Mario and Luigi’s Pizzas

**Project plan**



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Group: PizzaBytes

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# Project definition:

This chapter defines the project scope and its relevance. It is important to understand what it encompasses and the situation it is placed in. In this part the background is described, the goals and the different deliverables. The whole should provide a good overview of the project.

## Client

“Mario and Luigi’s Pizzas” is a small family-owned Pizzeria with currently only two employees.

Contact people: Mario, Luigi

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## Team “PizzaBytes”

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## Current situation

Pizzeria "Mario and Luigi’s Pizzas" has seen a surge in customers due to their delicious pizzas. One of their acquaintances, Mr. Panucci, has expressed interest in investing and becoming a part-owner. However, before committing to the investment, he wants Mario and Luigi to prove they can handle the growing demand.

## Problem description

**Communication problem** - only verbal - Mario takes orders and yells them to Luigi in the kitchen, leading to errors, misheard information and wrong orders.

**Multitasking -** Luigi has to prepare several orders while simultaneously checking if an order is ready to be served. This results in slow notification of order completion, leading to longer serving times and affecting customer satisfaction.

**Customer Frustration** - customers get tired of the yelling in the restaurant and sometimes receive the wrong orders because of miscommunication.

## Project goal

Help improve the pizza restaurant with smart ICT systems which improve optimality.

**Smart Oven:** Set up a smart oven that monitors the temperature and time, alerting staff wirelessly when the pizza is cooked, reducing the need for constant checking.

**Customer Ordering Web App:** Create an easy web app for customers to order their pizzas online, ensuring that all orders are transmitted directly to the kitchen.

**Order Management System:** Build a system for Mario to take orders and send them directly to Luigi in the kitchen avoiding misunderstandings.

## Deliverables

1. **DOCUMENTATION**

* • Business process diagram
* • Paper prototype of the pizzaria website with Italian design

1. **SYSTEM**

* A web application with the client’s requirements:
* can be used by clients and the cashier to order pizzas and provide details directly to the kitchen
* has a notification system that allows the cook to indicate when the order is ready for pickup
* An abstract representation of a smart oven that displays temperature and time and notifies Mario when pizza is ready

## Non-deliverable

* Code reviews
* Internal meetings
* Training staff to use the new system
* Maintenance
* User manual

## Constraints

* **Budget:** confidential
* **Work force:** 4 workers
* **Initiation:** 14 October 2024
* **Deadline:** 7 November 2024

## Risk Analysis

* **System Downtime During Implementation**- during the transition to new IT systems (e.g., online ordering system), there could be system outages or failures.
* **Data Security Breach** - introducing online ordering and customer Wi-Fi could increase vulnerability to cyberattacks, including customer data theft.
* **Staff Resistance to New Technology** - employees may resist using new systems, leading to operational inefficiency and errors.
* **Budget Overruns** - IT improvements, such as upgrading POS systems or adding online ordering, could exceed the planned budget due to unforeseen costs (e.g., equipment, software licenses, maintenance).
* **Customer Confusion or Frustration** - customers may be unfamiliar with new ordering methods (e.g., online ordering), leading to frustration and a negative experience.

# Phasing:

“Mario and Luigi’s Pizzas” is planned to be completed in 3 weeks. Below is the Construction timeline schedule of the project:

**Week 1:** Business process diagram - Project plan - Paper prototype

**Week 2:** Implement solution - Prepare final presentation

**Week 3:** Finalize implementation - Give final presentation

## Methodology:

This project will use the Agile method, a flexible approach that focuses on teamwork, adapting to changes quickly, and delivering small, continuous improvements based on feedback.