Assessment 3 – Doughnut Order System (Henry)

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# Proposal

## Treatment

To resolve the issue of the minimal online presence we will create a webpage that will advertise the products and increase the online presence of the business. Updating the websites design will simplify the user experience and also allow additional features such as forms for ordering products and for online payment. This will solve the issue of orders only being made on the phone and the cash only payment on orders as orders will be paid for before delivery. We will also implement a system for storing and accessing customer accounts and orders. This information can then be retrieved for use in the Click and Collects, the deliveries and when information about previous orders is needed.

# Requirements Analysis

Using the requirements engineering process

## Requirements Elicitation

Within this section the initial requirements are discovered.

### Stakeholders:

* Customer
* Chef
* Driver/Checkout staff

### User Requirements:

* Customer interaction
  + Login
  + Place order
    - Item selection
    - payment
  + View orders
* Chef interaction
  + View Orders
* Checkout/Delivery interaction
  + View order details
  + Mark order as completed

### Functional Requirements

* Customer Site
  + Website is loaded with products from database for customer
  + Customer login from info on database
  + Customer places order
    - Order record is added to database
    - Payment is validated
  + Customer pulls previous orders from database
* Store site for managing orders
  + Chef pulls current orders from database to their terminal
  + Deliver driver retrieves relevant customer details from database
  + Checkout staff retrieve relevant customer details for the order
  + Driver or Checkout staff amend Order record as completed
* DBMS
  + Validate if login details are correct
  + Retrieve order details from customer
  + Send Previous orders to relevant customer
  + Send all current orders to chef
  + Retrieve completed amendment from Driver/Checkout

### Non-Functional Requirements

* Product
  + Website needs to be fast (quote from research on attention span)
  + Website needs to be functional on both desktop and mobile views (statistic on mobile vs desktop use)
* Organisational
  + Must be designed with company Typeface and Colour Scheme
* External
  + Payment security (Data Protection Act)
  + Receipt generation