Assessment 3 – Doughnut Order System (Henry)

Henry Fallows

# 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

This is the interaction each of the stakeholders could have with the system:

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

### Non-Functional Requirements

* Product
  + Website needs to be fast (quote from research on attention span)
  + Easily navigable
  + 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

### Functional Requirements

From these user requirements we have determined that the functional requirements of the proposed system are:

* Customer Site
  + Website load
  + Customer login
  + Add item to order
  + Remove item from order
  + Place Order
  + Validate payment
  + Get Previous Orders
* Store site for managing orders
  + Get current orders
  + Get customer details for order
  + Mark order as complete
* DBMS
  + Validate user
  + Add order
  + Send orders from customer
  + Send current orders to chef
  + Amend to completed

## User Stories:

To assist with visualising the use of the proposed system the following user stories have been created, a story for each stakeholder:

### Customer

The customer opens the webpage and navigates to the login screen that is easy to find. She enters her valid login details and is informed that she has been successfully signed in. She then finds the menu and selects the items she wishes to order. She proceeds to payment with a button click and is prompted to select either collection or delivery. After selecting delivery, she receives another prompt to select the address they already have saved or weather to input a different address. Once selecting the address that the store already has, she is then asked to select the existing card on her account that is identified by the final four digits that are provided to her. She chooses to enter a new card and enters the card details and selects the purchase button. She receives a message on the page informing her that her payment was successful and then receives an e-mail receipt of purchase.