KING SAUD UNIVERSITY

SCHOOL OF BUSINESS ADMINISTRATION MANAGMET
INFORMATION SYSTEM DEPARTMENT

MIS 215: INFORMATION SYSTEM ANAALYSIS AND DESIGN

INSTRUCTUR'S NAME: DR. ZAHYA ALHARBI

STUDENT NAME	ID
FATIMA ALMUTAIRI	439201242
TAIF ALOTAIBI	441201843
DEEMA ALMOHAYA	441202443
GHAIDA ALOTAIBI	441201484
LEENA ALEID	441204267
LEEN ABKHETAN	441201724
SHAHAD ALOLAIT	441201489

Table of Contents

Milestone 1: Project Proposal

Introduction:

Jahez is a Saudi electronic platform that connects food service providers (restaurants, homemade food) and the buyer. It is a platform for ordering and delivering food online. The cloud-based fulfillment platform with its integrated sharing and management systems provides easy restaurant browsing, the convenience of ordering food, and a fast delivery experience. Through the Jahez app, customers can easily browse hundreds of restaurant menus and place their orders. Once the order has been accepted by the selected restaurant partner through Jahez POS, Jahez Logistics manages the rest from the task of receiving the orders and delivering them in full to the customer. The entire process is fully automated, and customers can track their orders from placing their orders until they are delivered to the location of their choice

Business Goals:

- Ability for the customer to cancel and edit the order.
- Allow the client to schedule the order in advance.
- We want to improve interaction with the customer, so we want to add points that the customer can win and benefit from
- We want to set the expected time for the arrival of the order
- To improve customer service, we will have in-app online conversations.
- Availability of pay on receipt by card in delivery.
- Enable people to post comments and reviews about the restaurant.

Business scope:

Jahez is a Saudi platform that connect partner restaurants to the customers based on their locations through the application to provide a unique online food delivery experience. The company was created in 2016 then started officially in 2017 by a Saudi entrepreneur, and it's based in the capital of Saudi Arabia, Riyadh. Until now, their services are covering 47 cities in the kingdom. Moreover, they keen to expand more in the cloudy kitchen area.

Business process:

Jahez is providing services for both partner restaurants and customers. For the former, they facilitate the online delivery through their app. They equip the restaurants with a tablet especially for Jahez to receive orders.

For the latter, they must verify their accounts through their phone number. Then they can easily make an order by selecting their location and choosing a restaurant from the restaurants list.

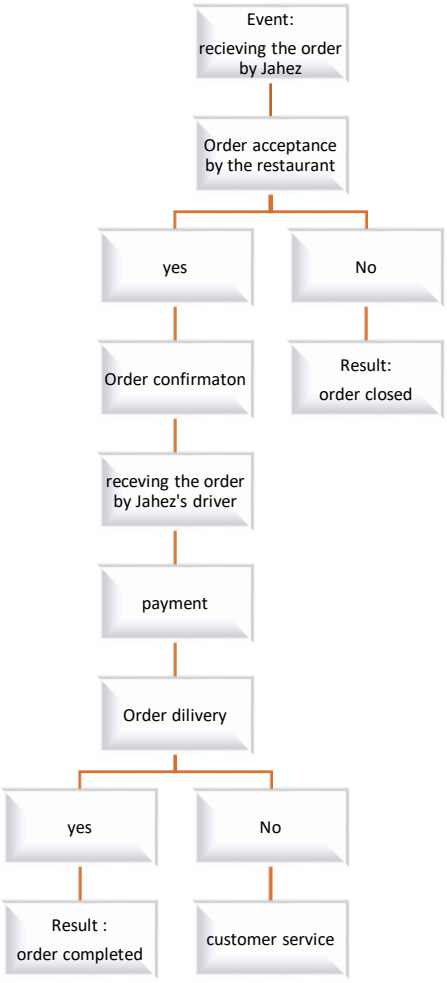
The detailed process of making an order will start by choosing a restaurant, exploring the product options. After selecting the required items, the customer will need to verify their location, choose a payment method, then send the order.

After this step, the customer will not be able to edit or cancel the order, and he/she will have to wait from 1 second to 5 minutes for the restaurant acceptance.

If the restaurant accepts the order, Jahez will take the responsibility to assign a driver and provide a track map to the customer with the driver information's (name, phone number, WhatsApp).

Finally, if the driver arrives and delivered the order, the customer will receive a notification of completed order, then the service will end here.

In case of any issue, Jahez have a customer service that works for 24 hours to assist customers.



Our Feasibility:

The feasibility study is an important phase during the development of any business, its goal is to determine whether to go or not to go with the project. We are about building applications for food delivery, which purpose is to help people in ordering their favorite food.

1-Operational feasibility

The Operational feasibility the system will eventually will be user friendly and easy access for the customers and will not take a long time for them to learn how to use it.The app is reliable and fast service with High performance the customer will order their food without any delaying like other apps in the market again the app user friendly and have a amazing user experience combined with user interface using the best practice in the market and this is align with company goals and the scope also the user will benefit from the app saving time while also having the food on time.

2-Economic feasibility

The economic feasibility is essential to know the budget needed for the completion of the application, and how much income it would be able to generate once released. The budget for this project is low, the technologies needed for this project have lower prices in market and the whole cost structure of Jahez is based on maintaining the platform on cloud, and marketing to acquire new customers

Our budget is 6 M for the first year

Expense	**Cost**
Datacenter and hosting (Servers) With back up service	2 M
API integration with third party app like google map	100 K
Rent and construction costs	1 M
Development team salaries	700 K
Product management salaries	800 K
Marketing campaigns	500 K
Operation and support team	600 K
Hardware only the PC or laptops for the employee	200 K
Software	In house and the environment will be on cloud
Total	5.9 M

3-Technical feasibility

First for technical feasibility is to understand the possibility to complete the project with the current technologies. This application is going to use many programming languages and frameworks in order to ensure a good user experience, as well as adopting good coding practices for the developer. The structure of the application will consist of a backend and a frontend. The backend will be implemented using the newsiest backend languages, also its purpose is to handle database queries to serve an API (application programming interface). The frontend should be completed using HTML, CSS, and python.

Software:

1) Python
2) HTML
3) CSS
4) SQL
5) Google API integration

Hardware:

- Employee pc and laptops
- Smart phones for the support team

Note the app it will be hosted on Alibaba cloud to cut the hardware cost

4- Schedule feasibility

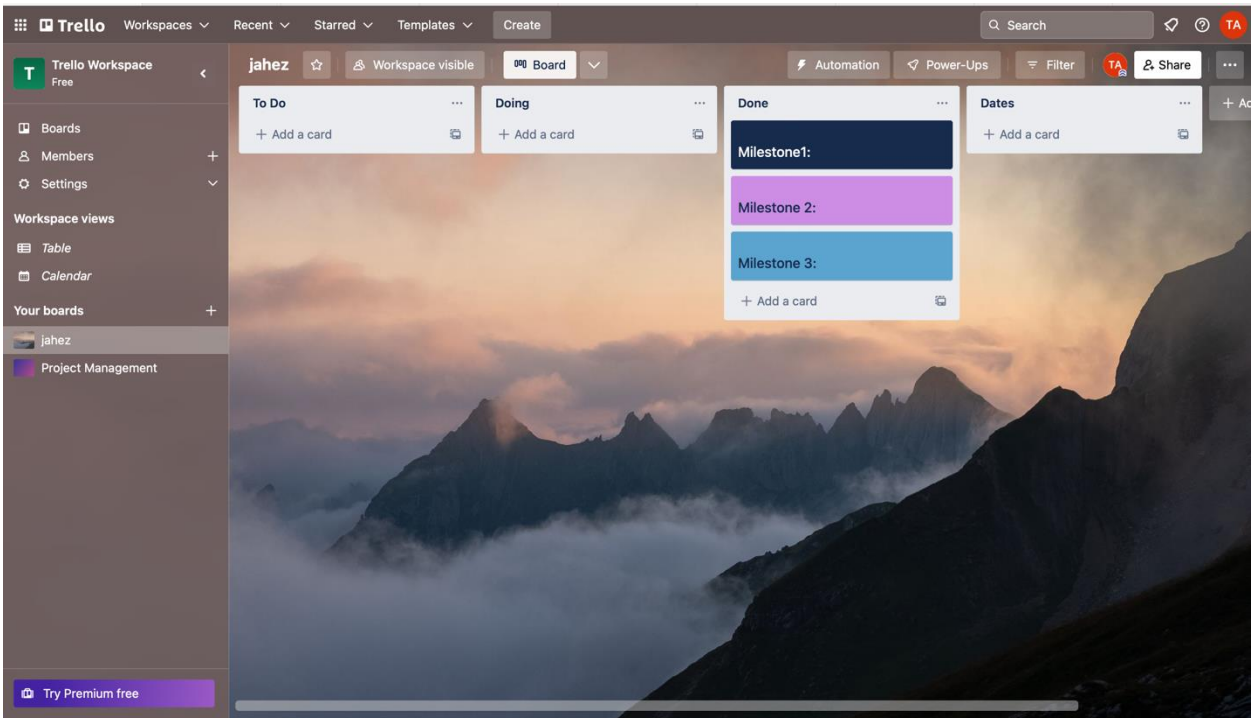
The schedule feasibility is important to make sure that it is possible to complete the project on time. There would be a development phase using agile methodology to have fast development journey

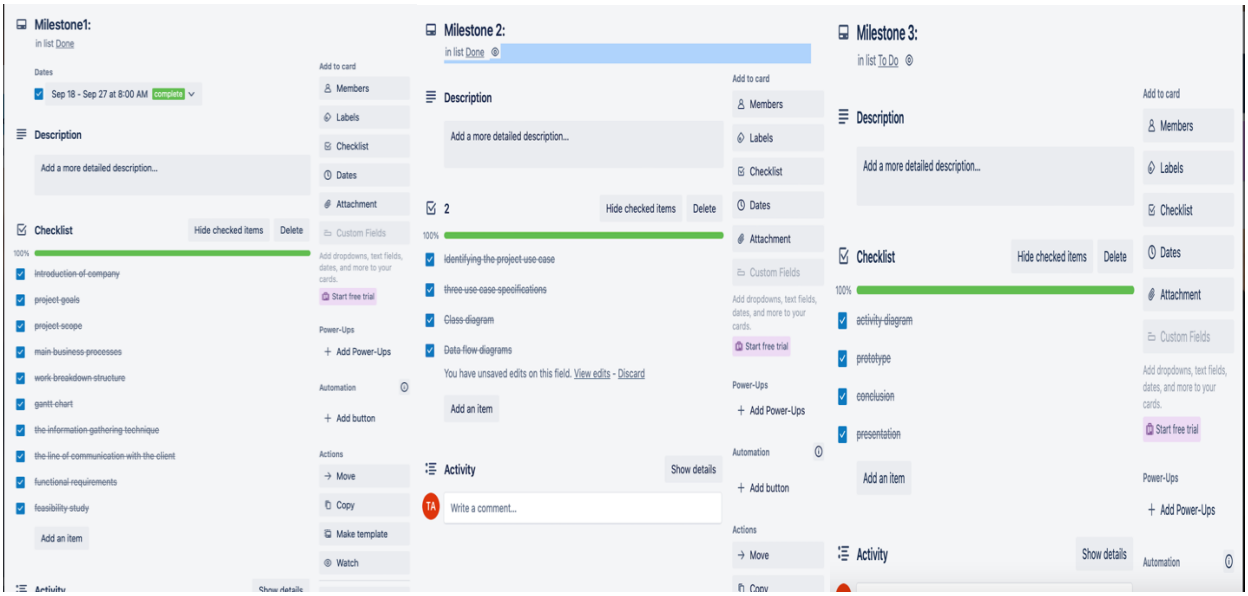
Task No.	Description	Resource Names	Due date
1	Identifying the goals and scope	Shahad	27- Sep

Work Breakdown Structure:

TASK NO.	TASK DESCRIPTION	ASSIGNED TO	DURATION (DAYS)	PREDECESSOR TASKS
1	Introduction of company	Ghaida	2	-
2	Project goals	Ghaida	2	1
3	Project scope	Deema	3	2
4	Main business processes	Deema	3	3
5	Feasibility study	Shahad	1	3
6	Work breakdown structure -WBS-	Taif	1	-
7	Project Gantt chart	Taif	1	5
8	The information gathering technique	Fatima	4	-
9	The line of communication with the client	Fatima	4	7
10	Functional requirements	Lina	2	8
11	Non-functional requirements	Leen	1	9
12	Identify the project use cases	Ghaida	3	-
13	Three use case specifications	Taif & Lina	1	12
14	Class diagram	Shahad & Leen	2	-
15	Data flow diagrams -DFDs-	Fatima & Deema	3	-
16	Activity diagram	Taif & Deema	2	15
17	Prototype	Fatima & Ghaida & Leena	2	16
18	Conclusion	Leen	1	17
19	Presentation	Shahad	1	18

Workspace board:





The information gathering technique:

Our project gathering technique is interviews through face-to-face interview or zoom interview, as well as one of the primary sources of requirements and effective way to understand what a client wants and how to be successful in satisfying them.
We met with Jahez users &clients to elicit and validate user needs and requirements.

1- interview summary:

We recorded the interview to make sure that we understood correctly and captured everything relevant. We used a semi-structured interview that began with focused questions and moves to open-ended.

First, we explained ourselves, and what kind of questions we would ask, and we explained carefully how it is important to answer them correctly and how that will help us to work effectively.

users in Jahez IT department:

The interview was unsuccessful, we did not get all the complete answers. We asked about the system and if they are facing any problems with it. They said we need to make improvements to it. we asked about their customer opinions and if there are any complaints repeated recently.
The client answered the following question quickly with specific answers.

Questions and answers:

Q-How many customers have complaints about their orders?
A-almost 40% of the whole orders, and we are working on it.

Q-what are users saying about the current system?
A-need more enhancement & features adding.

Q- what added features would you like to have in the new system?
A-adding a review from drivers and customers, customers points, and rewards.

Jahez's Clients:

We chose to interview both males and females that were above 18 years old.

Q- Did you face any difficulties while using this app? If yes, what are they?

A-Yes, there is no option to pay with credit card at home. I can't cancel or edit order once submitted.

Q- How would you ideally like to solve the problem?
A- add features that satisfy our needs

Q-Do you have any recommendations?

A-Yes, more options with lower delivery prices.

In the end, we asked both of them as we understand it, you are experiencing the following problems and needs which are improved system and enhance features? such as:

1- add, cancel and edit the order
2- track the order (delivery time expected)
3- scheduling the orders at a specific date, etc.
4-add review of customers, drivers, and restaurants

We conclude the interview by asking if there are any other problems you're experiencing? If so, what are they?
Both clients/users said NO.

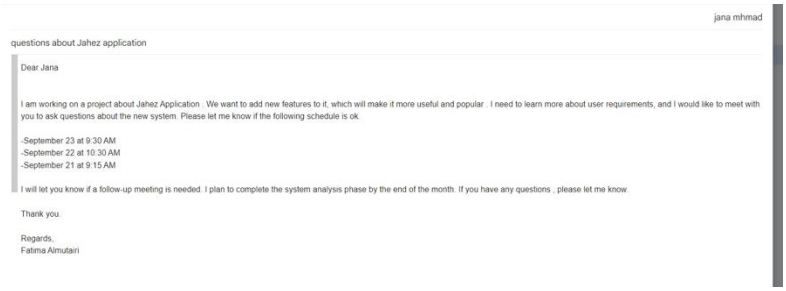
2- Users' interview questions:

- What are users saying about the current system?
- How many customers have complaints about their orders?
- What added features would you like to have in the new system?
- Do you know of any plans for future systems or platforms?
- Would you like to add the ability to cancel an order?

3- clients' interview questions:

- Did you face any difficulties while using this app?
- Do you feel that is a problem for you today?
- How would you ideally like to solve the problem?
- How big is this problem compared to the problems you have mentioned earlier?
- Are there other things that give you trouble?
- What features have you already tried at Jahez and want to keep it?
- Do you have any recommendations?

The line of communication with the client:



jana mhmad

questions about Jahez application

Dear Jana

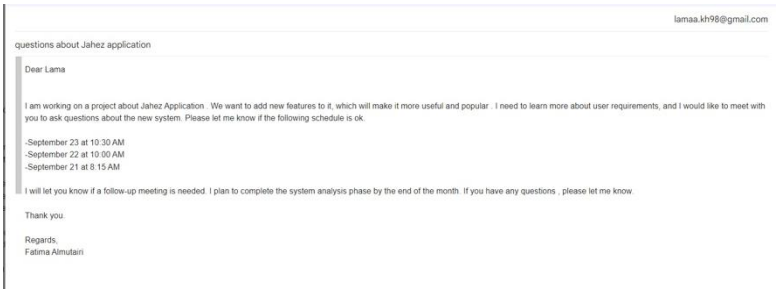
I am working on a project about Jahez Application . We want to add new features to it, which will make it more useful and popular . I need to learn more about user requirements, and I would like to meet with you to ask questions about the new system. Please let me know if the following schedule is ok.

-September 23 at 9:30 AM
-September 22 at 10:30 AM
-September 21 at 9:15 AM

I will let you know if a follow-up meeting is needed. I plan to complete the system analysis phase by the end of the month. If you have any questions , please let me know.

Thank you.

Regards,
Fatima Almutairi



lamaa.kh98@gmail.com

questions about Jahez application

Dear Lama

I am working on a project about Jahez Application . We want to add new features to it, which will make it more useful and popular . I need to learn more about user requirements, and I would like to meet with you to ask questions about the new system. Please let me know if the following schedule is ok.

-September 23 at 10:30 AM
-September 22 at 10:00 AM
-September 21 at 8:15 AM

I will let you know if a follow-up meeting is needed. I plan to complete the system analysis phase by the end of the month. If you have any questions , please let me know.

Thank you.

Regards,
Fatima Almutairi

functional requirements:

1. Registration

if the customer wants to order food, the customer should be registered unregistered users are unable to order food.

2. Login

The customer login to the system by entering valid number and password for ordering.

3. Display the restaurants

In the system all the restaurants and menu are displayed with their rates.

4. Select food items

Customer should select what items he/she wants to order.

5. Changes to order

Changes to order means the customer can make changings in order like delete or add food item in order.

6. Review the order before sending the order

Before sending the complete order is reviewed to the customer. Customer name, phone number, location (address), then finally order is submitted

7. Payment

for payment, there is more than one payment method like apple pay, debit card and cash after delivering.

8. Provide delivery and payment details

Here a bill is generated, an order number and payment are provided, and delivery confirmation is completed.

Non-functional requirements:

Availability:

The application must be available 24/7 with what restaurants are providing at the late time. This application makes sure that ordering from it is available at any time.

Performance:

The application should have a high and fast response capacity and provide reliable services due to the reliable servers we have.

operation system compatibility:

The application should be portable, so it works effectively in various operating systems such as iOS, android, etc. This ensures that it can be accessed by and is fully functional for all users.

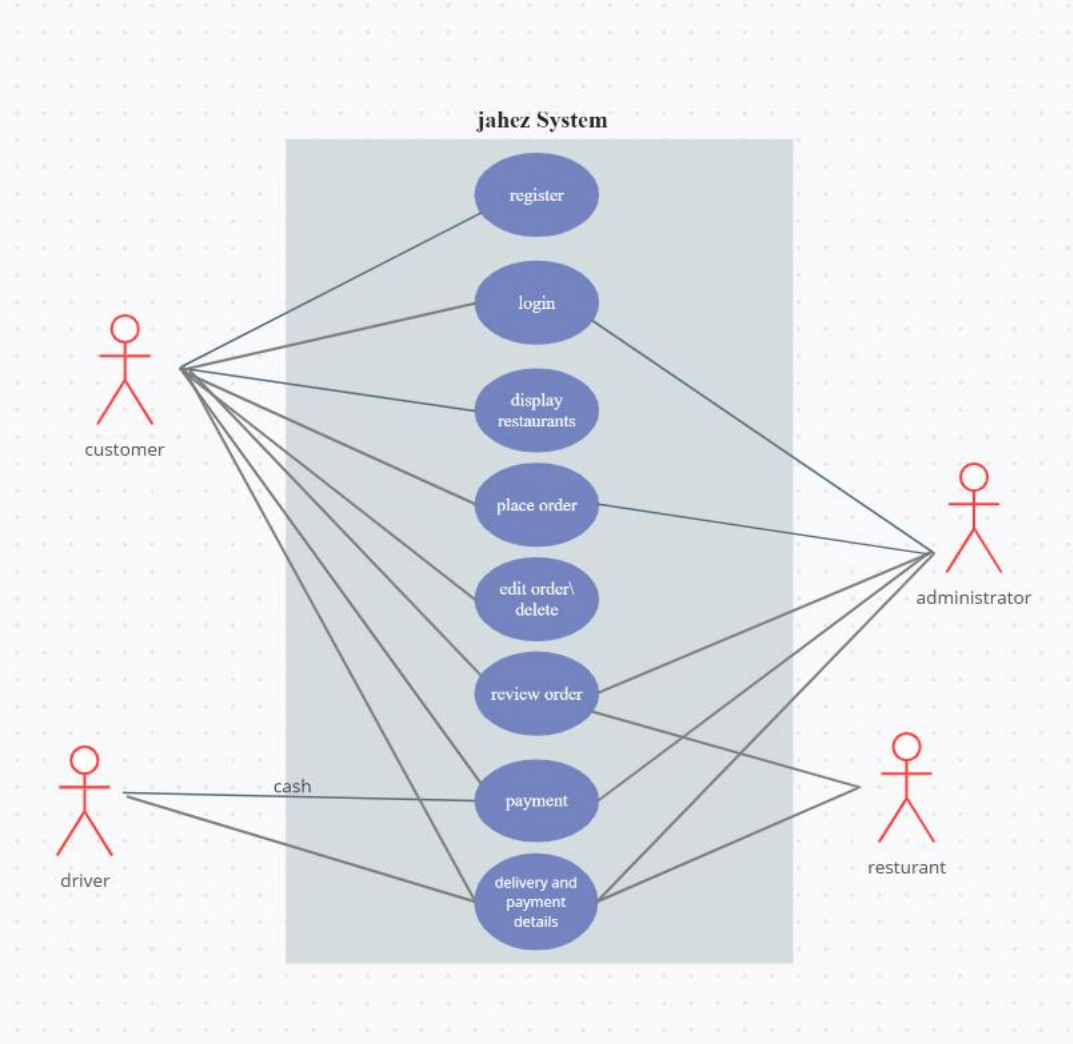
User interface design:

The application should have a clear and simple user interface that can be easy to use, in which the delivery amount for each restaurant is indicated and the offers are shown above, and it should be attractively designed

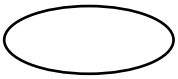
Reliability:

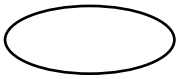
Since the software provides customer service, it should work well and without any bugs or technical concerns.

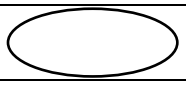
Use Case:


jahez System
register
login
display restaurants
place order
edit order\ delete
review order
payment
delivery and payment details
customer
administrator
resturant
driver
cash

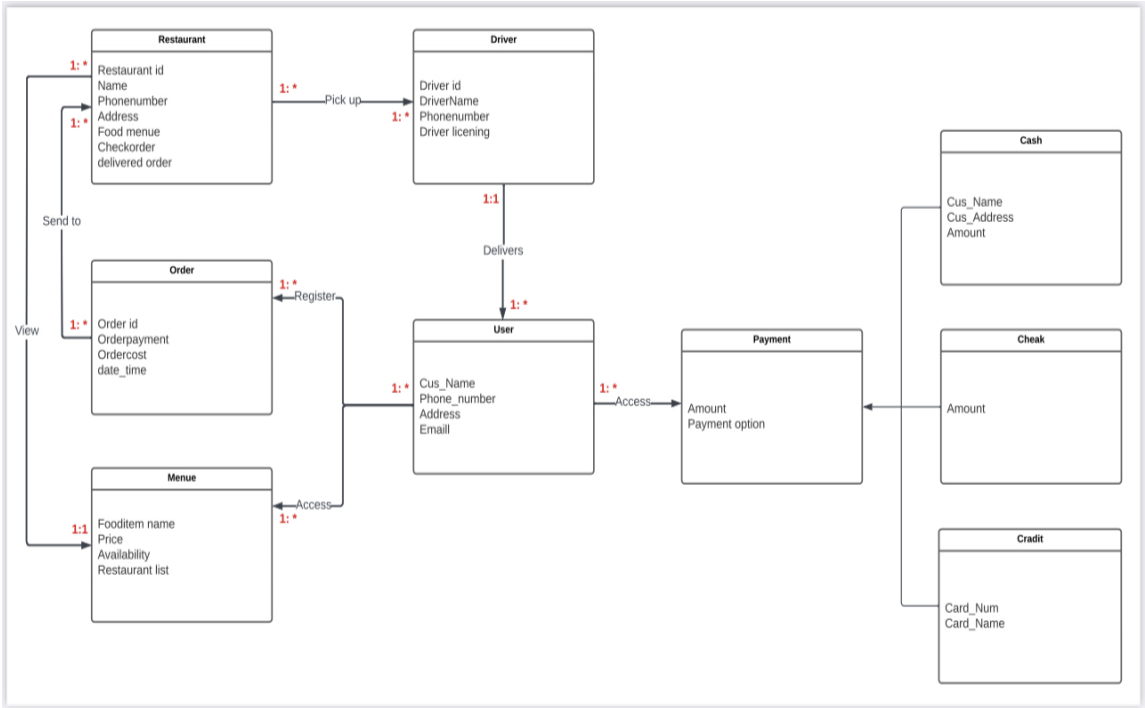
Use Case Specification:

NAME	**place order** 
ACTOR	**customer / administrator**
DESCRIPTION	**Describes the process of selecting the items the user wants to order**
SUCCESSFUL COMPLETION	**1- user opens Jahez, clicks on the restaurant** **2- check availability and select the items** **3- user selects the amount of item, the additions, and deletions.** **4- user selects payment method.** **5- order is active**
ALTERNATIVE	**1- Restaurant: open, close** **2- Availability: available, not available** **3- Order accepted, not accepted**
PRECONDITION	**User registered phone number and location.**
POSTCONDITION	**Complete the payment by the method of his choice.**
ASSUMPTIONS	**None**

NAME	**Payment** 
ACTOR	**customer/ administrator /driver -if its cash-**
DESCRIPTION	**Describes in what method the customers would pay**
SUCCESSFUL COMPLETION	**1-user open Jahez** **2-make on order** **3-confirm the order** **3-pay for the order** **4-transction completed successfully -if it's online payment-**
ALTERNATIVE	**1- Payment method: cash, apple pay, credit card or Jahez points**
PRECONDITION	**Active order**
POSTCONDITION	**the order has been paid for and delivered to the customer**
ASSUMPTIONS	**None**

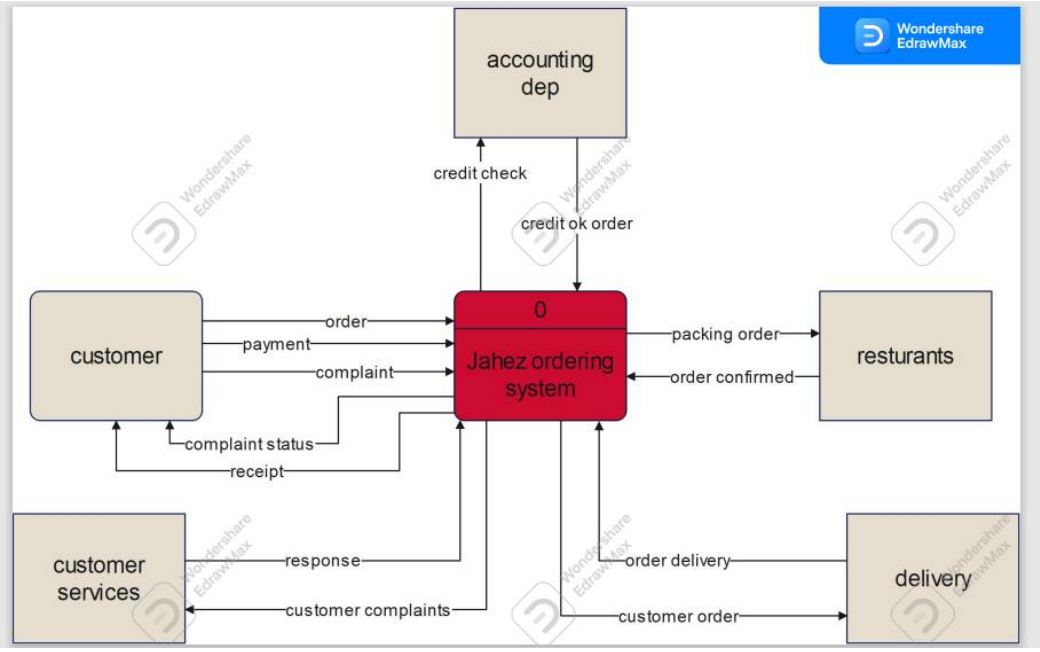
NAME	**Log in** 
ACTOR	**customer/ administrator**
DESCRIPTION	**Describes how the user can login into Jahez order food system**
SUCCESSFUL COMPLETION	**1-user should enter his/her number** **2-user should enter the password** **3-number and password are correct**
ALTERNATIVE	**1-number and/or password are incorrect**
PRECONDITION	**The user already has an account**
POSTCONDITION	**The User has access the functions of the system**
ASSUMPTIONS	**None**

Class Diagram:

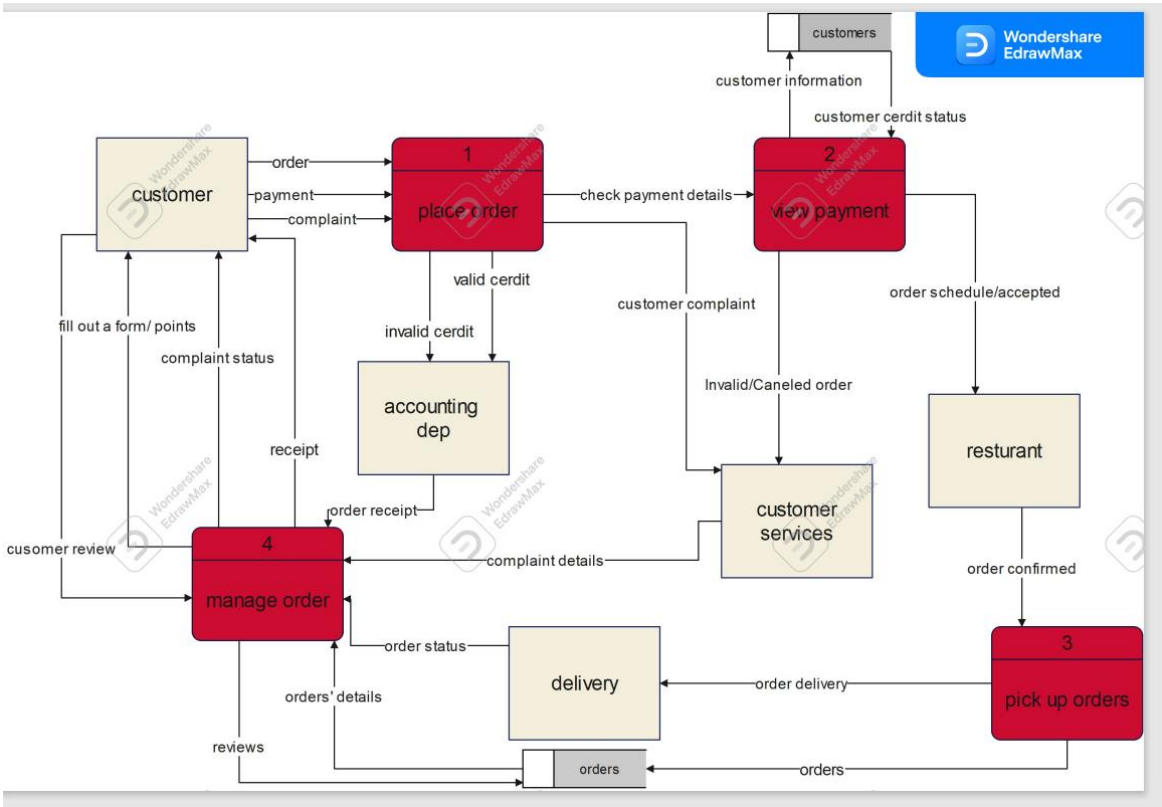


Data Flow Diagrams:

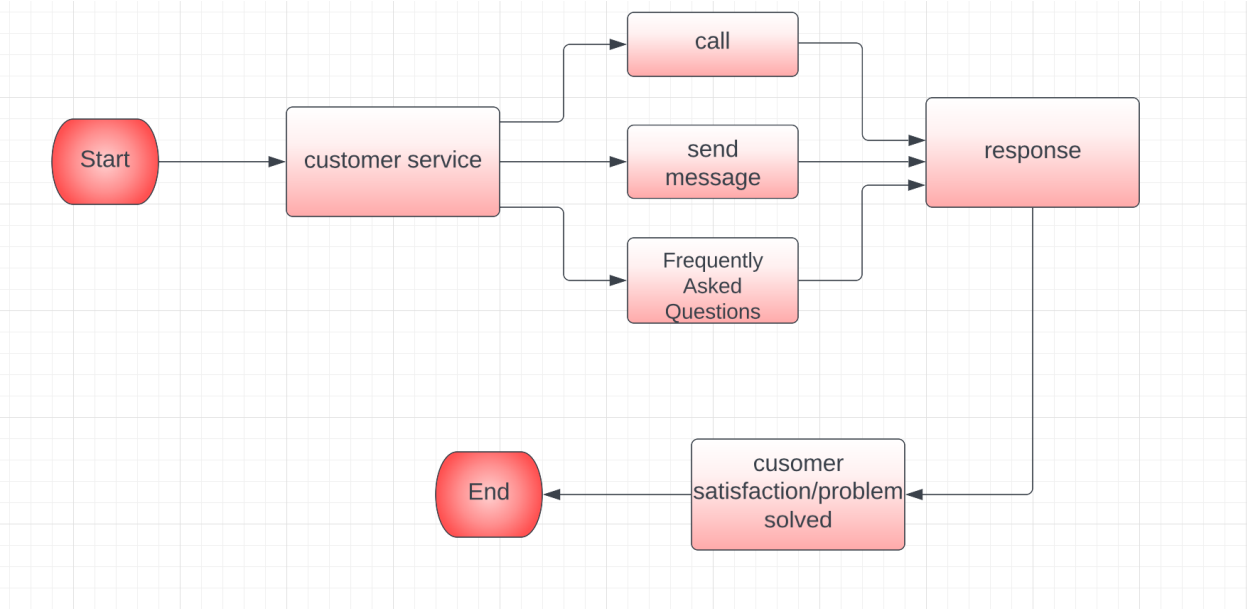
1-Context Diagram DFD For Jahez System.

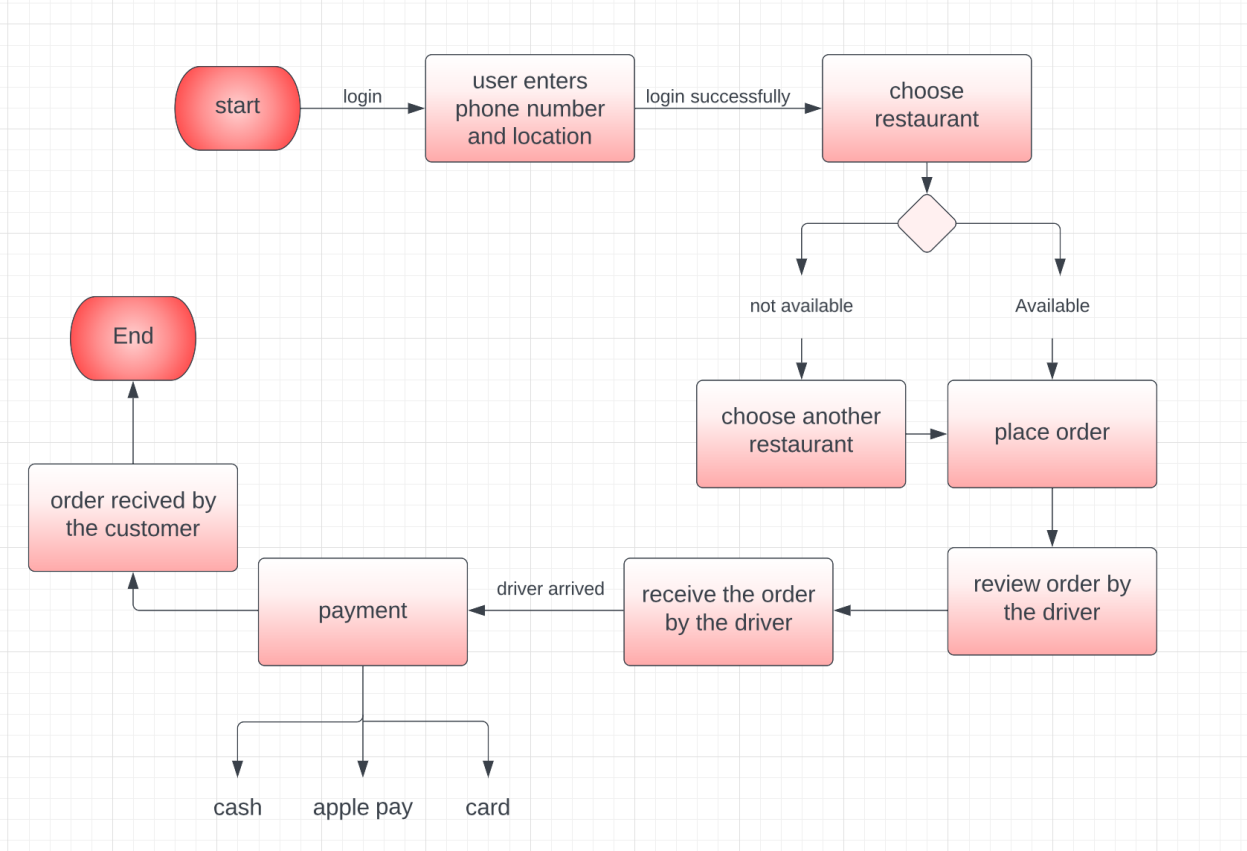


2-0-Level DFD For Jahez System.

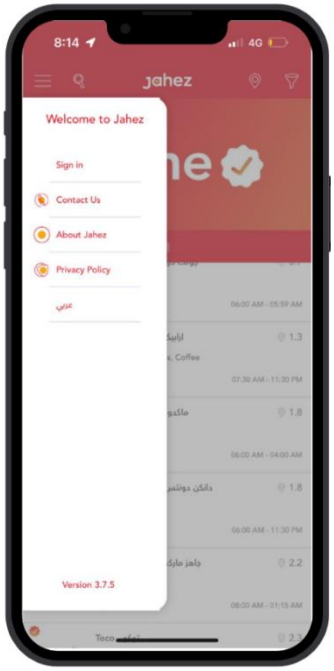


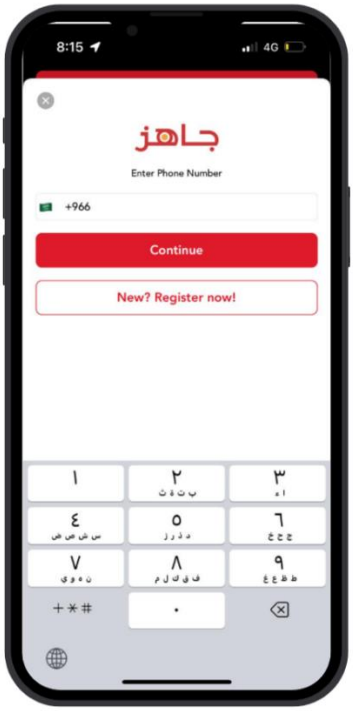
Activity Diagram:

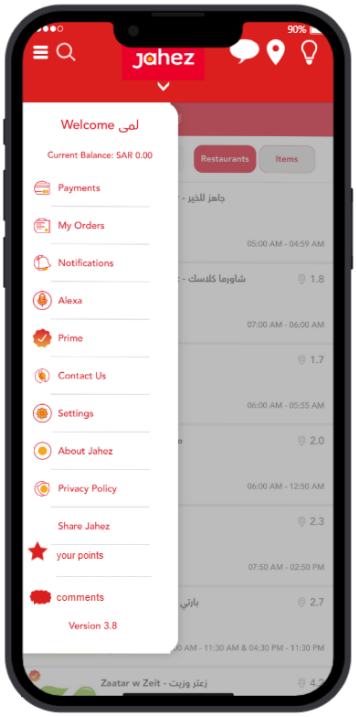


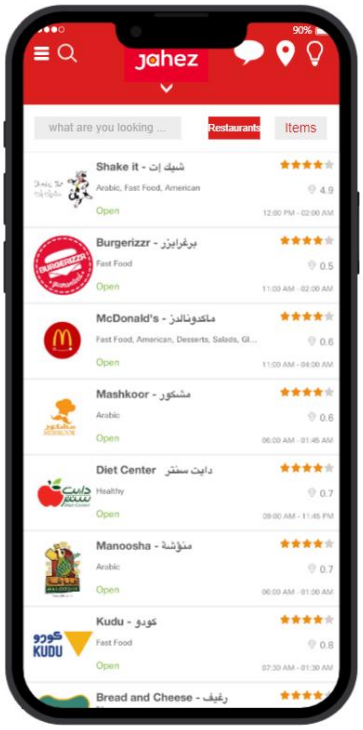


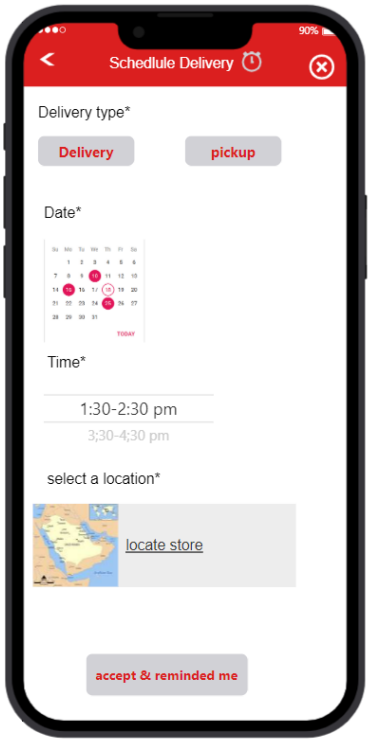
System Prototype & Interface:

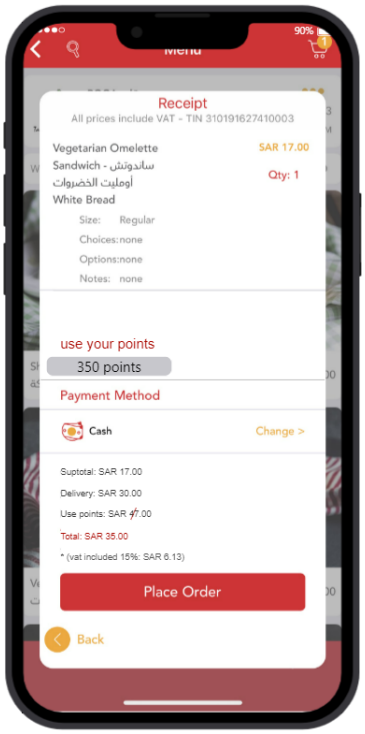


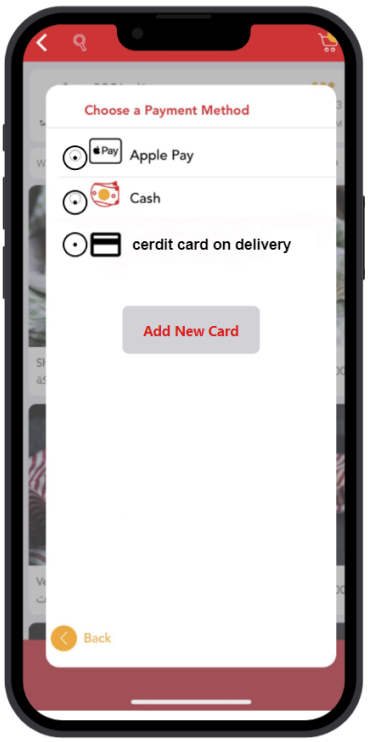


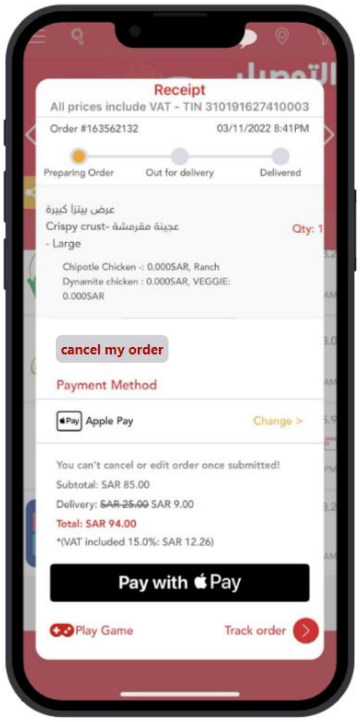


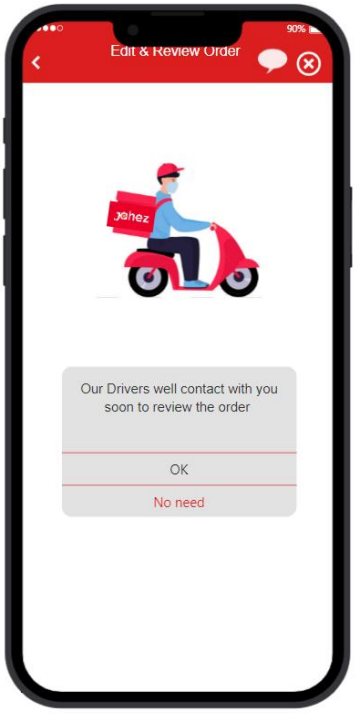

jahez
what are you looking ...
Restaurants
Items
Shake it - شيك إت
Arabic, Fast Food, American
Open
Burgerizzr - برغرايزر
Fast Food
Open
McDonald's - ماكدونالدز
Fast Food, American, Desserts, Salads, Gl...
Open
Mashkoor - مشكور
Arabic
Open
Diet Center دايت سنتر
Healthy
Open
Manoosha - منؤشة
Arabic
Open
Kudu - كودو
Fast Food
Open
Bread and Cheese - رغيف

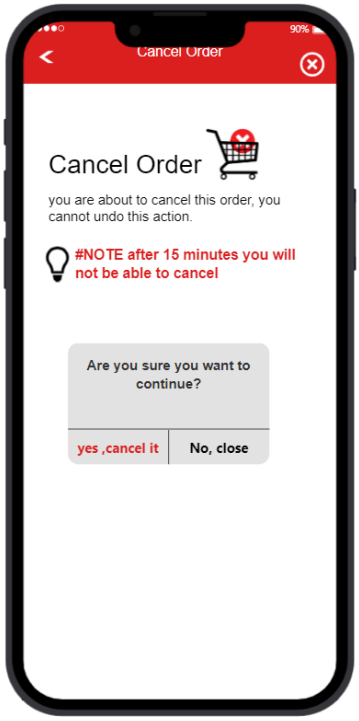

Schedlule Delivery
Delivery type*
Delivery
pickup
Date*
Time*
1:30-2:30 pm
3:30-4:30 pm
select a location*
locate store
accept & reminded me

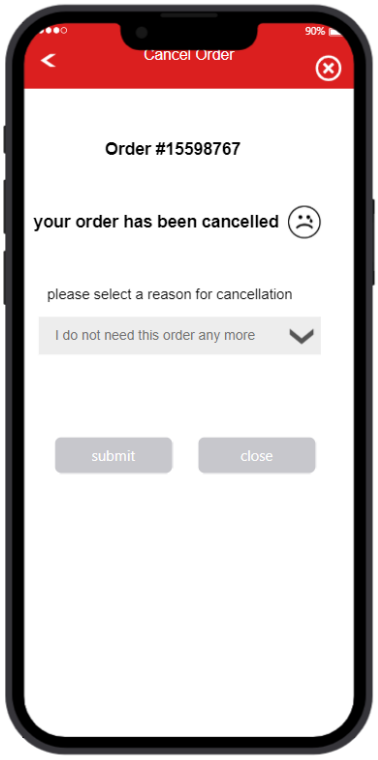

Menu
Receipt
All prices include VAT - TIN 310191627410003
Vegetarian Omelette
Sandwich - ساندوتش أومليت الخضروات
White Bread
SAR 17.00
Qty: 1
Size: Regular
Choices:none
Options:none
Notes: none
use your points
350 points
Payment Method
Cash
Change >
Suptotal: SAR 17.00
Delivery: SAR 30.00
Use points: SAR 7.00
Total: SAR 35.00
* (vat included 15%: SAR 6.13)
Place Order
Back


Choose a Payment Method
Apple Pay
Cash
cerdit card on delivery
Add New Card
Back

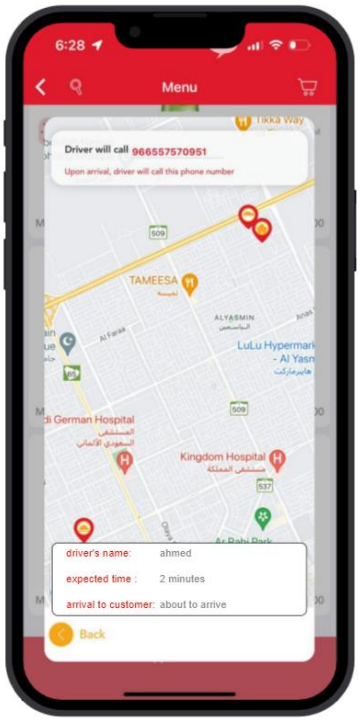

Receipt
All prices include VAT - TIN 310191627410003
Order #163562132
03/11/2022 8:41PM
Preparing Order
Out for delivery
Delivered
عرض بيتزا كبيرة
Crispy crust- عجينة مقرمشة
- Large
Qty: 1
Chipotle Chicken -: 0.000SAR, Ranch
Dynamite chicken : 0.000SAR, VEGGIE:
0.000SAR
cancel my order
Payment Method
Apple Pay
Change >
You can't cancel or edit order once submitted!
Subtotal: SAR 85.00
Delivery: SAR 25.00 SAR 9.00
Total: SAR 94.00
*(VAT included 15.0%: SAR 12.26)
Pay with Pay
Play Game
Track order


Edit & Review Order
Our Drivers well contact with you soon to review the order
OK
No need

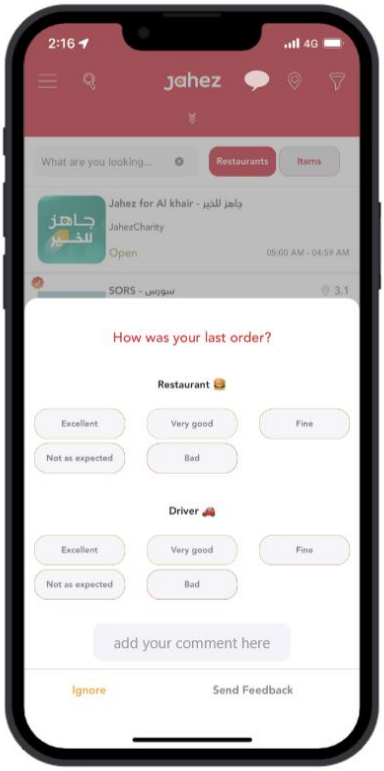

Cancel Order
Cancel Order
you are about to cancel this order, you cannot undo this action.
#NOTE after 15 minutes you will not be able to cancel
Are you sure you want to continue?
yes ,cancel it
No, close

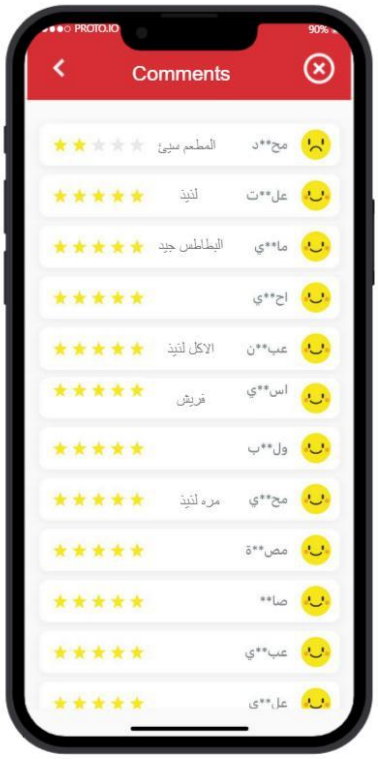

Cancel Order
Order #15598767
your order has been cancelled
please select a reason for cancellation
I do not need this order any more
submit
close


12:11
jahez
My Orders
Canceled
Mamas Chicken - ماماز تشيكن
28-10-2022 12:16 AM
Delivered
Herfy - هرفي
22-10-2022 01:00 AM
Delivered
Chump - تشمب
18-10-2022 05:32 PM
Delivered
Co K
10-10-2022 08:48 PM
Delivered


6:28
Menu
Driver will call 966557570951
Upon arrival, driver will call this phone number
TAMEESA
ALYASMIN
Kingdom Hospital
driver's name: ahmed
expected time : 2 minutes
arrival to customer: about to arrive
Back


jahez
welcome to jahez,
how can we help you today
?
type your message here
send


2:16
jahez
What are you looking...
Restaurants
Items
Jahez for Al khair - جاهز للخير
JahezCharity
Open
How was your last order?
Restaurant
Excellent
Very good
Fine
Not as expected
Bad
Driver
Excellent
Very good
Fine
Not as expected
Bad
add your comment here
Ignore
Send Feedback


PROTO.IO
90%
Comments
مج**د
المطعم سيئ
عل**ت
لذيذ
ما**ي
البطاطس جيد
اح**ي
عب**ن
الاكل لذيذ
اس**ي
فريش
ول**ب
مج**ي
مره لذيذ
مص**ة
صا**
عب**ي
عل**ى


jahez
your reward points
you have now :
320 points
MAKE MORE FEEDBACK
TO GET MORE!
back

Conclusion:

In conclusion, we introduced Jahez application as an electronic platform that connects food service providers (restaurants, home kitchen) and the customers. Jahez provides delivery service and follow up the order accurately.
Jahez application allows you to monitor the status of the order and track it until it reaches the doors of the houses. To ensure portability and accessibility, we have shown how the application can be downloaded through various operating systems, including IOS and Android.

Furthermore, we worked on Jahez application and we did our best to make the work appear complete and distinctive in the final form. We were able to get all the information related to the application, and we used plenty of analysis diagrams to simplify our work.

In conclude we recommend that Jahez improves their services to meet the user requirements.