SOFE 3490U - Software Project Management
Lab 2 Report

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Project Motivations, Description, Problems

The topic chosen for the project is an iPad Restaurant Application. This topic was chosen to analyse from the perspective of project management as it has many different factors that make this an interesting project to manage. One of the challenges of this project is that it has both software and hardware components. When developing a functional ordering application, configuring the hardware components is just as crucial as developing functional software. Another reason for choosing the iPad ordering application is that there are existing examples of similar systems.

The main problem tackled by designing a tablet ordering system is to streamline the meal ordering process to deliver faster and accurate service to customers compared to traditional food ordering. One of the major tasks when implementing this system is the large overhead required when purchasing the tablet devices. Not only is there a cost of the purchase of each unit, each device has to be configured with the menu and reservation software, while also restricting customers from accessing undesirable features on the device. The UI for the menu software should be intuitive and sleek in design, so that customers will need minimal assistance to order delicious food using the iPad menus. If difficulties do arise customers should be offered assistance and instruction on how to use the menu.

There are other costs related to starting up the system including ensuring there is a wireless network that is relatively stable that the tablets can connect to to access the menu and send orders to the kitchen. Another challenge is setting up the menu with all of the required information. This includes writing helpful descriptions for the dishes, and capturing high quality and appealing pictures of the food so that customers have a great idea what they are ordering. The ratings for each item given by previous customers, will also need to be monitored so that dishonest reviews can be removed.

The system should account for incoming orders and quickly deliver the order information to the kitchen staff. Bills should also be calculated and displayed to the customers. With this project we hope to produce a report on the process of managing a remote tablet ordering system to make the ordering process precise and swift.

Project Objectives

1. Reduce time delay of the ordering process.
2. Design a system that provides as much information to customers as a traditional ordering system.
3. Reduce costs by decreasing the number serving staff required to meet customer satisfaction
4. Customers should have the ability to remotely reserve tables.
5. Allow customers to give quick feedback so further improvements can be made to the cuisine , and service.
6. Cost of installing the system does not exceed
   the investors' settlement.

7. In the event of the system not being satisfactory, the restaurant/hotel managers can easily decide to revert to the traditional ordering system, or offer a blended ordering system.

Measures of Success

1. System is effective in removing the middleman of the ordering process by sending orders directly to the kitchen staff.
2. Include all information a traditional paper menu holds by including descriptions/images/reviews/cost for each product provided by the restaurant.
3. System is effective in reducing the number of serving staff required.
4. Allow users to reserve tables at their restaurant of choice by using iPads/tablets loaned to them by room service.
5. After customers finish their meal, they should be able to use the iPads/tablets to rate the dishes they just ate.
6. Cost of installing the system was within the investors' budget.

Required Infrastructure

1. *Several iPads or other tablet devices that provide similar functionality:*
   For the system to function as a successful replacement to conventional ordering, having a sufficient number of iPads or equivalent tablets is a must. The tablet will be used to access the complete menu of the restaurant / hotel. Additionally tablets given by room service should have a table reserving function as well so that customers can book tables at their restaurant of choice.
2. *Stable & Secure Wifi network to connect tablets to the network:*
   This network will be used to transmit the menu information to customers as well as receiving orders from the tablets to deliver to restaurant staff. This network must be secure to ensure no malicious attacks can occur on user orders or company data
3. *Database to store information about the menu items:*
   This information should include the category of the item, the description of the dish, the cost of the item, ratings of the dish, and a high quality image of the dish so that customers can easily identify what they are ordering. Additionally for administration purposes each item will have a unique identifier, which is not visible to customers.
4. *Each iPad / Tablet should have a tracking feature:*
   This tracking feature will be used to deliver the orders to the right table, or orders directly to rooms using room service. The tracking feature in the iPad / tablet will also be used to locate any stolen or misplaced units.
5. *Order Processing System to process the customers requests:*
   When the orders are sent there are three results that must happen. First the order must be relayed to the kitchen so that the food can be prepared. Secondly the location the order was made from should be located so servers can easily deliver the orders to customers. Lastly the bill for the order should be calculated and updated to meet any new orders made by the customers.