



# SYSTEMS PITCH

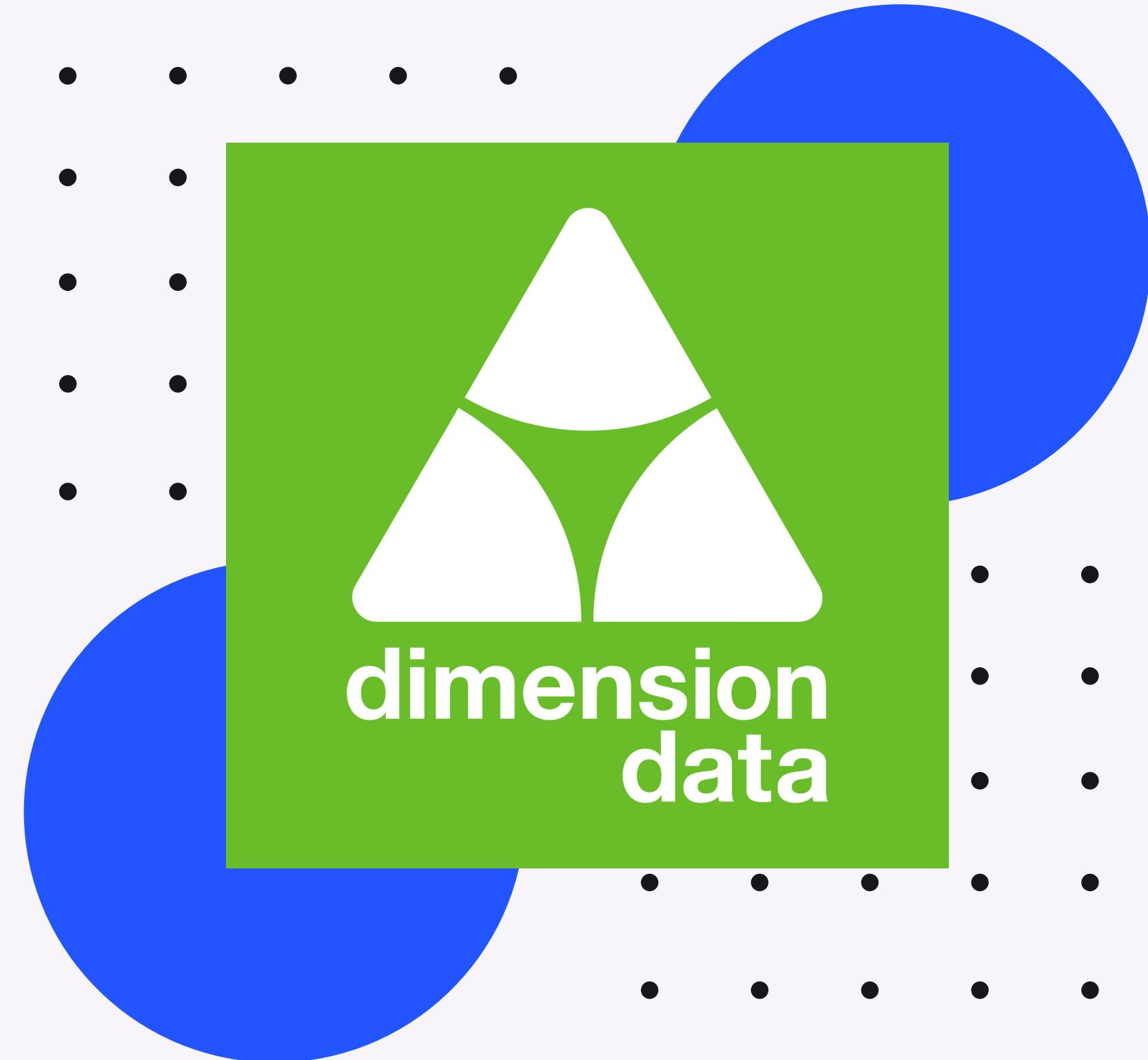
SELF SERVICE KIOSK - THE SOLUTION TO  
THE CANTEEN PROBLEM



# OUR CLIENT

## Dimension Data

- South African based
- 30+ years of experience
- Global operations
- All sectors



>



# CANTEEN SYSTEM

## OVERVIEW

1

**Find service staff**

2

**Place order**

3

**Look up item price**

4

**Generate and present receipt**

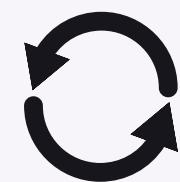
5

**Relay back to chef**

6

**Wait for order**

# Problems



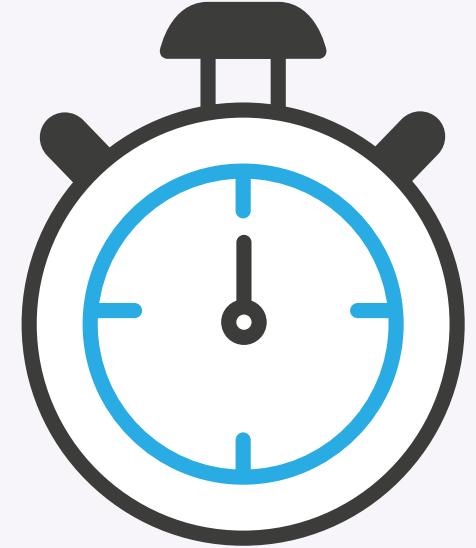
**Lengthy Waiting Times**



**Decision Making Support**



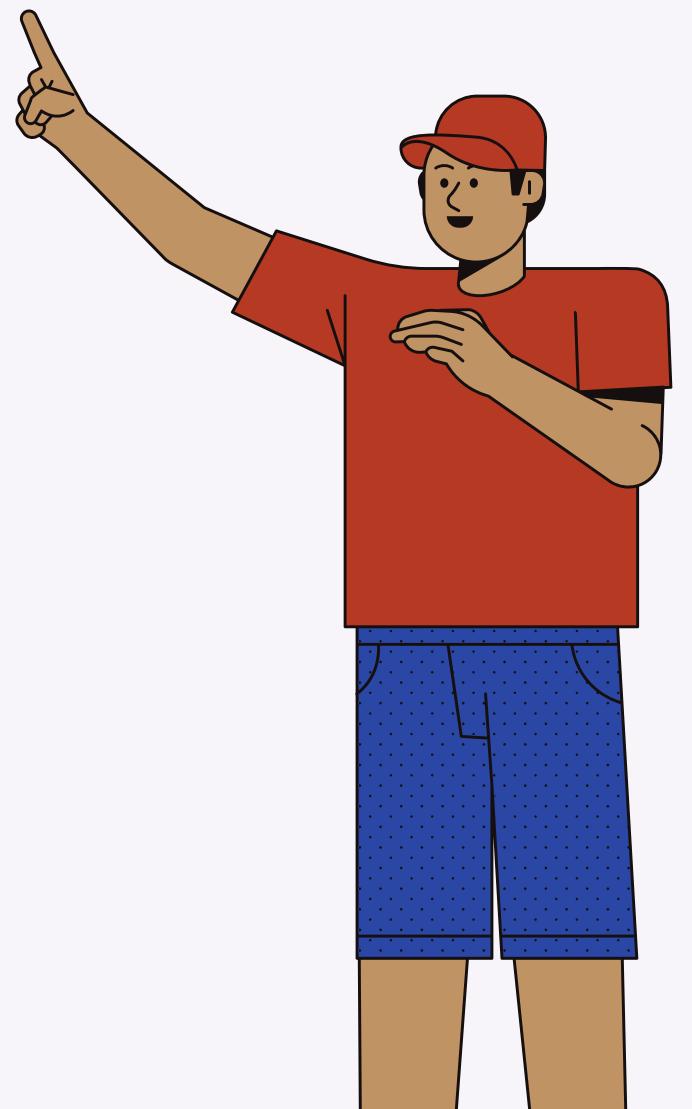
**COVID-19 Protocols**





# SELF-SERVICE KIOSK SYSTEM

The ultimate solution



# MAIN FEATURES ELICITED

Interviews

Event decomposition

User Goal techniques

User stories



## ORDERING

Selecting, choose extras, review, receive

## MANAGE ITEMS

Add, remove, change and view food and drink items

## ORDER LISTING

View active orders

## AVAILABILITY

Change item availability status at any time

## REPORTING

Generate accurate, timely and comprehensive report set

## ALERTS

Send weekly menu and credit overrun notices





# SAY HELLO TO THE CREDIT SCHEME



## Limits

A monthly global credit limit is set that dictates the value of items available free of charge

## Over drafting

Exceeding credit limits will result in the automatic deduction of the amount from salary

## No money? No problem

Forget about fumbling through your wallet and purse

## Management

Information about credit balances will be provided in the set of reports

# Say no to Queues!

Choice and Control

Contactless

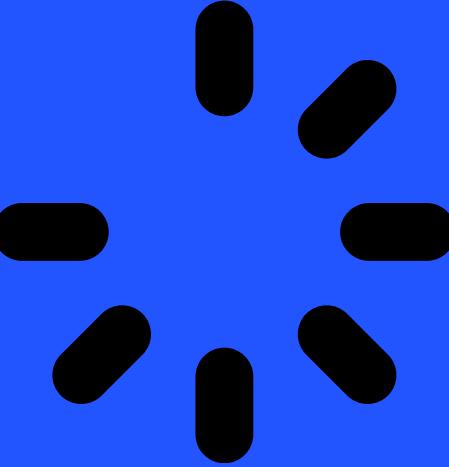
Decisions



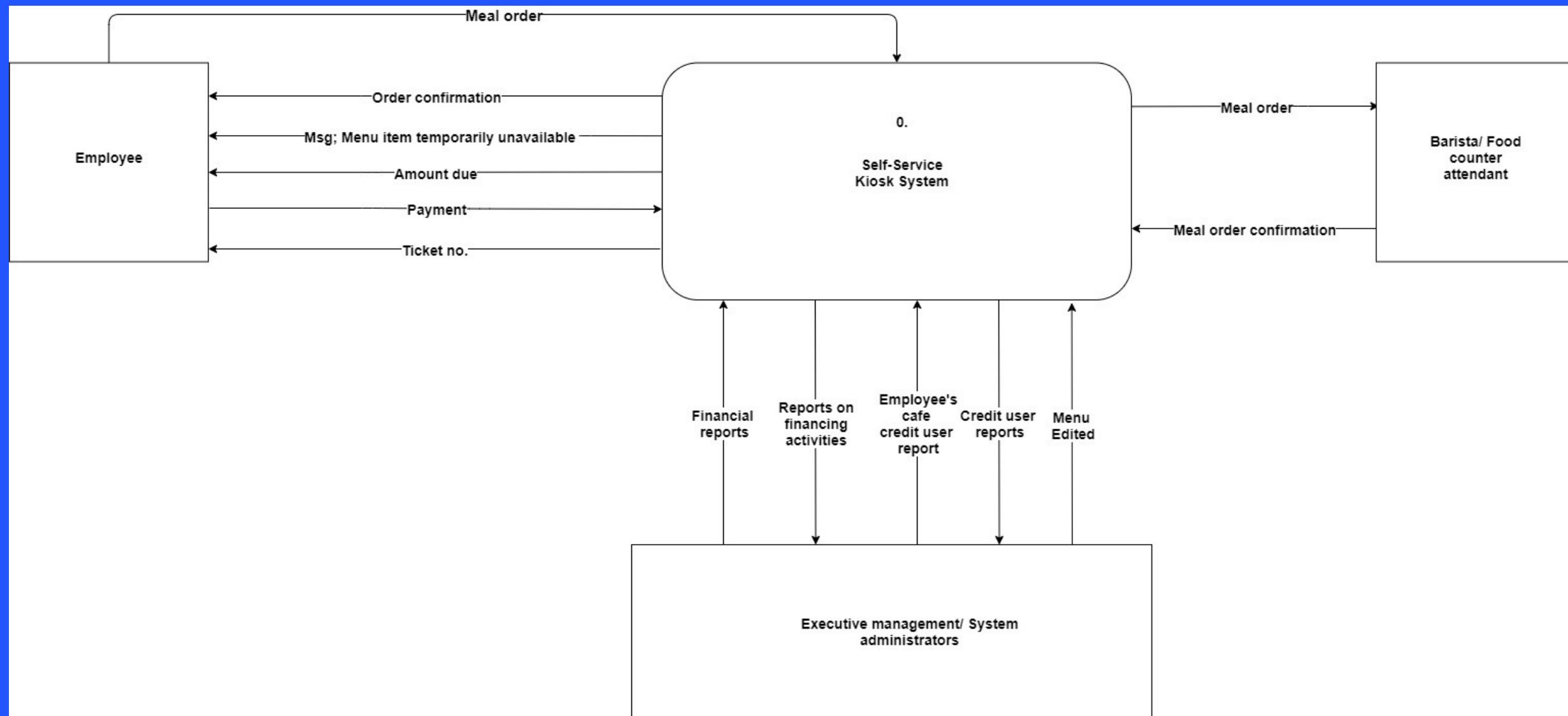
# Key Benefits

EVERYBODY WINS!

# INTERMISSION



# CONTEXT LEVEL DFD



1

**Requesting  
the order**

2

**Availability check  
and feedback**

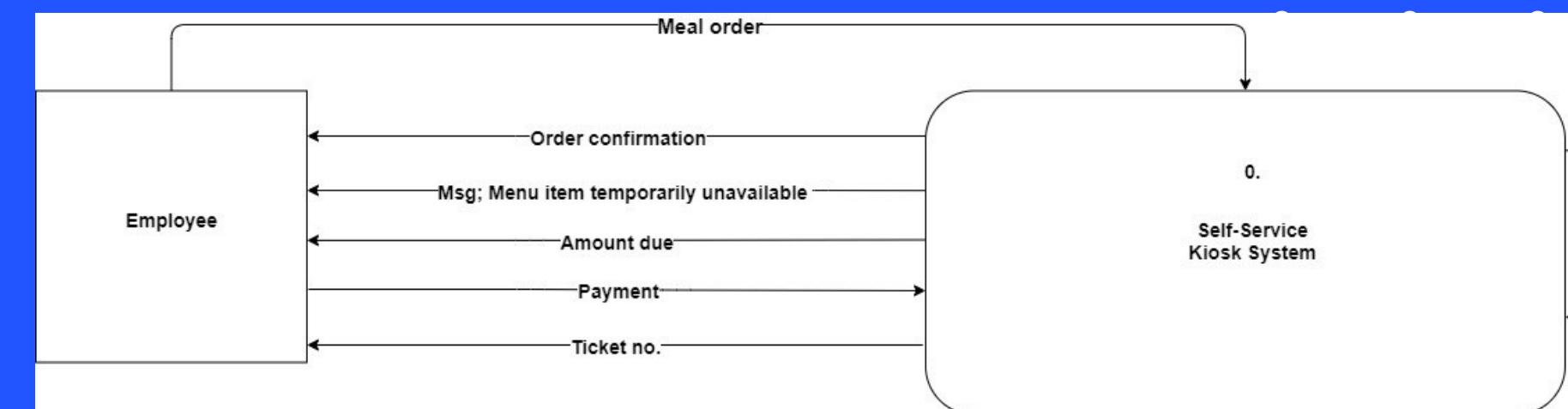
3

**Payments  
request**

4

**Payment made**

# EMPLOYEE AND THE SYSTEM



1

**Order details sent**

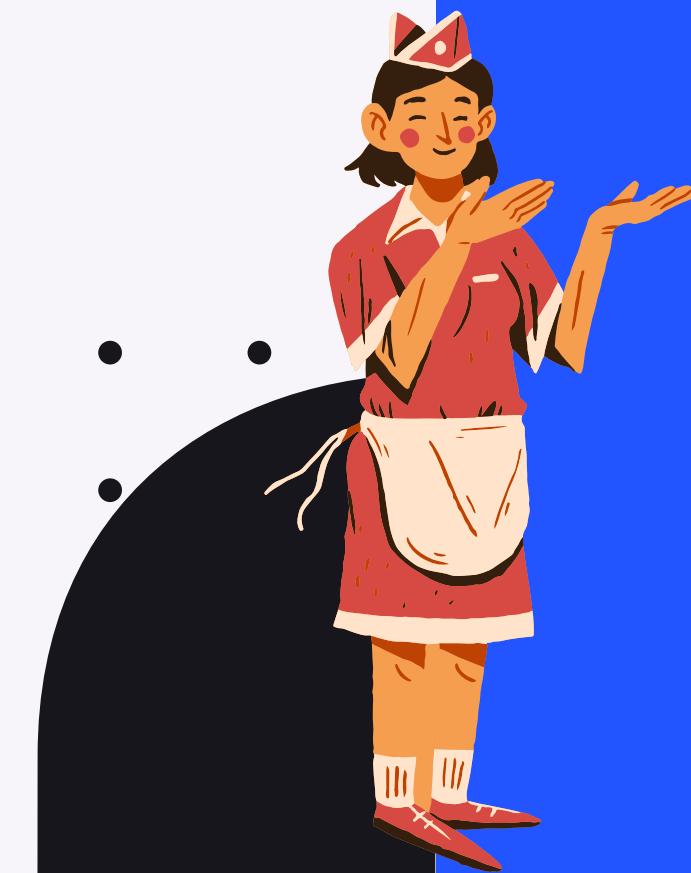
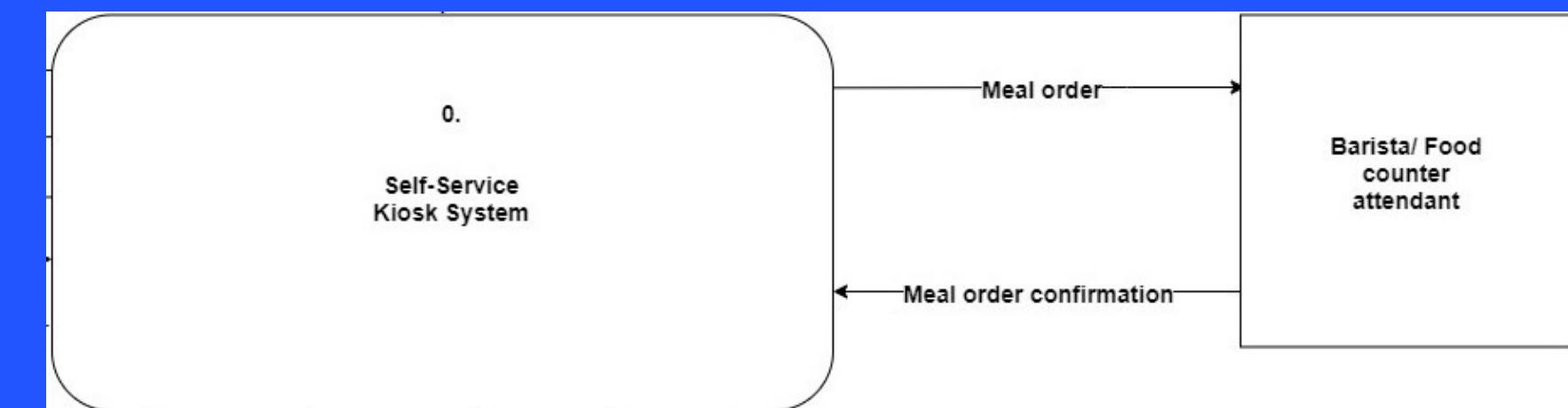
2

**Fill order and send confirmation**

3

**Ticket generation**

# CANTEEN WORKERS AND THE SYSTEM



1

**Edit menu**

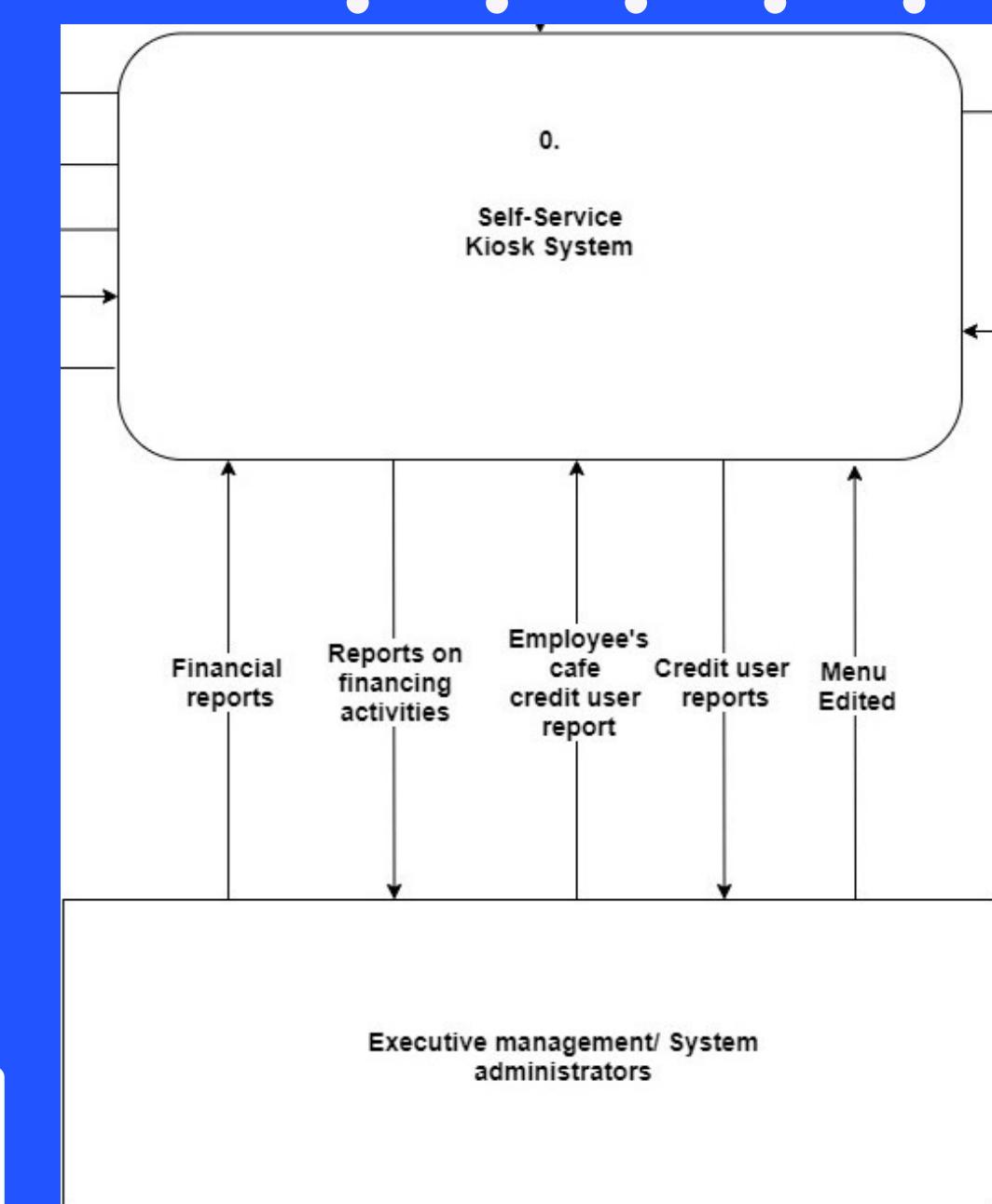
2

**Report requests**

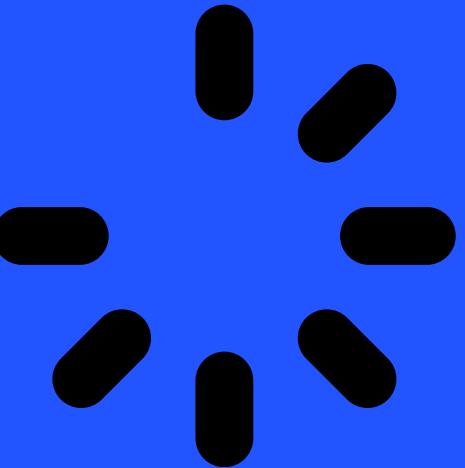
3

**Report  
fulfilment**

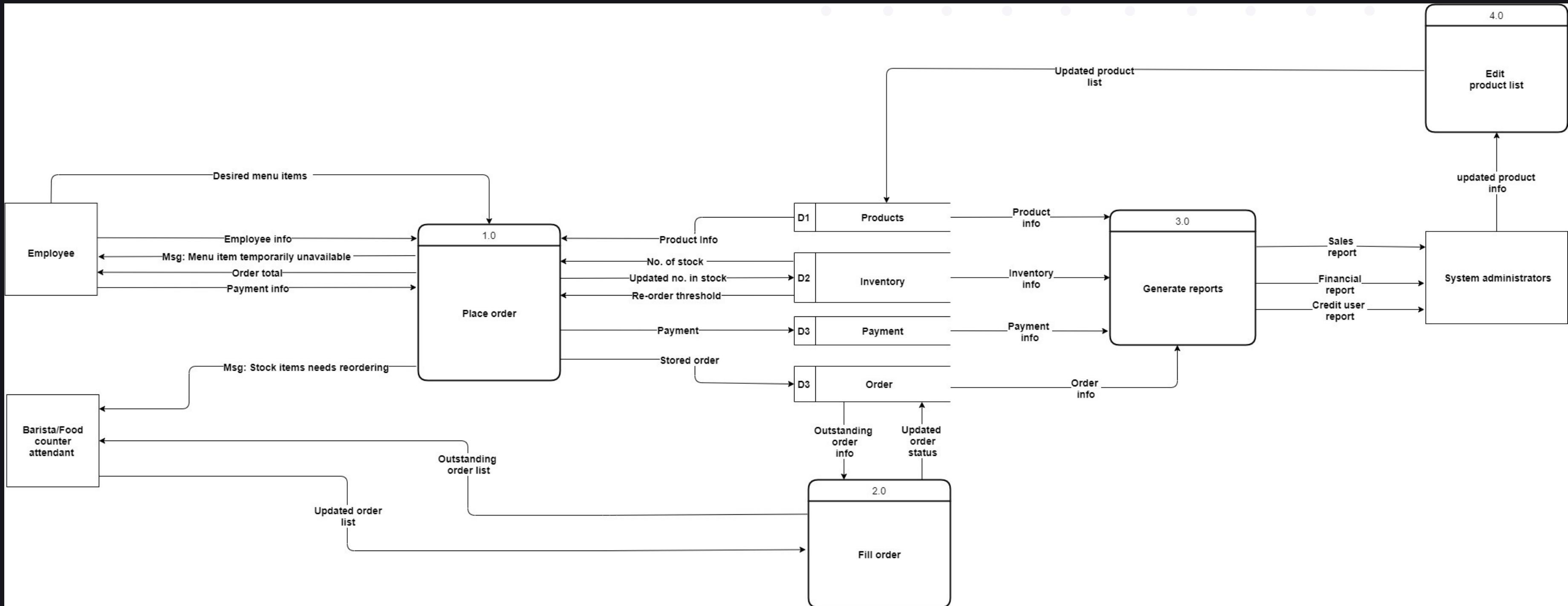
# MANAGEMENT/ADMIN AND THE SYSTEM



# INTERMISSION



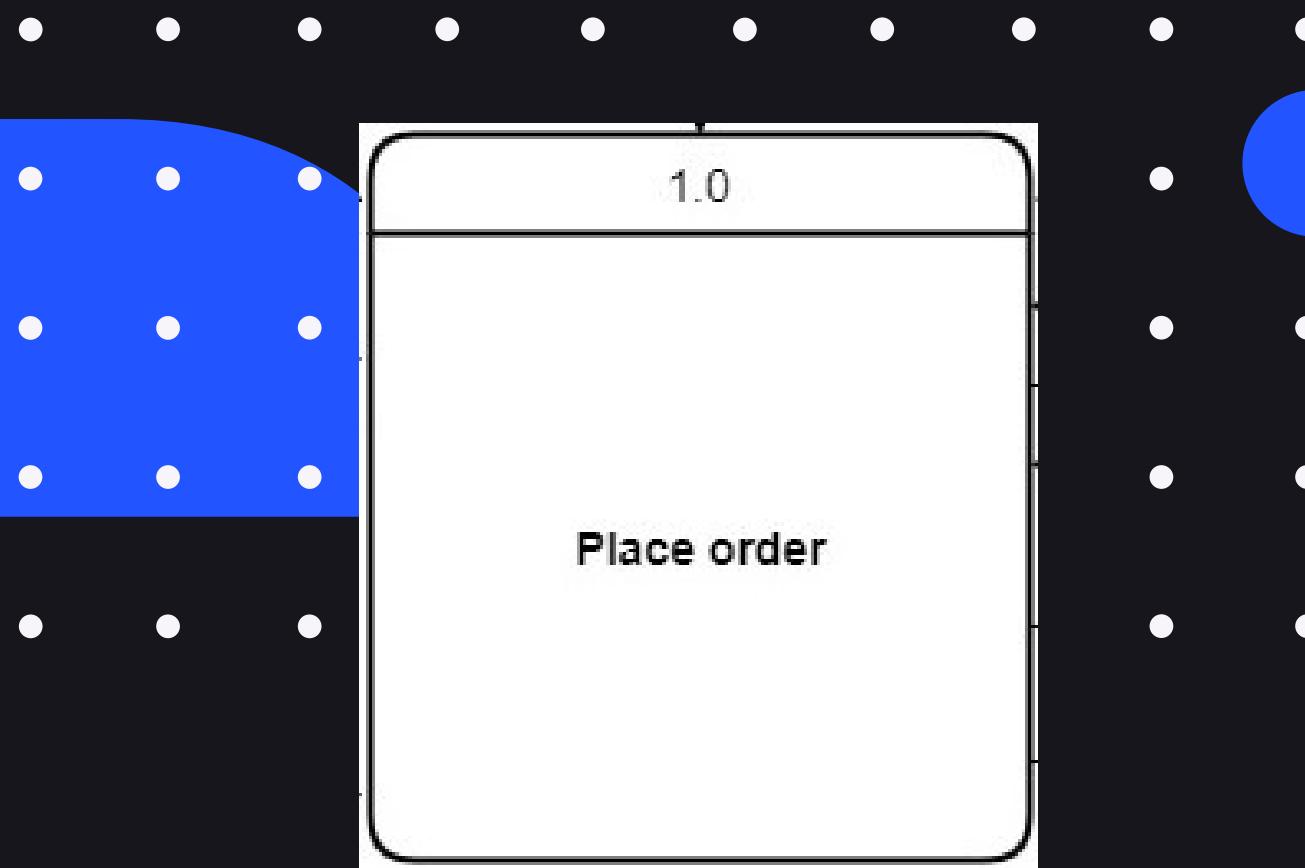
# LEVEL-0 DFD



ORDER HERE

# TAKING A DEEPER DIVE

## THE ORDER PROCESS



**The systems' design**



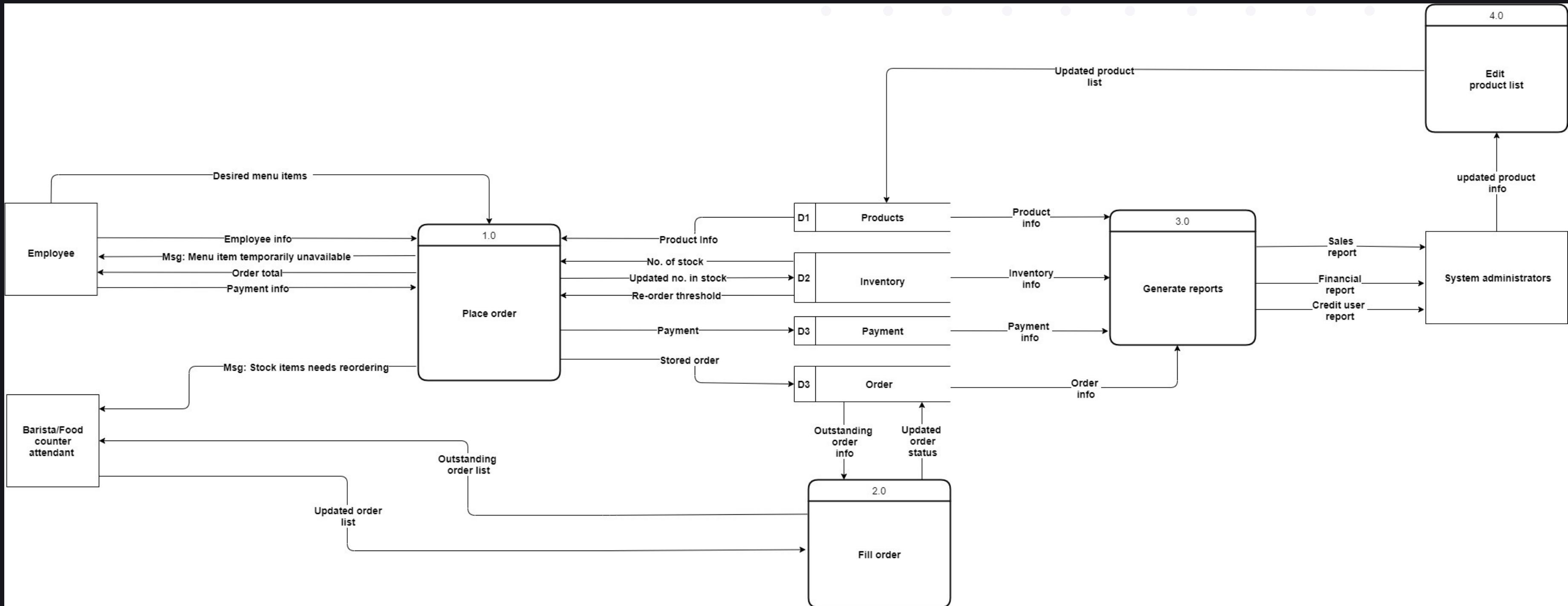
**Employees' role in the system**



**Information captured**

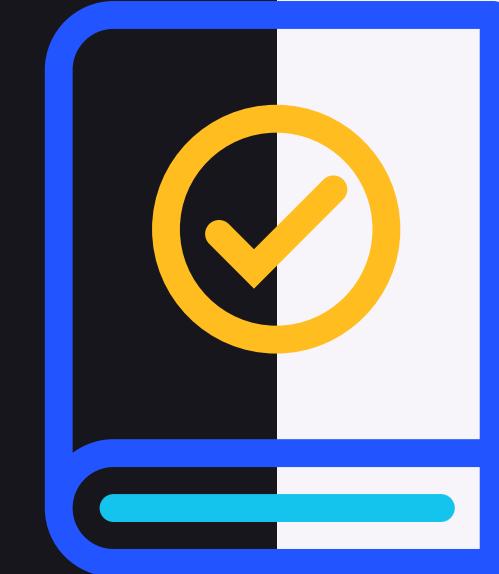
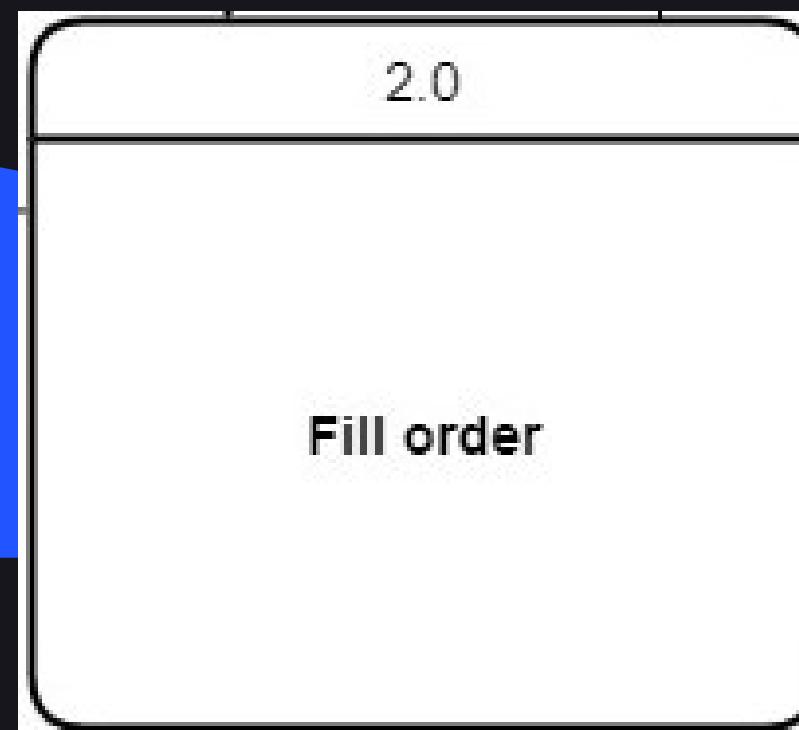


# LEVEL-0 DFD



# TAKING A DEEPER DIVE

FILL THE ORDER



1

**Outstanding Order List**

2

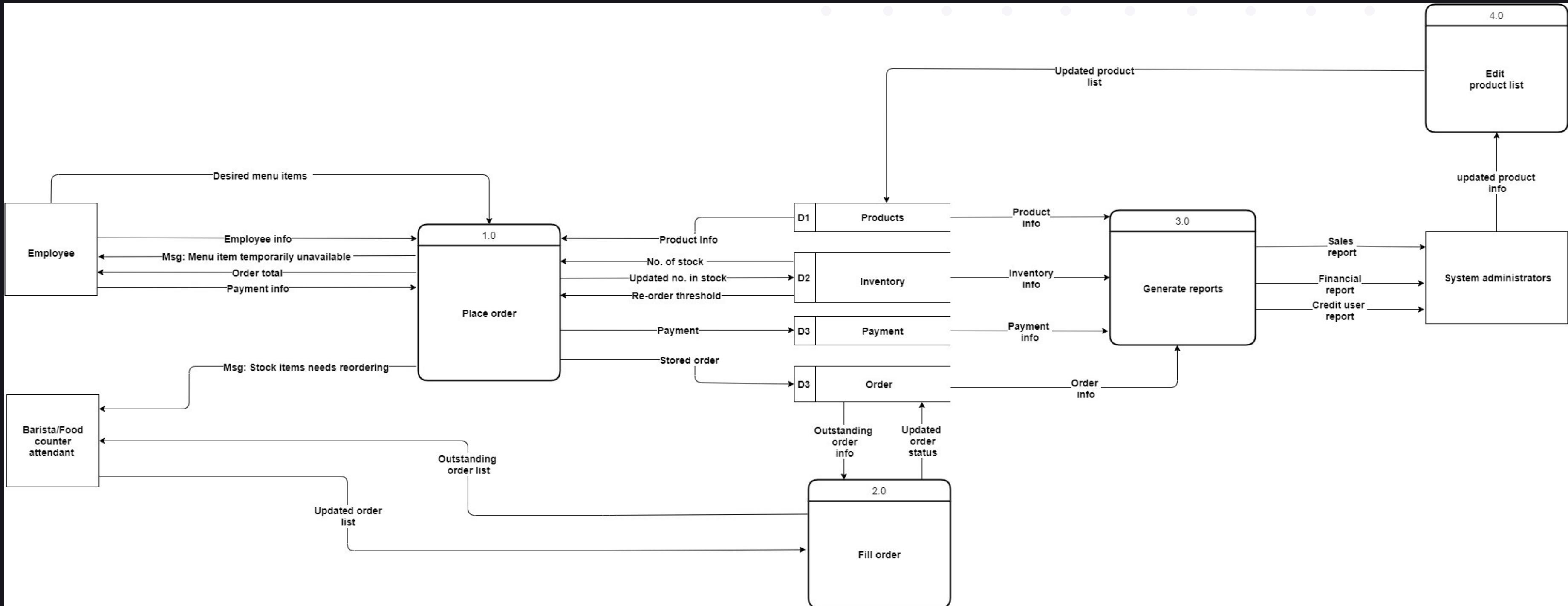
**Canteen staff roles**

3

**Updated Order status**

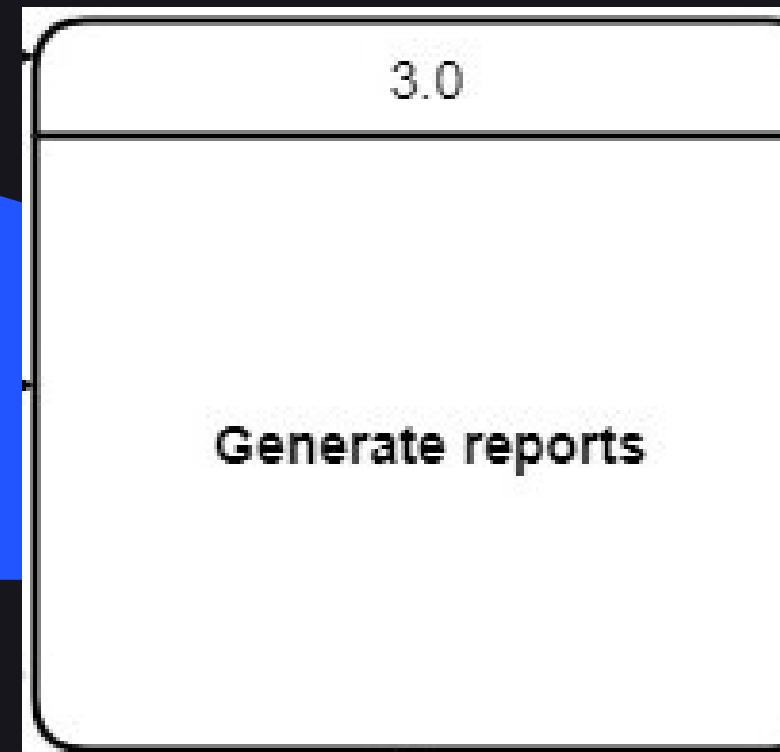


# LEVEL-0 DFD



# TAKING A DEEPER DIVE

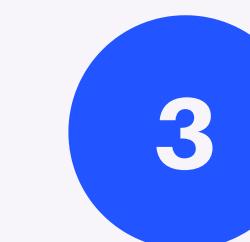
GENERATING THE REPORTS



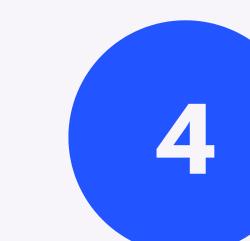
**Data used**



**Sales Reports**



**Financial Reports**



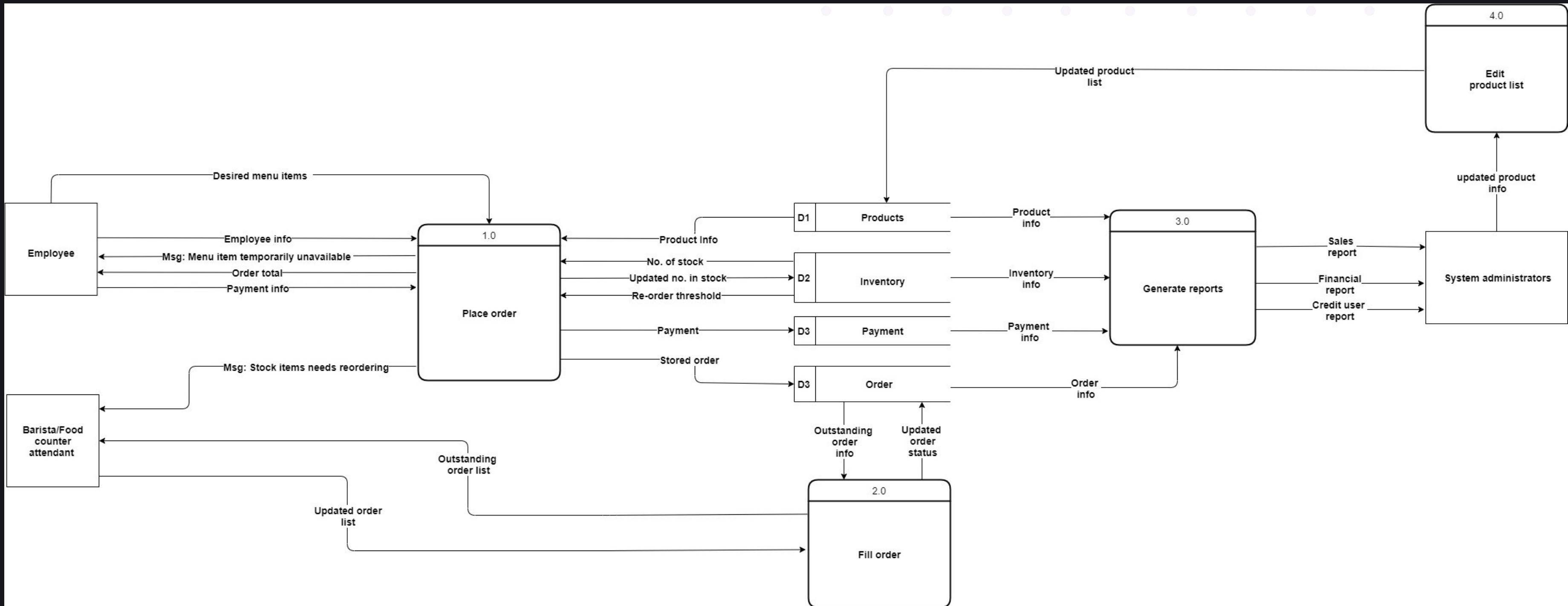
**Employee Credit Reports**



**System Admin Role**

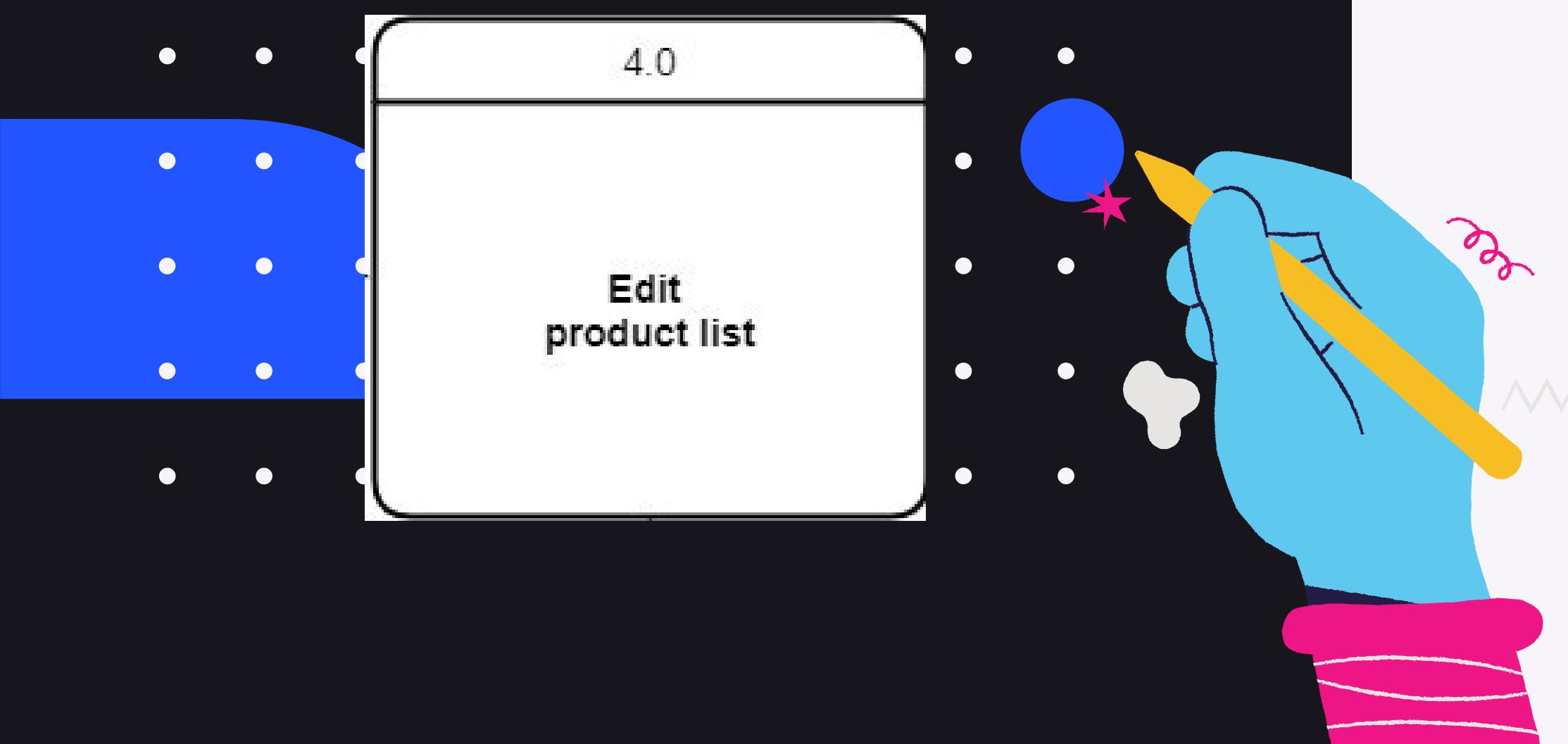


# LEVEL-0 DFD



# TAKING A DEEPER DIVE

EDITING THE PRODUCTS



1

**System Administrator**

Authorised personnel

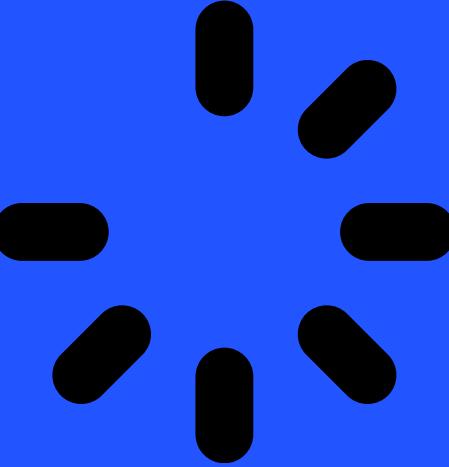
2

**Updates Product Information**

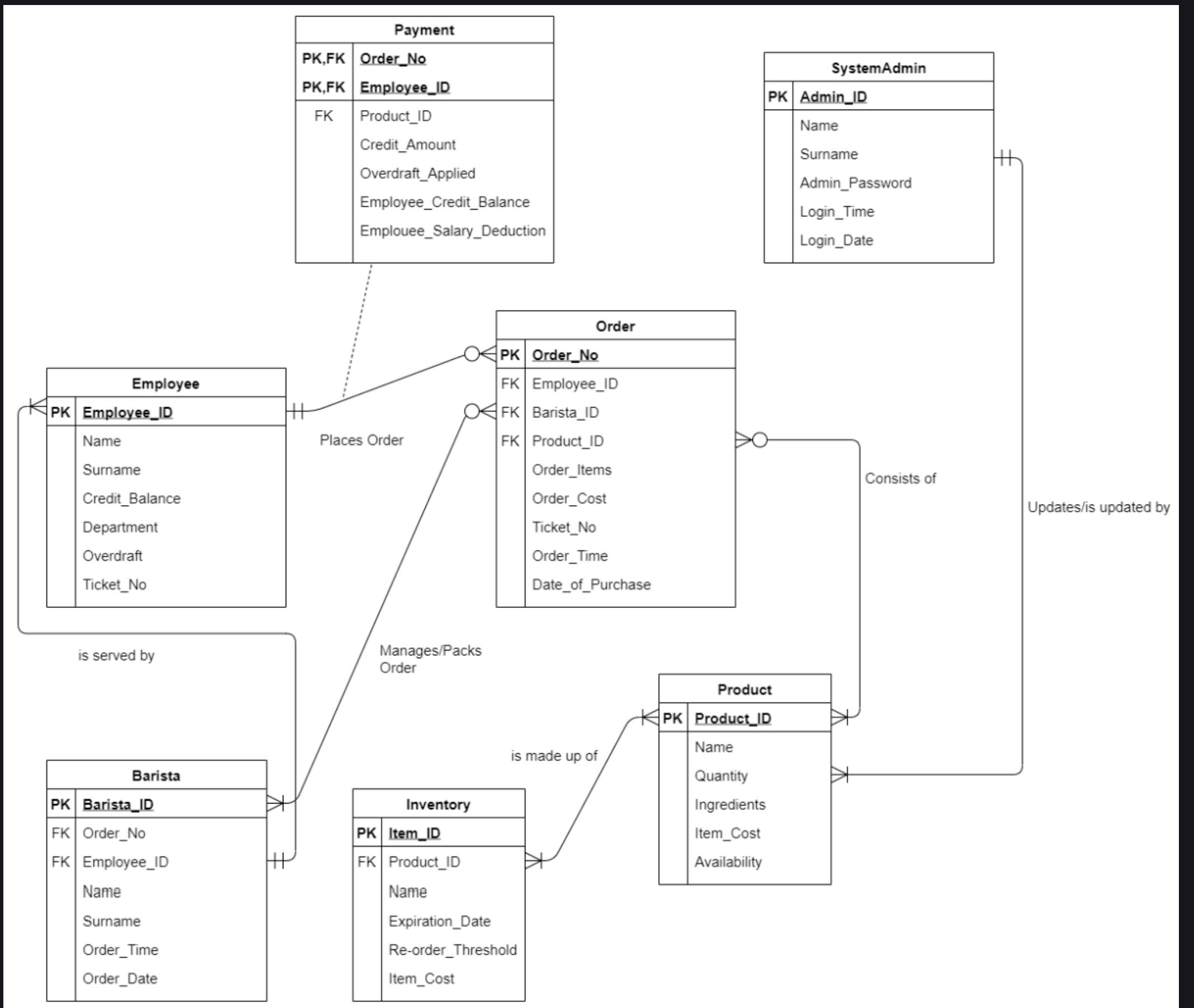
3

**Updated List Stored in Products Database**

# INTERMISSION



# THE ERD





1 Completely  
Cashless

2

Credit as  
currency

3

Set Monthly  
credit for each

4

Can still  
purchase

No need to starve

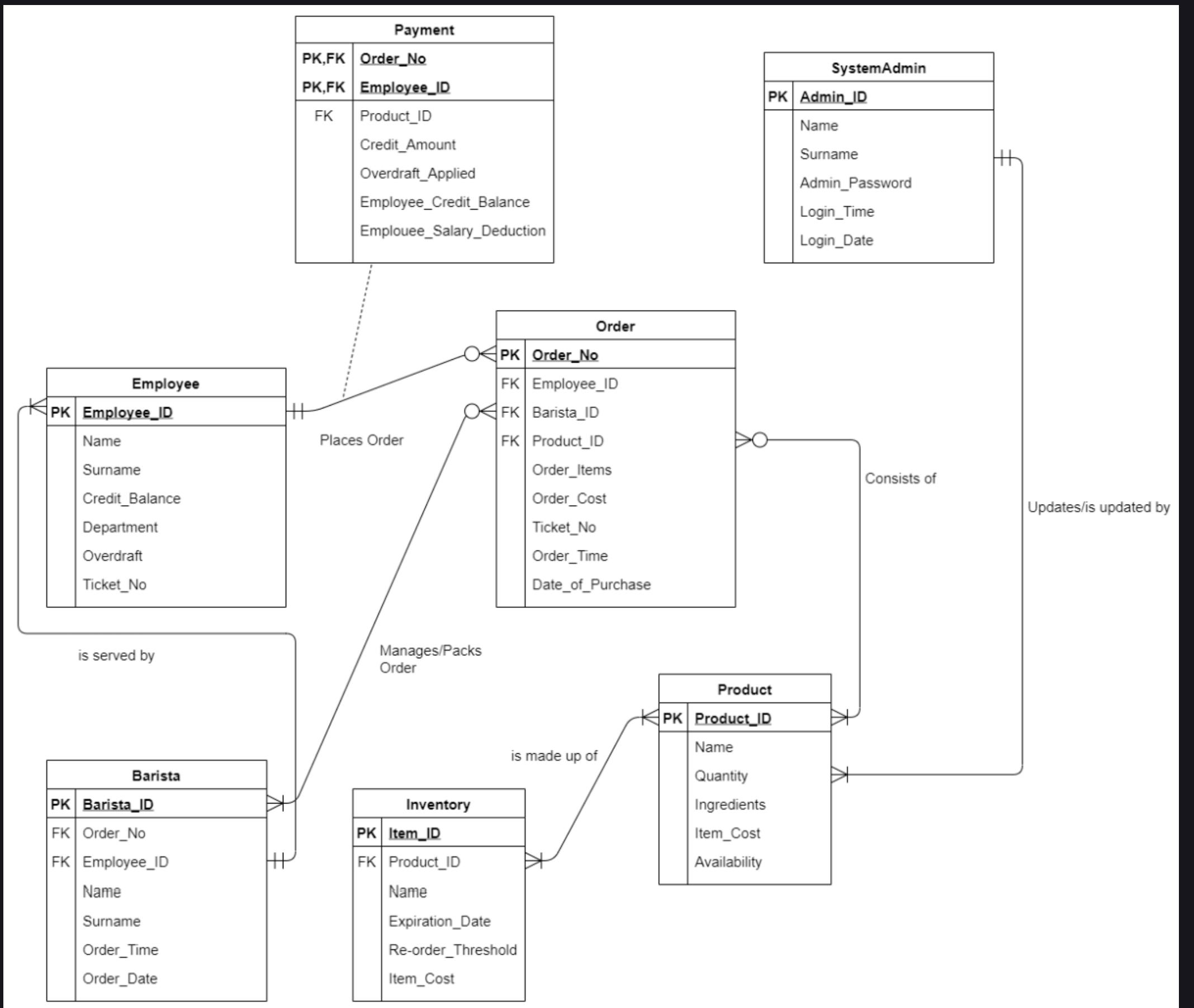


## LETS HAVE A CLOSER LOOK

THE EMPLOYEE

Employee	
PK	Employee_ID
	Name
	Surname
	Credit_Balance
	Department
	Overdraft
	Ticket_No

# THE ERD



1

# Aids the deficit

2

# Credit exceeded

## Payment still made, order received

3

# Overdraft

Insufficient funds -> overdraft true  
Automatic deficit detection  
Traditional resumption

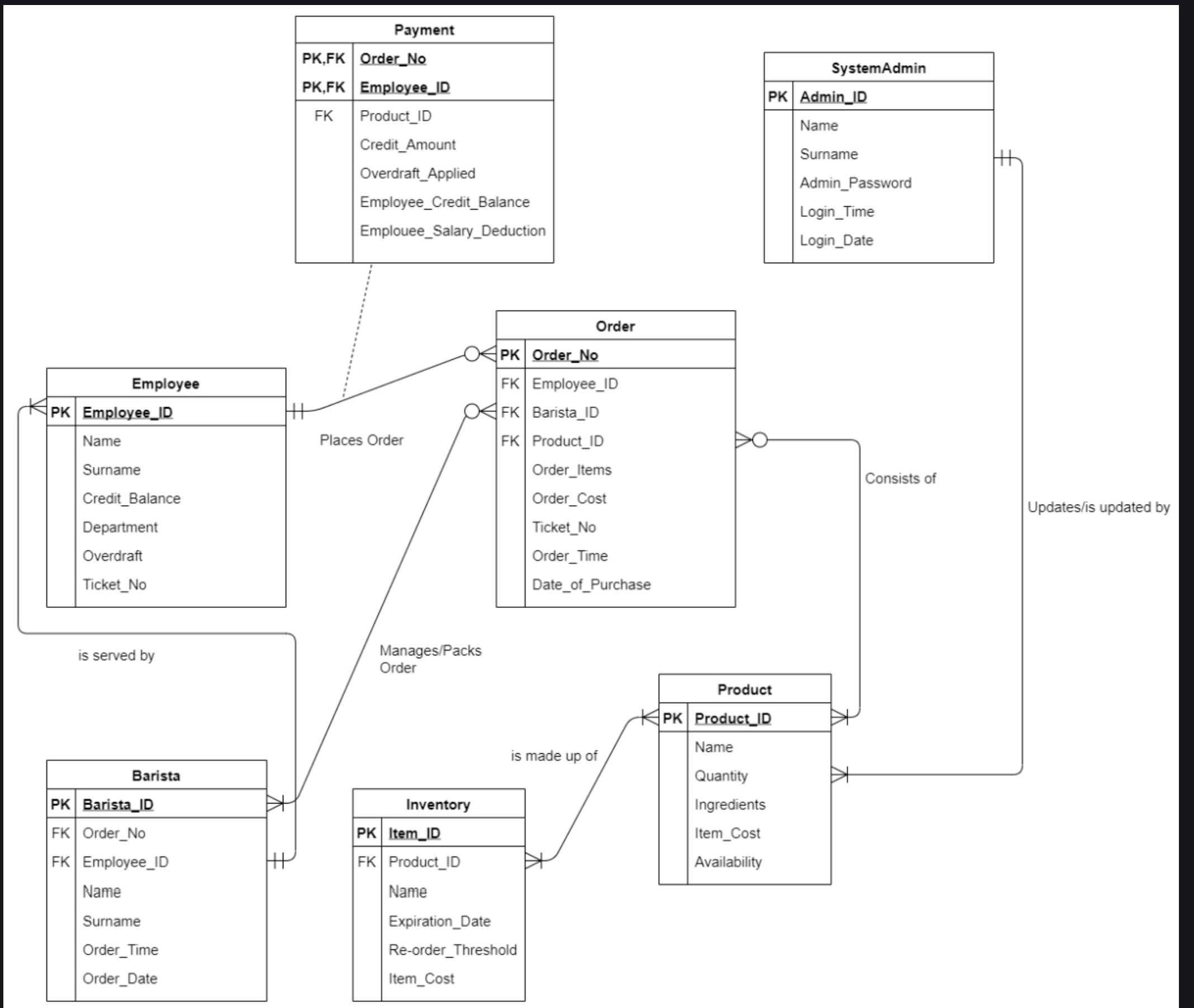
# LET'S HAVE A CLOSER LOOK



## PAYMENT

Payment	
PK,FK	<u>Order_No</u>
PK,FK	<u>Employee_ID</u>
FK	Product_ID
	Credit_Amount
	Overdraft_Applied
	Employee_Credit_Balance
	Employee_Salary_Deduction

# THE ERD



1

Admin  
management  
feature

2

System admin  
login

3

Update  
product info

4

Maintenance

5

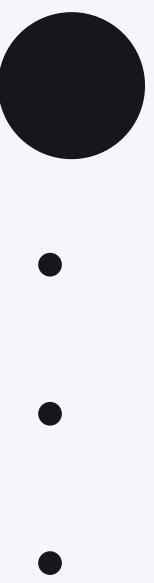
1 and only 1



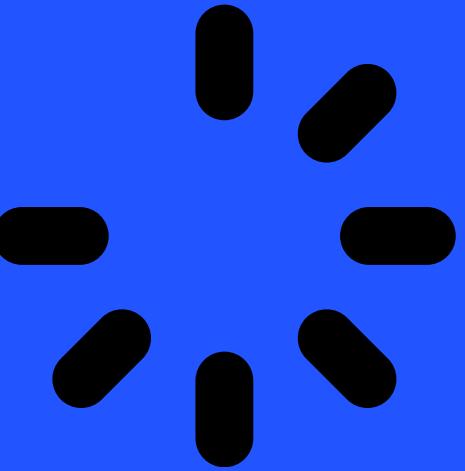
## LETS HAVE A CLOSER LOOK

SYSTEM ADMIN

SystemAdmin	
PK	Admin_ID
	Name
	Surname
	Admin_Password
	Login_Time
	Login_Date
	•
	•

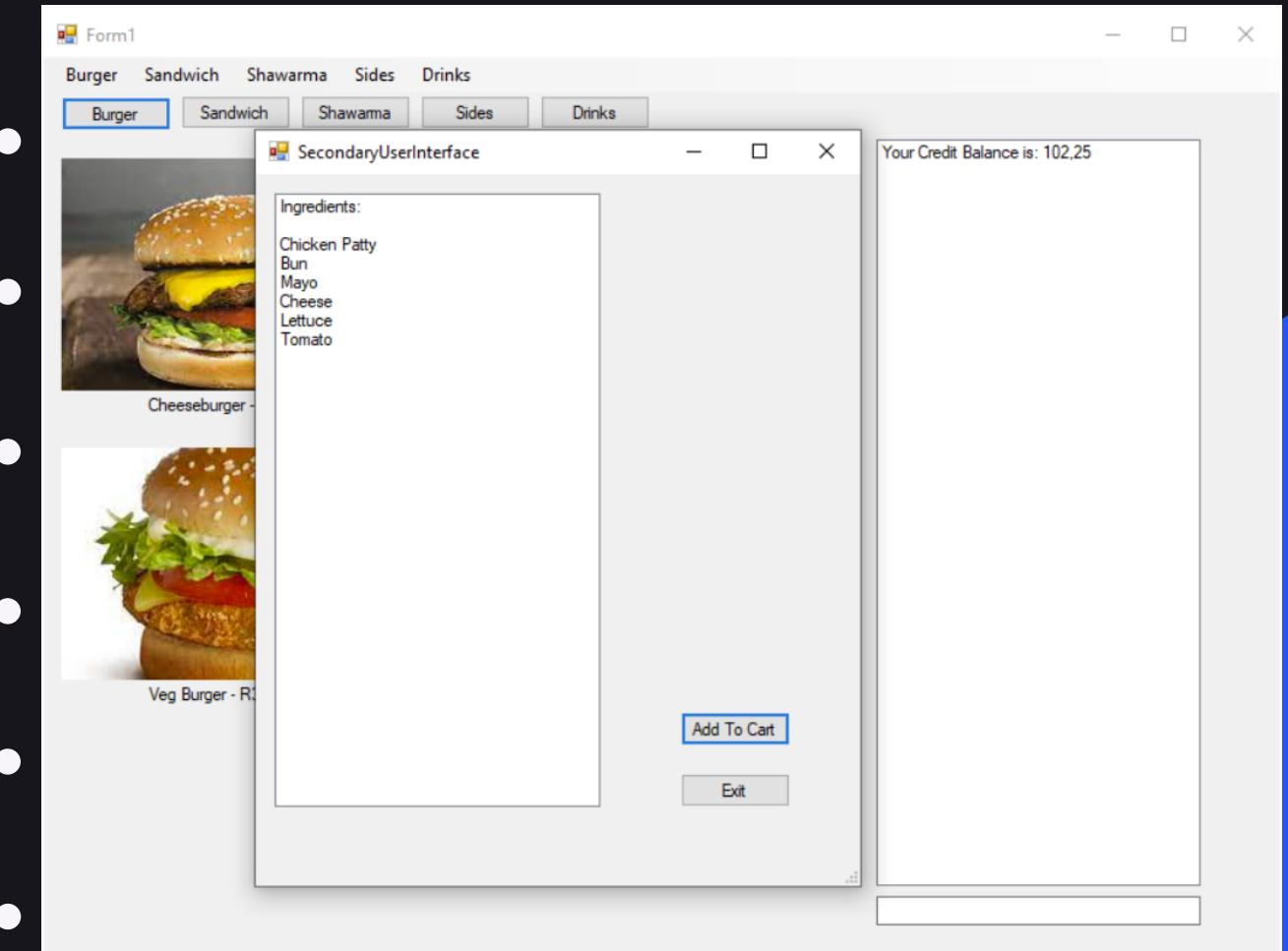
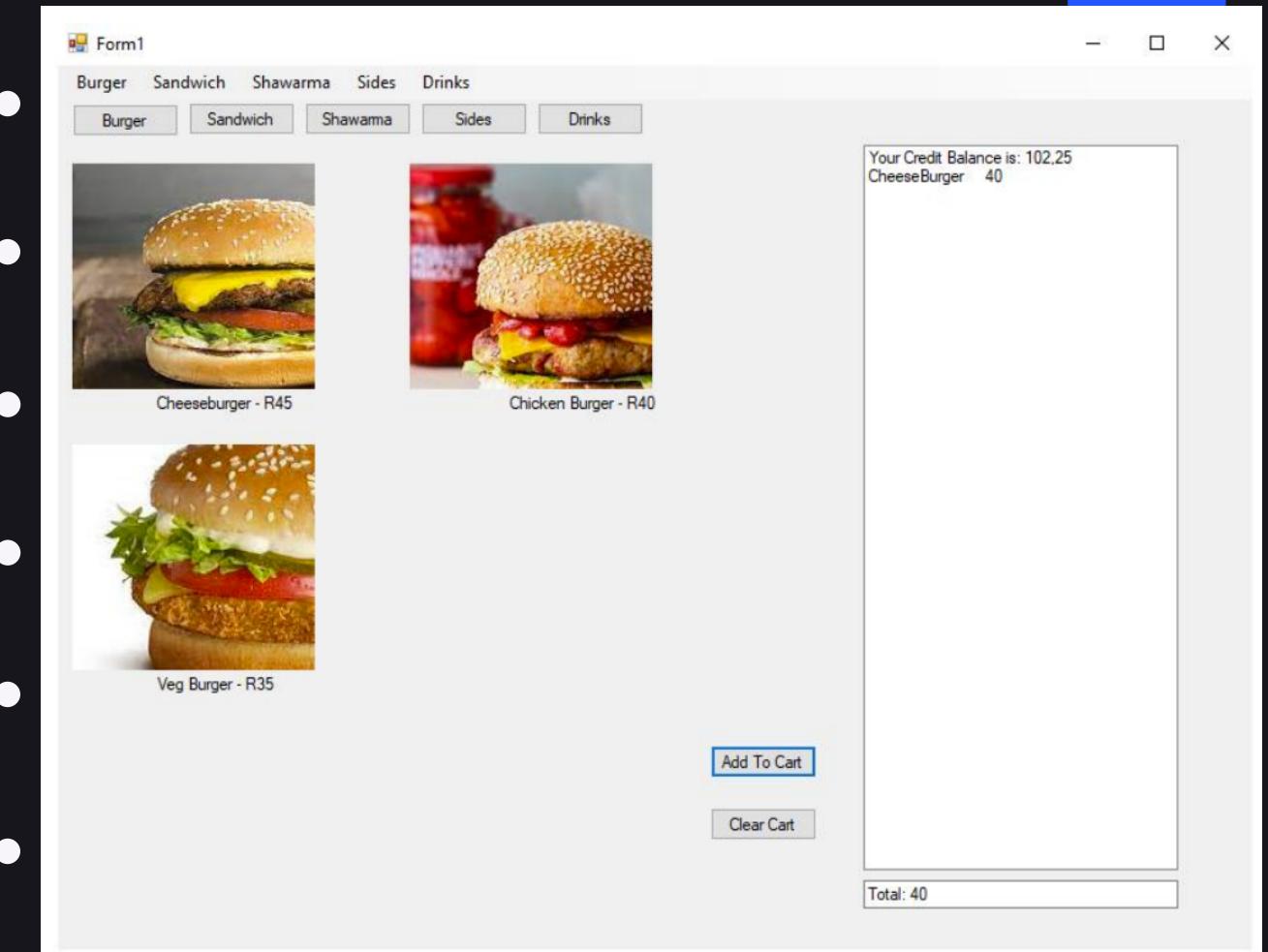


# INTERMISSION



# TALK IS CHEAP!

# HERE IS THE SYSTEM IN ACTION



# THANK YOU

