

| Use Case Monitoring of buffets | | | | | 13 | |
|-----------------------------------|---|----------------|---|---|---|---|
| Context | As soon as a customer requests a particular dish at the buffet, the system shall provide the kitchen staff the ability to predict the demand and ensure the quality of the dish to meet the demand. | | | | | |
| Domain | Order | Business Value | Personalization Communication Control | <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> | Acquisition Optimization Analysis | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> |

| Description | | |
|-------------------------------------|---|---|
| <i>Stakeholders & Interests</i> | <i>Stakeholder</i> | <i>Interests</i> |
| | Kitchen staff | Reduced workload; insight into the condition of the dishes at the buffet; advance planning of requirements; |
| | Manager | Reducing food waste; improving the customer experience; maximizing profits; optimizing productivity; |
| | Customer | Availability of the desired dish at the buffet; |
| <i>Required Data</i> | Dish within chafing-dish: temperature, weight, time of preparation | |
| <i>Current Conditions</i> | Offering a buffet inevitably leads to a bottleneck in the kitchen. This requires constant information about the range and condition of the dishes at the buffet, which is currently not captured by information technology. This leads to food waste, an inadequate buffet supply, a poor customer experience, and a loss of sales. | |

| Procedure | | |
|---------------------------|--|---|
| <i>Trigger</i> | Opening of the buffet, customers help themselves to the buffet for the first time. | |
| <i>Use Case Procedure</i> | <i>Step</i> | <i>Activity</i> |
| | 1. Acquisition | The data points on the dishes within the buffet tubs are collected. |
| | 2. Analysis | The data collected is analyzed in order to draw conclusions about the quality and demand for the dishes. |
| | 3. Forecast | The data collected is used to forecast when the respective dishes need to be refilled. |
| | 4. Visual presentation | The data collected is visualized and presented to the kitchen staff via a user interface. |
| | 5. Historical processing | The collected data is stored persistently, visualized in a historical history and presented to management via a user interface. |
| <i>Use Case Anomalies</i> | <i>Step</i> | <i>Activity</i> |
| | No information provided. | |

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| <i>Final State</i> | Offer at the buffet meets customer needs and insights can be gained about the company's performance. |
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| Overlaps | | | | | | |
|--|-----------------------|-----------------------|-----------------|-------------------------------------|--------------|-------------------------------------|
| <i>Domain 2</i> | Food & Nutrition | <i>Business Value</i> | Personalization | <input type="checkbox"/> | Acquisition | <input checked="" type="checkbox"/> |
| | | | Communication | <input type="checkbox"/> | Optimization | <input checked="" type="checkbox"/> |
| | | | Control | <input type="checkbox"/> | Analysis | <input checked="" type="checkbox"/> |
| <i>Domain 3</i> | Preparation | <i>Business Value</i> | Personalization | <input type="checkbox"/> | Acquisition | <input type="checkbox"/> |
| | | | Communication | <input type="checkbox"/> | Optimization | <input type="checkbox"/> |
| | | | Control | <input type="checkbox"/> | Analysis | <input checked="" type="checkbox"/> |
| <i>Domain 4</i> | Cooking craftsmanship | <i>Business Value</i> | Personalization | <input type="checkbox"/> | Acquisition | <input type="checkbox"/> |
| | | | Communication | <input type="checkbox"/> | Optimization | <input type="checkbox"/> |
| | | | Control | <input checked="" type="checkbox"/> | Analysis | <input type="checkbox"/> |
| <i>Sum of Business Values total (incl. title domain, header)</i> | | | Personalization | 0 | Acquisition | 2 |
| | | | Communication | 1 | Optimization | 2 |
| | | | Control | 1 | Analysis | 3 |