Title:System Requirement Specification for Online food order and delivery system

Team:

Direct User, Indirect User,Architect, Business Analyst Quality Assurance Team, System Analyst

Objective (Purpose):

The online food ordering and delivery system is a Web Application ,intended to provide complete solution for vendors, users as well as internal users (Staff) through a single Gateway using internet. It will enable restaurant owners to setup up online restaurant. Users will be able to browse through virtual restaurant and order food items online without visiting the restaurant physically.

Scope:

This System allows Users to order food items from restaurant based on cuisine menu. This application will be available for Users 24/7.

Users will be allowed to access virtual restaurants based on their availability.

User will be able to review orders history and may able to cancel order within 30 minutes after the order is placed.

The System will be able to show live Business Operation statistics trends through Customized dashboard for stakeholders.

Definitions:

OFODS: Online Food Order and Delivery System

RO: Restaurant Owners

QA: Quality Assurance

Portal: Personalized Online Web Application

MIS: Management Information System

CRM: User Relation Management

BI: Business Intelligence

Dashboard: Personalized information presented using BI techniques such grid, score card, graph.