

# Requirements Elicitation

## Questions Template

1. What is the business that the system will automate?
  - a. What exactly is the business. If you were to give a brief title/phrase to describe it?
  - b. What aspect of the business would a software system automate?
2. What is the system's environment or context?
  - a. Where would the software system be used?
  - b. What is the system's context in terms of the business?
3. What are the business goals?
  - a. In what way would the business want to be expanded, and to what extent?
  - b. Any time estimates for these goals?
4. What is the current business situation, and how does it operate?
  - a. Are you happy with the business' current success rate in terms of number of orders, rate of order completion, rate of delivery, and income?
  - b. Break down the current business situation into different processes X, Y, etc.
  - c. What is used to do X?
  - d. What is used to do Y?
  - e. etc.
5. What are the existing business processes?
  - a. How is X done currently?
  - b. How is Y done currently?
  - c. Etc.
6. What are the problems with the current system?
  - a. Problems with X
  - b. Problems with Y
  - c. Etc.
7. Who are the users of the current and future system?
  - a. Current users?
  - b. Future users?
8. What do the customer and users want from the future system?
  - a. What extra services/products would you want the business to provide?
  - b. What do you think would users other than yourself want?
9. What are the quality, performance, and security considerations?
  - a. Quality: Availability, Reliability, Safety
  - b. Performance considerations?
  - c. Security considerations?

# Final Questions

## Business Description and Environment

- What exactly is the business. If you were to give a brief title/phrase to describe it?
- What aspect of the business would a software system automate?
- Where would the software system be used?
- What is the system's context in terms of the business?

## Business Goals

- In what way would the business want to be expanded, and to what extent?
- Any time estimates for these goals?

## Current Business Situation and Processes

- Are you happy with the business' current success rate in terms of number of orders, rate of order completion, rate of delivery, and income?
- Break down the current business situation into different processes X, Y, etc.
- What is used to do X?
- What is used to do Y?
- How is X done currently?
- How is Y done currently?

## Problems with Current Situation

- Problems with X
- Problems with Y

## Users of the system

- Current users?
- Future users?

## Future System

- What extra services/products would you want the business to provide?
- What do you think would users other than yourself want?

## Considerations

- Quality: Availability, Reliability, Safety
- Performance considerations?
- Security considerations?

Final Google Forms Questionnaire Link:

[https://docs.google.com/forms/d/e/1FAIpQLSdd2C92Xdupho1mz8rgCiz92zHoFTXQle7zHzpQoAC-S0shSQ/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSdd2C92Xdupho1mz8rgCiz92zHoFTXQle7zHzpQoAC-S0shSQ/viewform?usp=sf_link)

## Outcomes:

### Processes:

- (a) Advertise through different social platforms
- (b) Receive and Deliver Orders
- (c) Upkeep of stock and supplies
- (d) Maintain income and expenditure account

### Current Method of Processes

- (a) Facebook, physical pamphlets, word of mouth
- (b) Manually recorded number of orders and due dates : [ This seems time consuming and prone to error ]
- (c) Written list of stock : [ Same as (b) ]
- (d) Informal financial records : [ Error prone specifically. Making sure of records also requires time and effort ]

### Needs

- A database of existing clients as well as potential clients

### Wants

- A general overview of business achievements
- To view a trend of clients' preferences
- Time management
- Calculate profit and loss for all orders
- Secure login to system

# INTERVIEW 1

This interview was done to tie up loose ends and ensure that the requirements are fully understood by the development team (me). [ Comments are added in square brackets ]

1. What information do you require for each client?
  - a. Contact Name, Numbers, Address, Current Orders, Order History : [ Source of hearing about the company ]
2. On which platforms do you currently advertise?
  - a. Facebook and real world pamphlets
3. On which platforms do you want to expand your advertising to?
  - a. Web ads, Google ads
4. What do your current adverts entail?
  - a. Facebook page: Company name, logo, business hours, about info, photos, videos, catering menu via posts. : [ It seems like it would be a good idea to have a web page containing all this info on a non-Facebook platform, as a source of reference]
5. When it comes to stock taking of foods, what types of items are specifically recorded?
  - a. The different types of meat (chicken, beef, pork) measured in number of portions, where each portion is approximately 120g. One portion corresponds to the amount of meat for one dish. Number of spring rolls.
  - b. Vegetables and foods that cannot be stored for long are not recorded, as they are bought on a weekly basis.
6. What items do you record in your financial records?
  - a. Expenditure and charged fees to record gross profits are only recorded for large functions/events. Monthly overall expenditure and gross profits are not recorded.
  - b. Expenditure is difficult to record because many of the products used in cooking for the business is also used for the household (e.g. flour).
7. What info do the business achievements encapsulate?
  - a. Profits, number of orders
  - b. Advertising effectiveness: how many people heard of the business through X, how many clients heard of the business through X, how many Facebook page views received. (X = some advertising medium/platform).
8. What do you mean by time management functions?
  - a. How much time it takes for certain orders, since sometimes orders are started to soon or too late.

# Requirements Draft 1

This section pertains to the requirements and constraints of the business management system, not the website used to reach clients/customers.

**R1.1** The system should allow for client data to be stored in a database.

**R1.2** The system should allow for the client data in the database to be retrieved, viewed, and updated via an interface.

**R2.1** The system should be able to display business achievements updated live, which include profits during a certain time span, number of orders, and advertising effectiveness.

**R2.2** The system should be able to display a timeline, chart, or summary of client order preferences.

**R3.1** The system should be able to provide time recording functions to measure how long it takes for orders to be completed.

**R3.2** The system should provide a breakdown of the length of time taken for tasks to be completed, both on a small scale, such as cooking for a single order, to a larger scale, such as from when an order is submitted to when an order is delivered.

**R4.1** The system should be able to allow the user to capture various financial details, including cost of expenses, income from orders, and gross income, on a weekly, monthly, and/or per order basis.

**R4.2** The system should be able to display projected outcomes based on current pricing and expenses, as well as after the user adjusts the prices and expenses.

**R4.3** The system should allow for stock taking, which includes being able to record what items are brought in and what items are used up. Items should be added manually by the user.

# Domain Model

## Client

- Attributes: Contact Name, Numbers, Address, Current Orders, Order History, Source of Contact (where did they hear about the company), Most Ordered Dish

## Order

- Attributes: Client, Order Items, Total Cost, Date/Time of Order Placed, Date/Time of Order Due, Date/Time of Order Completed

## Order Item

- Attributes: Dish, Quantity, Comments, Total Cost

## Dish

- Attributes: Stock Items, Cost, Number of Times Ordered, Average Time to Make

## Stock Item

- Attributes: Name, Currently Held Quantity, Most Recent Cost, Cost History, Average Cost

## Stock Item Cost

- Attributes: Date of Recording, Cost

## Advertisement Source

- Attributes: Name, Number of Times Used, Clients that Used It

## Requirements 2

**R1.1** User should be able to view all existing clients and their details.

**R1.2** User should be able to update client details.

**R1.3** User should be able to add a new client.

**R2.1** User should be able to view the history of orders.

**R2.2** User should be able to view currently outstanding orders

**R2.3** User should be able to update order details.

**R2.4** User should be able to add a new order.

**R3.1** User should be able to view all dishes currently made available.

**R3.2** User should be able to update dish details.

**R3.3** User should be able to add new dishes.

**R3.4** User should be able to view average time it takes to make a dish.

**R4.1** User should be able to view stock items and their details.

**R4.2** User should be able to update current quantities of stock.

**R4.3** User should be able to add new stock items.

**R5.1** User should be able to view profit, expenses, and gross income for a week, month, or specified time period.

**R5.2** User should be able to view profit, expenses, and gross income on a graph which compares months.

**R5.3** User should be able to view number of orders per week, month, or in a specified time period.

**R5.4** User should be able to view number of dishes made per week, month, or in a specified time period.

**R5.5** User should be able to view time spent making dishes per week, month, or in a specified time period.

**R5.6** User should be able to view projected gross income with current or specified prices for dishes or stock items.

**R6.1** User should be able to record the time it takes to make X amount of dishes.