# Oh-Dish

# Business Requirements Document (BRD)

## Contents

## Module: User & Role Management

**DOCUMENT APPROVAL**

| Name | Role | Signature | Date |
|---|---|---|---|
| Product Owner | Business Approval | _____ | _____ |
| Business Analyst | Requirements Approval | _____ | _____ |
| QA Lead | Validation Approval | _____ | _____ |

## 1. Document Control

| Item | Value |
|---|---|
| Document Title | Business Requirements Document (BRD) |
| Project Name | Oh-Dish Backoffice |
| Module | User & Role Management |
| Version | 1.1 |
| Prepared By | Sanyogita Herwathe – QA Engineer |
| Status | Draft |
| Confidentiality | Internal Use Only |

## 2. Executive Summary

The Oh-Dish Backoffice platform requires a secure, scalable, and auditable User & Role Management module to control staff access across operational modules including Orders, POS, Payments, Inventory, and Reporting.

This document defines:

- Business objectives
- Scope boundaries
- Functional and non-functional requirements
- Compliance considerations
- Success criteria

This BRD serves as the business baseline for design, development, QA validation, and release governance.

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## 3. Business Context

### 3.1 Background

Oh-Dish is a merchant management platform supporting restaurant and food service operations. Multiple staff users require controlled access based on job responsibilities.

Unrestricted access may lead to:

- Financial data exposure
- Unauthorized POS manipulation
- Inventory tampering
- Compliance violations

Therefore, a structured Role-Based Access Control (RBAC) mechanism is required.

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## 4. Business Problem Statement

Current or unmanaged access models may result in:

- Over-privileged users
- Unauthorized system access
- Lack of audit traceability
- Inconsistent permission enforcement
- Security and compliance risks

## 5. Business Objectives

| ID | Objective |
|---|---|
| BO-01 | Enable secure merchant login |
| BO-02 | Support controlled staff onboarding |
| BO-03 | Implement Role-Based Access Control (RBAC) |
| BO-04 | Restrict module visibility dynamically |
| BO-05 | Maintain complete audit traceability |

## 6. Stakeholders

| Role | Responsibility |
|---|---|
| Product Owner | Business prioritization |
| Business Analyst | Requirements definition |
| Development Team | Implementation |
| QA Team | Validation & Verification |
| Merchant Admin | Operational user management |
| Security Officer | Compliance oversight |

## 7. Scope

7.1 In Scope
- Merchant Login
- Password Recovery
- User List Management
- Add / Edit / Delete User
- Role Creation & Editing
- Permission Matrix Configuration
- Audit Logging
- API-level access enforcement

7.2 Out of Scope
- Customer-facing login
- SSO Integration
- Payroll or HR systems
- Third-party identity federation

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## 8. Business Processes

8.1 Login Process
1. User enters credentials
2. System validates input
3. System verifies account status
4. System loads role permissions
5. Dashboard renders based on permissions

8.2 User Lifecycle

Active → Suspended → Reactivated

Active → Blocked → Unlocked

Active → Soft Deleted → Archived

8.3 Role Lifecycle

Create Role → Assign Permissions → Assign to Users → Update Permissions → Immediate Enforcement

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## 9. Business Requirements

### 9.1 Authentication Requirements

| ID | Requirement |
|---|---|
| BR-AUTH-01 | System shall allow secure login via username & password |
| BR-AUTH-02 | System shall block login for Suspended, Blocked, or Deleted users |
| BR-AUTH-03 | System shall support password recovery |
| BR-AUTH-04 | System shall enforce session timeout |
| BR-AUTH-05 | System shall log failed login attempts |

### 9.2 User Management Requirements

| ID | Requirement |
|---|---|
| BR-USER-01 | Admin shall view paginated user list |
| BR-USER-02 | Admin shall search users |
| BR-USER-03 | Admin shall create new users |
| BR-USER-04 | Email & username must be unique |
| BR-USER-05 | System shall support soft deletion |
| BR-USER-06 | User status shall be configurable |
| BR-USER-07 | System shall log user changes |

### 9.3 Role Management Requirements

| ID | Requirement |
|---|---|
| BR-ROLE-01 | Admin shall create roles |
| BR-ROLE-02 | Admin shall edit roles |
| BR-ROLE-03 | Role shall define Create/Update/Delete/View per module |
| BR-ROLE-04 | System shall dynamically restrict UI access |
| BR-ROLE-05 | API access must validate permissions |
| BR-ROLE-06 | Role changes must apply immediately |

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## 10. Non-Functional Requirements

### 10.1 Security

- Password encryption (bcrypt or equivalent)
- Account lock after 5 failed attempts
- JWT token validation
- API authorization middleware
- OWASP-compliant validation

### 10.2 Performance

- Login response < 2 seconds
- User list load < 3 seconds for 1000 records
- Permission enforcement < 100ms

### 10.3 Audit & Compliance

- Log user creation, deletion, and role updates
- Maintain audit logs for 90 days minimum
- Capture who performed changes

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### 11. Assumptions

- Centralized database
- Multi-merchant support
- Only Admin role manages roles

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### 12. Risks

- Incorrect role assignment
- Privilege escalation
- Weak password enforcement
- Delayed permission propagation

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### 13. Success Criteria

- No unauthorized access during UAT
- 100% test case pass rate for RBAC
- All role restrictions enforced at UI and API level
- Security validation approved by QA

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**Module: POS (Point of Sale)**
**Version 1.0**

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## 1. Document Control

| Item | Value |
|---|---|
| Document Title | Business Requirements Document (BRD) |
| Project Name | Oh-Dish Backoffice |
| Module | POS |
| Version | 1.0 |
| Prepared By | Sanyogita Herwathe – QA Engineer |
| Status | Draft |
| Confidentiality | Internal Use Only |

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## 2. Executive Summary

The POS module enables merchants to process in-store transactions including order placement, payment processing, tax calculation, discount application, receipt generation, and inventory deduction.

This document defines:

- Business objectives
- Scope boundaries
- Functional requirements
- Non-functional requirements
- Success criteria

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## 3. Business Context

Oh-Dish merchants require a fast and reliable POS system to:

- Process customer purchases
- Handle multiple payment types
- Automatically deduct inventory
- Generate real-time sales data

Unreliable POS systems may result in:
- Revenue loss
- Inventory mismatches
- Payment disputes
- Compliance issues

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## 4. Business Objectives

| ID | Objective |
|----|-----------|
| BO-POS-01 | Enable real-time order creation |
| BO-POS-02 | Support multiple payment methods |
| BO-POS-03 | Automatically calculate tax & discounts |
| BO-POS-04 | Deduct inventory upon payment |
| BO-POS-05 | Generate digital receipts |

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## 5. Scope

### 5.1 In Scope
- Product selection
- Cart management
- Tax calculation
- Discount application
- Payment processing
- Receipt generation
- Inventory deduction
- Transaction logging

## 5.2 Out of Scope

- External accounting integrations
- Advanced loyalty programs
- Hardware device configuration

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## 6. Business Requirements

## 6.1 Order Creation

- BR-POS-01: System shall allow staff to add products to cart
- BR-POS-02: System shall validate stock availability
- BR-POS-03: System shall calculate subtotal automatically

## 6.2 Payment Processing

- BR-POS-04: System shall support Cash, Card, and Online payments
- BR-POS-05: System shall validate successful payment before order completion
- BR-POS-06: System shall log failed payment attempts

## 6.3 Inventory Management

- BR-POS-07: System shall deduct inventory upon successful payment
- BR-POS-08: System shall prevent negative stock

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## 7. Non-Functional Requirements

**Security**

- Payment validation must be encrypted
- RBAC enforced before order creation

**Performance**

- Cart calculation < 1 second
- Payment confirmation < 3 seconds

**Audit**

- All transactions logged
- Refunds logged

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## 8. Success Criteria

- 100% accurate order totals
- No negative stock issues
- No unauthorized POS access
- Successful UAT sign-off

**Module: Orders**
**Version 1.0**

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## 1. Executive Summary

The Orders module manages all order records, including POS and online orders. It provides tracking, filtering, cancellation, and refund functionality.

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## 2. Business Objectives

| ID | Objective |
|---|---|
| BO-ORD-01 | Enable centralized order tracking |
| BO-ORD-02 | Allow order status updates |
| BO-ORD-03 | Support refund processing |
| BO-ORD-04 | Maintain audit history |

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## 3. Scope

**In Scope**
- View order list
- Filter by status/date
- View order details
- Cancel orders
- Process refunds
- Log status changes

**Out of Scope**
- External ERP integration
- Financial reconciliation

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## 4. Business Requirements

**Order Management**
- BR-ORD-01: System shall display paginated order list
- BR-ORD-02: System shall support filtering by date and status
- BR-ORD-03: System shall allow order cancellation
- BR-ORD-04: System shall allow refund processing

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### 5. Non-Functional Requirements

- Order list load < 2 seconds
- Status change logged
- Permission validation enforced

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### 6. Success Criteria

- Accurate order lifecycle tracking
- No unauthorized status updates
- Complete audit log maintained