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CASE STUDY ON Takeaway Subscription and Food Ordering System ADipIT04 –Software Project Management

Sangpo Lama

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Abstract

This official research based report is based on case study on Takeway Subscription and Food Ordering System

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Goals

The significant motive and goal of the projects are as mention below:

- To provide members or subscribers with high degree of satisfaction through their best services.
- To design and develop a promotional website for the system to handle customer management effectively.
- The main motive of the system is to provide effective protection and security level for the confidential data of members.
- It produces the report showing the details of members, records of food item booking and item availability details.
- The automated allocation of data will be available to create a final report.
- The prime vision of the project is to improve the functional efficiency of the system.

Scope

The scope of “**Takeaway subscription and food ordering system**” define the possible opportunity and issue dealing with the customers. It evaluates the functional task performance carried out by the system. The system also shows the ultimate cost of food and availability of different multi-cuisine food.

- The system conducts effective food delivery as per an order made by members.
- Most of the time, customers and members have to wait for a longer period of time for their order. But after using this system, they don't need to wait longer for order. It saves time of customer and enhance customer satisfaction.
- This system will save the number of human resources.
- Whenever new food and service is added, customer get notification and they will be able to view an updated thing.
- The system takes survey of customers and get feedback of their services.

Key Stakeholders

Client	Mr. Chris Pratt
Sponsor	Mr. Chris Pratt and Mrs. Alexandre Daddario
Project manager	Mr. Sonam Sangpo Lama & Mr. Aashish Thapa
Project team members	Mr. Sonam Sangpo Lama, Mr. Enzo, Mrs. Sam, Mr. Saugat KC

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Project Milestones

Milestones

Item	Major Events / Milestones	Dates
1.	Project Due Date	18/10/2010
2.	Complete a research summary	19/02/2019
3.	Measure the outcome result	15/09/2019
5.	Use an online software tool	12/01/2019
6.	Develop department toolkit, templates, resources	22/03/2019
7.	Communication with stakeholder groups and implementation	10/01/2019
8.	Website launch	09/07/2019
11.	Framework analysis and judgement	17/07/2019

Project Budget

S.No.	Budget Description	Total Cost
1	<i>Human Resources</i>	
	1.1 Staffs	1602250
2	<i>Project Development</i>	
	2.1 Procure Hardware	754500
	2.2 Procure Software	200000
2	<i>Renewable & Consumable Resources</i>	
	3.1 Internet & Electricity charge	39000
	3.2 Generator	36000
	3.3 Office Rent	150000
	3.4 Transportation & Food	348000
3	<i>Miscellaneous Expenditure</i>	
	4.1 Bonus & Commission	18000
	4.2 Advertisement	90000
	4.3 Office Expenses	30000
	4.4 Repair & Maintenance	60000
	4.5 Travel & Entertainment	54000

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Constraints, Assumptions, Risks and Dependencies

Constraints

The potential factors that will impact the delivery of the project are:

1. Deadline: The project should be completed within the end of October, 2019 fulfilling all the requirement and features.
2. Budget: Budget is key integral factor affecting the delivery of the project progress and improvement. The budget should be estimated based on the nature of the project and the resources allocated to complete project.
3. Demand: This project tends to fulfill the demand of members and system requirement.
4. Price: Since anyone can access this system, it is systematic and convenient to use. And, the price for the service and food charge is affordable based on the nature of services.
5. Project Stakeholders: There will be good bonding and relationship between project stakeholders like project manager and members.

Assumptions

The food ordering system will require a promotional website for effective business growth.

Risks and Dependencies

Lack of resources and resource availability. The resources needed regarding project should be provided at an initial phase of project.

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Risk & Mitigating Measures	
Risk	Mitigation
Immature Technology	Implementation of advanced technology to improve working proficiency of the system.
Insufficient Resources	The system must have adequate access of system requirement, hardware & software interface. The Human Resources should be selected and prioritized based on their skills & experience level.

Ineffective Communication There should be good communication between customers, system and intermediaries.

Poor Planning & Requirement Manager is responsible for planning the operation of the restaurant or hotel system. He/She should intellectually decide proper planning for fruitful outcome. The system requirement should be fulfilled to prevent from any vulnerabilities and mislead.

Approval Signatures

Mr. Chris Pratt,
Project Client

Mr. Christ Pratt & Mrs.
Alexandre Daddario,
Project Sponsor

Mr. Sonam Sangpo
Lama
Project Manager

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2.2 Work Breakdown Structure (WBS)

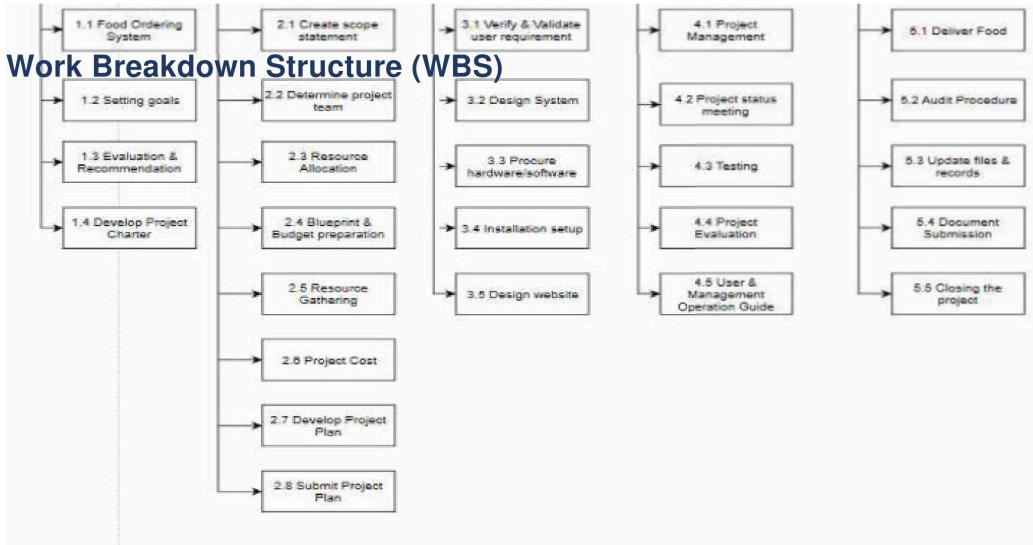


Figure 1: Work Breakdown of System

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2.3 Dependency of Deliverable (milestones)

Task/Phases	Deliverable	Description	Milestone
	Deliverable in project refers to an item that can either be tangible or intangible that is produced as a part of a project. (Woods, n.d.) Generally, a dependency occurs when one deliverable is improved with the support of another deliverable. The occurrence of dependency can be at many different phases when one task may be waiting for another in an organized way. (EPM Expert Project Management, n.d.)		
1. Project Initiation & Planning	<ul style="list-style-type: none"> • Project Plan • Project Scope 	It involves the initiation of the project plan.	<ul style="list-style-type: none"> • Budget/Cost • Track Due Date • Develop Data Conversion
2. System, Interface & Design	<ul style="list-style-type: none"> • Design Document • System Architecture 	The system is developed to meet the need of the system design and plan. It includes the data conversion and design of the interface.	<ul style="list-style-type: none"> • Plan • Develop Interface Specification
3. System Development	<ul style="list-style-type: none"> • System Design Methodology • System Repair & Maintenance 	It comprises of the development and configuration of the system to fulfil the need through execution of the design created by the system.	<ul style="list-style-type: none"> • Modification of system • Use an online software tool
4. System Testing	<ul style="list-style-type: none"> • System Testing • Testing Plan • User Acceptance Testing 	Define the testing plan, system testing, documentation and user acceptance testing.	<ul style="list-style-type: none"> • Documented System Test Results
5. Project Training	<ul style="list-style-type: none"> • User Training • Analyst Training 	Training is provided to user, analyst with training materials and manual.	<ul style="list-style-type: none"> • Training Manuals, Guide & Materials
6. Deployment	<ul style="list-style-type: none"> • Trainer Training • Deployment Plan • Source Code 	Deployment plan define the execution and step to complete deployment of system application and model. It also includes the source code to complete project requirements.	<ul style="list-style-type: none"> • Successful End-User Training • System Documentation • Complete Requirement & Specification
7. Implementation & Closeout	<ul style="list-style-type: none"> • Project Closeout 	This phase ensures the completion of the project and stakeholders demand. It provides the final output of the project.	<ul style="list-style-type: none"> • Functional System Performance • Measure the outcome