



Faculty of Engineering and Applied Science

SOFE 3490U - Software Project Management

Software Project Management

Lab 2 - Project Outline

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1. Description

The project we chose to tackle is the Restaurant application. We chose this topic because we believe that we can improve on the UI that is currently being used by most restaurants. Our idea is to take away that feeling of uncertainty that customers have when ordering an unfamiliar food from a new restaurant by adding pictures and reviews to each menu item. This should improve customer satisfaction and make the restaurants aware of what customers love and what needs to be changed.

2. Objectives

Our project aims to improve upon the traditional menu often seen at restaurants. To tackle this problem we made a list of objectives that we plan to achieve, in order to improve customer satisfaction and increase sales for the restaurant.

Our objectives are the following:

- Simplify ordering food by reducing uncertainty of the customer
- Provide concise description of the food item and visuals to ensure the customer knows what they are purchasing
- Increase sales and service by allowing for easy customer feedback and reviews for food items and staff
- Create an app that is compatible with all devices
- Create an easy to navigate and use GUI
- Recommend other options based on previous purchasing history
- Provide an estimated time of arrival on deliveries, to ensure the customer that their purchase is on their way

3. Measure of Success

Objectives are met by our business growing financially, increase in restaurant ratings, widespread in popularity and a growing customer satisfaction. Our business growing financially will allow us to expand our platform to support more people to have a steady growing business and meet our objective of increasing sales. Increasing restaurant ratings will promote restaurants to stay subscribed to our business and interest new comer restaurants to subscribe to our business. Our business expanding to different cities, provinces will expand services to more areas and is an indicator that our business is growing in terms of customers and restaurant subscribers. Customer satisfaction is measured by app rating and customer reviews of the app. High customer

satisfaction shows that our business is doing well, all our customers are happy with our app, and our objectives of increasing sales, GUI features, and many other objectives are being met. Expanding overseas is a measure of success after the other major measure of success goals are met. Expanding to a different country can expand our popularity and grow customers and restaurant subscribers with different origins.

- Financially growing
- Increase in restaurant ratings
- How widespread it becomes
- Customer satisfaction
- Expanding overseas

4. Infrastructure

Since our project will be an application, our infrastructure will be all in software. The application will be broken down as the following:

1. Cloud servers, that will be used to store customer purchases, and reviews, as well as restaurant information and menu items.
2. Front end application, made to be used by the customer which will connect to the back end and cloud servers
3. Back end application that will communicate with the front end application which will allow the front end to communicate with the servers
4. GPS, to assist in providing restaurant recommendations based on the area where the customer is located
5. Internet connection to allow for the customer to be able to connect with the servers and make orders on the go