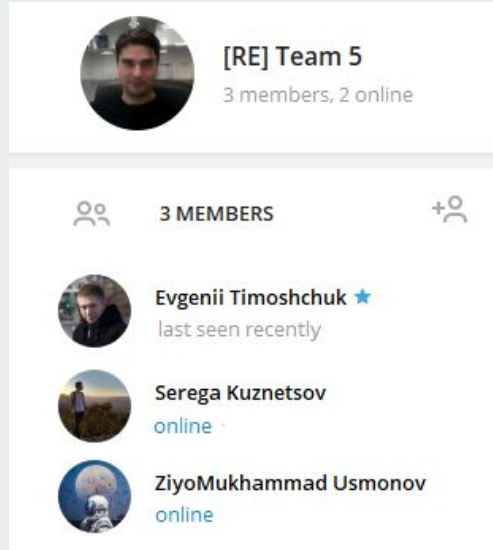


Food Delivery



Interview & Use Cases

Stakeholders



Stakeholder-driven

Rely more on specific types of interaction with stakeholders



Relevant position in the organization



Effective role in making decisions about the system-to-be



Influence in system acceptance

Knowledge reuse



Retrieve relevant knowledge fragments from other systems.



Transpose them to the target system.



Validate the transposed fragments, adapt them as necessary, and integrate them with the other knowledge fragments being elicited.

Interview details



Structured

- pre-established set of questions
- structured according to a specific purpose of the interview
- open-ended and/or multiple-choice questions

Our success factors:

- Came prepared
- Stayed focused
- Broke the ice
- Appeared as a partner
- Be open-minded

Interview metrics



	ZiyoMukhammad	Sergey	Evgenii
Number of planned questions	20	20	20
Number of actual questions	33	26	32
Number of open-ended questions	24	15	17
Number of yes-no questions	9	5	15
Number of nested questions	4	6	6
Time of interview conduction	7:53	13:12	15:00

Interview Experience



Ziyo

- Difficulty in beginning the interview
- Hard to find proper time
- Punctuality is important !
- Avoid ambiguous questions
- Be helpful

Sergey

- Send questions before the interview
- Choose the right place
- Avoid multiply questions
- Start from easy questions
- Use active listening

Evgenii

- Obstacles in communication
- Wrong person for interview
- Stakeholder was not involved
- Conflict opinions about features

Conflicts



Different objectives:

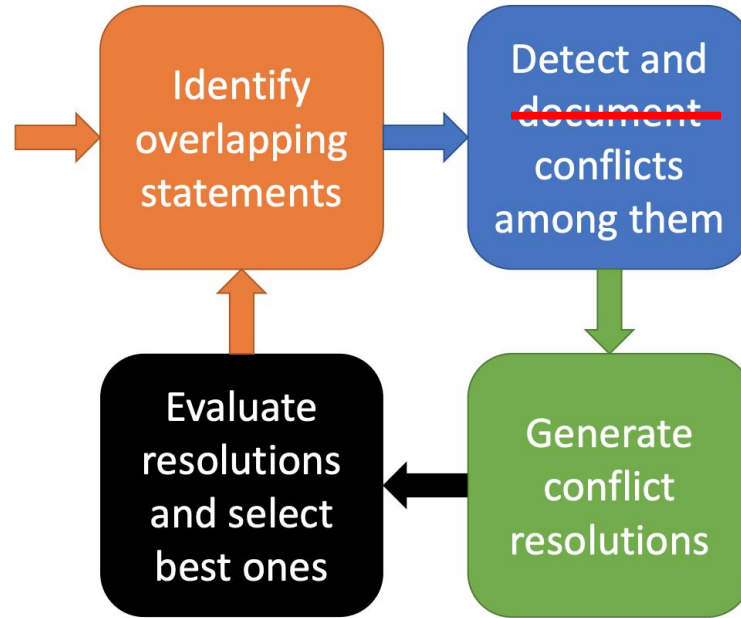
- How to check status of the order
- How the meals are present in the system
- Food return policy / complaints feedback

Conflicts

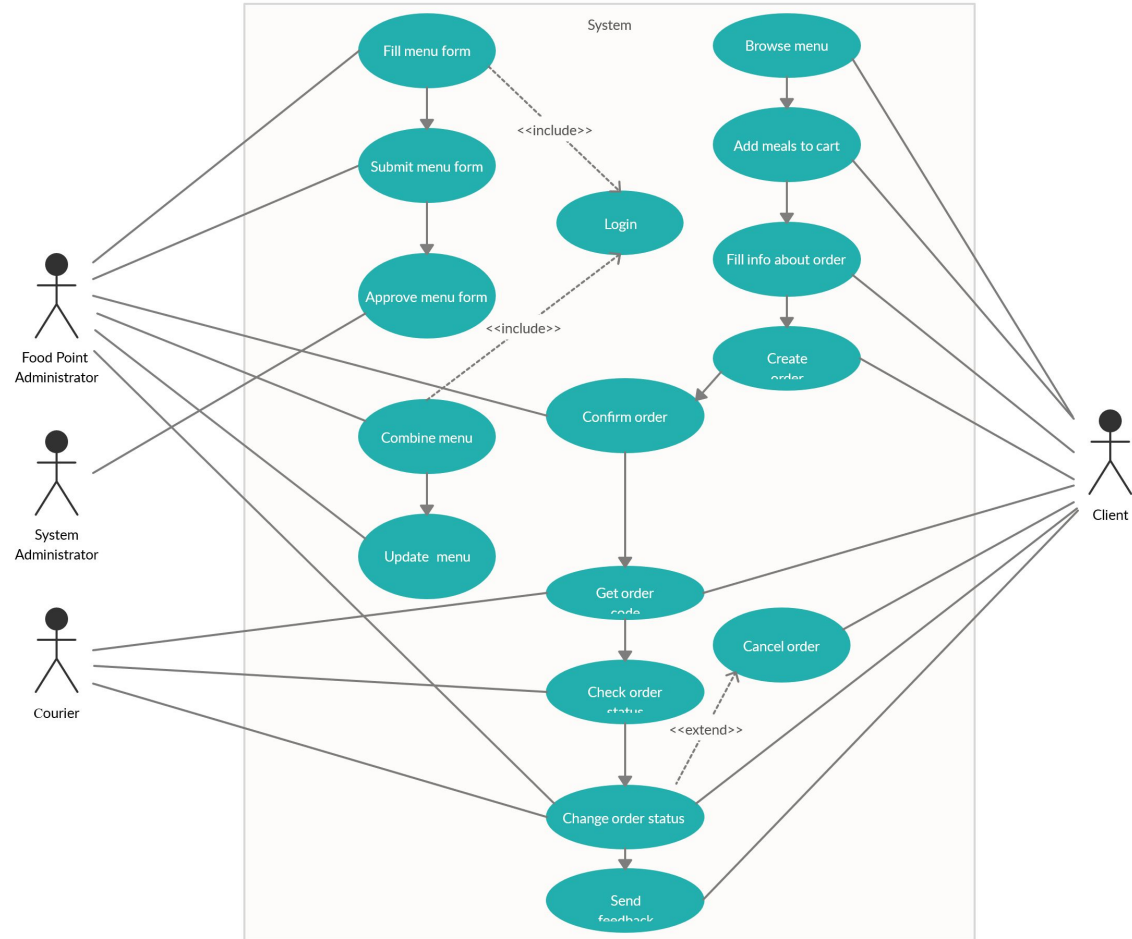


- **Lack of specification**
 - *Registration of canteens to the system*
- **Lack of clarification**
 - Approval of meal/plans by administrator

Conflict Management Process



Use Case



Scenario



Use Case Name	Order Process
Actors	Client, Food point administrator
Pre-conditions	Meal plans are shown in the system
Flow of events	<ol style="list-style-type: none">1. Client browses menu2. Client adds meals to delivery cart3. Client adds info about contacts, place and time delivery4. Client makes checkout for all items in the cart5. New order created and will be shown in the cafe dashboard6. Food point administrator confirms the order7. Client gets confirmation about the order
Post-conditions	Order will be processed by the food point
Alternative flows and exceptions	The food point administrator rejects the order of the client. The client will be notified about rejection

Learned lessons



- Identify stakeholders appropriately
- Take care about risk-management
- Arrange retrospective meeting
- Prepare well-defined questions
- Document conflicting moments



Thank you for your attention!