Dialogue with stakeholders

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A: Software Architect

B: Stakeholders

A: Good afternoon, sir. I am the software architect of the Food Reservation and Food Delivery System (FRFDS) that contacted you last Monday.

B: Ah yes, good afternoon to you as well.

A: I am here today to know more about your expectation and requirements for the FRFDS system. Firstly, may I know what you hope to improve on the current system in any aspects. For example, system performance, functionality, security, or just any attributes that are not up to your expectation currently?

B: We have been receiving some complaints from the customer that the system crashes sometimes when we have promotions or cashback events. I do not want the system to crash again during important events, it makes us look bad. Even if it crashes, please make sure it fails while most customers are asleep and recovers fast.

A: Sure sir, we will improve on the system availability. Anything else?

B: Yes, there are complaints from customers that the steps to purchase food are too long, too many steps and it tired them out. The navigation between the cart, menu, and payment is also very inefficient. They hope that they can jump to any process from any process at any time. And when they return to their previous pages, no information is lost.

A: Noted sir, this sound like there is a problem occurring in the usability of the current system. To be more precise, you hope that the steps are shortened down to a minimum and that the customers can go from process to process such as the cart to menu, or menu to cart without losing the information that they entered, am I correct?

B: Yes, that is what I meant. There is one last most important thing, system security. As you know, our system involves payment and sensitive personal information such as addresses, I hope that you guys can improve the system security such that no information can be leaked to unnecessary people.

A: Definitely, we will check if there is any loopholes or error that is in the current existing system and get them an upgrade or fix. Is that all?

B: Yeah, I think that is it. Cannot think of any at the current time.

A: If you thought of any, do let us know at any time. Thank you for your time today.

B: You’re welcome.