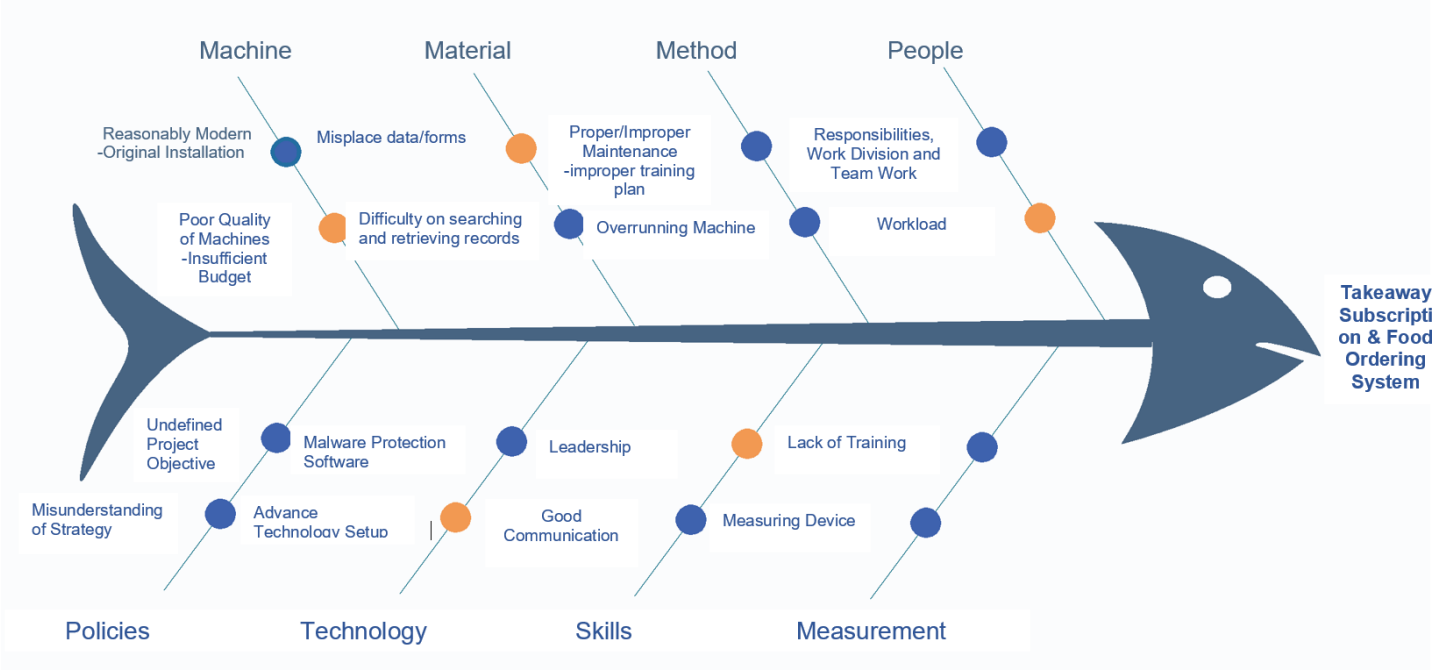


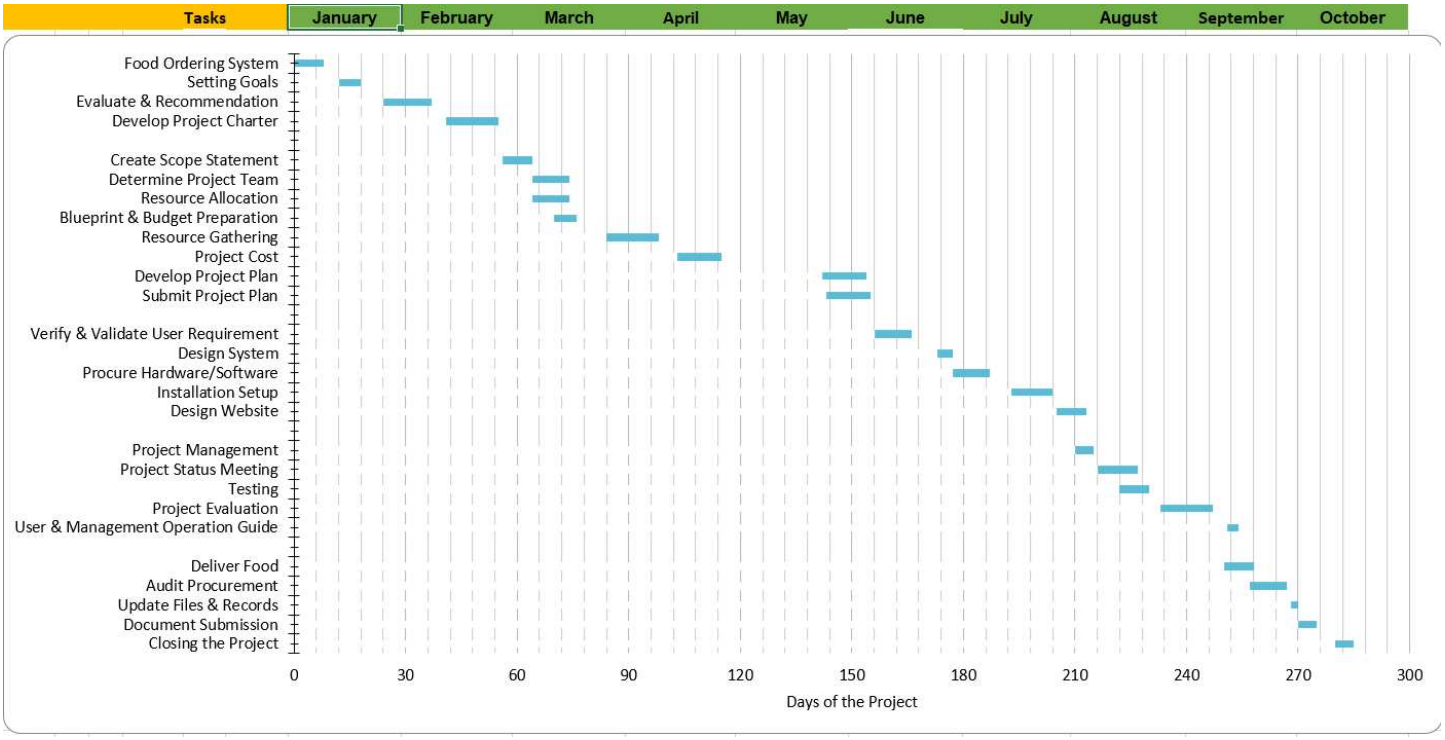
Figure 5: Cause & Effect Diagram

5. Presentation

5.1 Project Documentation

S.No.	Activities	Start Date	End Date	Duration	Milestone
1.	Develop Project Charter	2/15/2019	2/18/2019	14	Project Charter
2.	Create Scope Management	3/2/2019	3/9/2019	8	Complete a research summary
3.	Resource Allocation	3/16/2019	3/21/2019	10	Data Collection
4.	Blueprint & Budget Preparation	3/30/2019	4/12/2019	6	Budget Cost
5.	Develop Project Plan	5/27/2019	6/7/2019	12	Track due date
6.	Design System	6/27/2019	6/30/2019	4	Website Launch
7.	Testing	8/15/2019	8/22/2019	2	Documented System Test Result
8.	Management Operation Guide	9/13/2019	9/15/2019	3	System Documentation
9.	Audit Procurement	9/19/2019	9/28/2019	10	Audit Report
10.	Update Files & Records	9/30/2019	10/01/2019	2	Outcome Result
11.	Closing the project	10/12/2019	10/16/2019	5	Functional System Performance

5.2 Gantt Chart



4. Conclusion

Takeaway Subscription & Food Ordering System is a manual system which is developed in a way to provide delivery of food packages and different services to customers according to order. This system allows new customers to make their new membership. It records the membership details and food item reservation. The information and data are recorded on cloud database services and confidential servers. The system provide food to customers in an affordable charge. The system differentiates the potential working task of the existing system. The prime aim & objective of the system is to manage the details of food items, table availability details, customer information and item categories. The well design system is built to reduce the working performance for managing food ordering, customer delivery address and item availability. The key task is to handle and manage the information of customers and different suppliers. The two main intermediaries and character of the "*Takeaway Subscription & Food Ordering System"* are customers or members and the existing host system. It also provides varieties of food cuisine services such as Chinese, Indian, Continental, Italian and so on. It allows members to order food items by selecting food stalls and place an order after food is chosen. It is willing to developed new computerized system to advance the system with new modification of features and services.

The project plan of the existing system includes the Project Charter, Work Breakdown Chart (WBS), Dependency of Deliverable with possible milestones and Critical Path Method (CPM). The project charter is composed of the project summary, goals, scope, key stakeholders, project milestones, project budget, risk, dependencies and mitigation measures. The system finalizes the key stakeholders and staff of the system with their profession title.

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