

Quick Order Catering System	Document ID: 1607602	Version: 1.0
System Requirements Specification (SRS)		Version Date: 4/5/2019

Quick Order Catering System

System Requirements Specification (SRS)

Version 1.0

Produced for:

Kentucky Fried Chicken

2D Valentine Drive, Kingston 19

Jamaica, W.I.

876-872-5943

Produced by:

RECA

(Realize Essentialize Conceptualize Actualize)

237 Old Hope Road, Kingston 6

Jamaica, W.I.

876-927-1680

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Executive Overview

The Quick Order Catering System (QOCS) will be an island-wide app-based software bringing together private individuals and Kentucky Fried Chicken (KFC) franchises in an effort to improve the buying of KFC products. It will take advantage of the Internet and mobile phones to radically improve the way they buy and sell food.

The buyer objectives for the QOCS are to:

- Provide them with an accurate selection of food items
- Enable them to easily search for, find, and buy the food items they want from the franchise they want to go to.
- Make buying more convenient by allowing them to buy food items:
 - Anywhere they are on the island where a KFC franchise is available
 - Anytime during the operating hours at KFC locations

The franchise objectives for the QOCS are to:

- Provide them with a customer base of potential customers
- Enable them to easily target and personalize their marketing to appropriate customers
- Minimize risks associated with selling over the Internet

The RECA objectives for the QOCS are to:

- Maximize income by maximizing the number of franchises paying system fees
- Providing an app that will decrease the time spent ordering and minimize waiting time.

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Revision History

Date	Version	Description	Author
2//2/2019	0.1	Initial raft including Introduction	Toni Brown
2/4/2019	0.2	Identified most externals and associated use cases	Toni Brown
2//6/2019	0.3	Added use case and requirements for customer and employee Added definition Updated operational capabilities Added business justification Completed quality requirements	Toni Brown
3/2/2019	0.4	Added business rules under design constraints specified some paths	Toni Brown
3/15/2019	0.5	Added quality requirements	Toni Brown
3/20/2019	0.6	Updated security Added payment system	Toni Brown
4/1/2019	0.7	Removed unnecessary user interface design Updated security requirements	Toni Brown
4/4/19	0.8	Added executive overview Updated quality requirements	Toni Brown

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1 Introduction

The section introduces the system requirements specification (SRS) for the Quick Order Catering System to its readers.

1.1 Specification Definition

This specification documents the system-level requirements for the Quick Order Catering System.

1.2 Specification Objectives

The objectives of this specification of the Quick Order Catering System are to:

- Provide a system overview of the Quick Order Catering System including definition, goals, objectives, context, and major capabilities.
- To formally specify its associated:
 - Functional requirements.
 - Data requirements.
 - Quality requirements.
 - Constraints.

1.3 Intended Audiences

The intended audiences of stakeholders for this specification of the Quick Order Catering System include:

- **Kentucky Fried Chicken (KFC) Employees:**
 - Managers
 - Customer Representatives, who must approve it.

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- User Support Agents, who will provide a human interface for the QOCS to the users
 - Security Officers, who will respond to potential security violations of the Quick Order Catering System.
- **RECA Employees:**
 - Toni Brown, Project Manager
 - Bernard Smith, Lead Designer, whose designs must meet the requirements specified in this SRS
 - Romario Jennings, Hardware Engineer, whose design must meet the requirements specified in this SRS
 - Khadeedrah Patterson, Programmer, whose software components must implement the requirements specified in this SRS
 - Joel Williams, Quality Engineer, who must ensure the quality of its quality requirements
 - Dwayne Pottinger, Usability Engineer, who must ensure that the user interfaces fulfill the usability requirements
- **Users**, who are private individuals who want to buy food items and franchises who want to update their menu items and promotions
 - Buyers, who will use the QOCS to attempt to purchase food items sold by KFC
 - Sellers, franchise who will use the QOCS to sell food items

1.4 References

This specification references or complies with the following documents:

- **Quick Order Catering System Project Documents:**

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- Project Scope Document, which specifies the purpose and justification of this app
- Detailed Analysis report, which specifies the functions of this app
- **OPEN Process Framework (OPF) Conventions:**
 - Use Case Modeling Guidelines, which documents the guidelines used to develop the use case model specifying the functional requirements in this specification.
 - System Requirements Specification Content and Format Standard, which specifies the content and format of this specification.
 - System Requirements Specification Inspection Checklist, which is used during the inspection of this specification.
 - System Requirements Specification Template, which provides the skeleton of this specification.

1.5 Specification Overview

This specification is organized into the following sections:

- *Introduction*, which introduces the specification for the Quick Order Catering System to its readers.
- *System Overview*, which provides a brief, high level description of the Quick Order Catering System including its definition, business goals, business objectives, context, and capabilities.
- *Functional Requirements*, which specifies the functional system requirements in terms of a use case model consisting of each external's use cases and use case paths.
- *Data Requirements*, which specifies the system data requirements in terms of required data components.
- *Quality Requirements*, which specifies the required system quality factors.

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- *Constraints*, which documents required architecture, design, and implementation constraints on the Quick Order Catering System.
- *Appendices*, which defines ancillary information including future envisioned enhancements, open issues, TBDs, and assumptions.

2 Quick Order Catering System Overview

This section provides a high-level description of the Quick Order Catering System including its definition, primary business goal, business objectives, context, and capabilities.

2.1 Definition

The Quick Order Catering System (QOCS) will be an island-wide app-based software bringing together private individuals and Kentucky Fried Chicken (KFC) franchises in an effort to improve the buying of KFC products.

2.2 Business Goal

The business goal of the Quick Order Catering System (QOCS) is to take advantage of the Internet and mobile phones to radically improve the way customers buy food items.

2.3 Business Objectives

The business objectives of the Quick Order Catering System are to provide the following business benefits to Kentucky Fried Chicken (KFC).

The Quick Order Catering System will:

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The buyer objectives for the QOCS are to:

- Provide them with an accurate selection of food items
- Enable them to easily search for, find, and buy the food items they want from the franchise they want to go to.
- Make buying more convenient by allowing them to buy food items:
 - Anywhere they are on the island where a KFC franchise is available
 - Anytime during the operating hours at KFC locations

The franchise objectives for the QOCS are to:

- Provide them with a customer base of potential customers
- Enable them to easily target and personalize their marketing to appropriate customers
- Minimize risks associated with selling over the Internet

The RECA objectives for the QOCS are to:

- Maximize income by maximizing the number of franchises paying system fees
- Providing an app that will decrease the time spent ordering and minimize waiting time.

2.4.1 External Hardware

The Quick Order Catering System interacts, either directly or indirectly, with the following significant external hardware:

- **Client Hardware**
 - **Employee Workstation:** These are the areas in which employees use the POS system and Pole Display system to make sales and see which orders are made.

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- **User Clients:** These are the personal smart phones used by the users to place orders on QOCS over the internet

- **Networks**

- **Internet:** This is the global network used for communication between franchises, users, and RECA.
- **Local Area Network:** This is the QOCS internal local area network used for communication among employees and RECA

2.4.2 External Roles

The QOCS interacts, either directly or indirectly, with the following significant client roles:

- **Employees**, who are any actors who works for Kentucky Fried Chicken (KFC) franchises:
 - **Customer Service Representatives**, who are any KFC employees who use the POS system to take orders and receive payment from external customers
 - **Accountants**, who are any KFC employees who use the QOCS to perform accounting functions
 - **Management**, who are any KFC management employees who use the QOCS to manage menu items and promotions
 - **Cooks**, who are any KFC employees who use the QOCS to verify what orders to make.
- **Users**, who are any individuals or KFC franchises who use the QOCS:
 - **Buyers**, who will use the QOCS to attempt to purchase food items sold by KFC
 - **Sellers**, franchise who will use the QOCS to sell food items

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2.4.3 External Software

The QOCS interacts, either directly or indirectly, with the following significant client software:

- **Browser**, which is the software tool that runs on KFC computers and customers smart phones that all them to communicate with the QOCS

3. Functional Requirements & System Quality Requirements

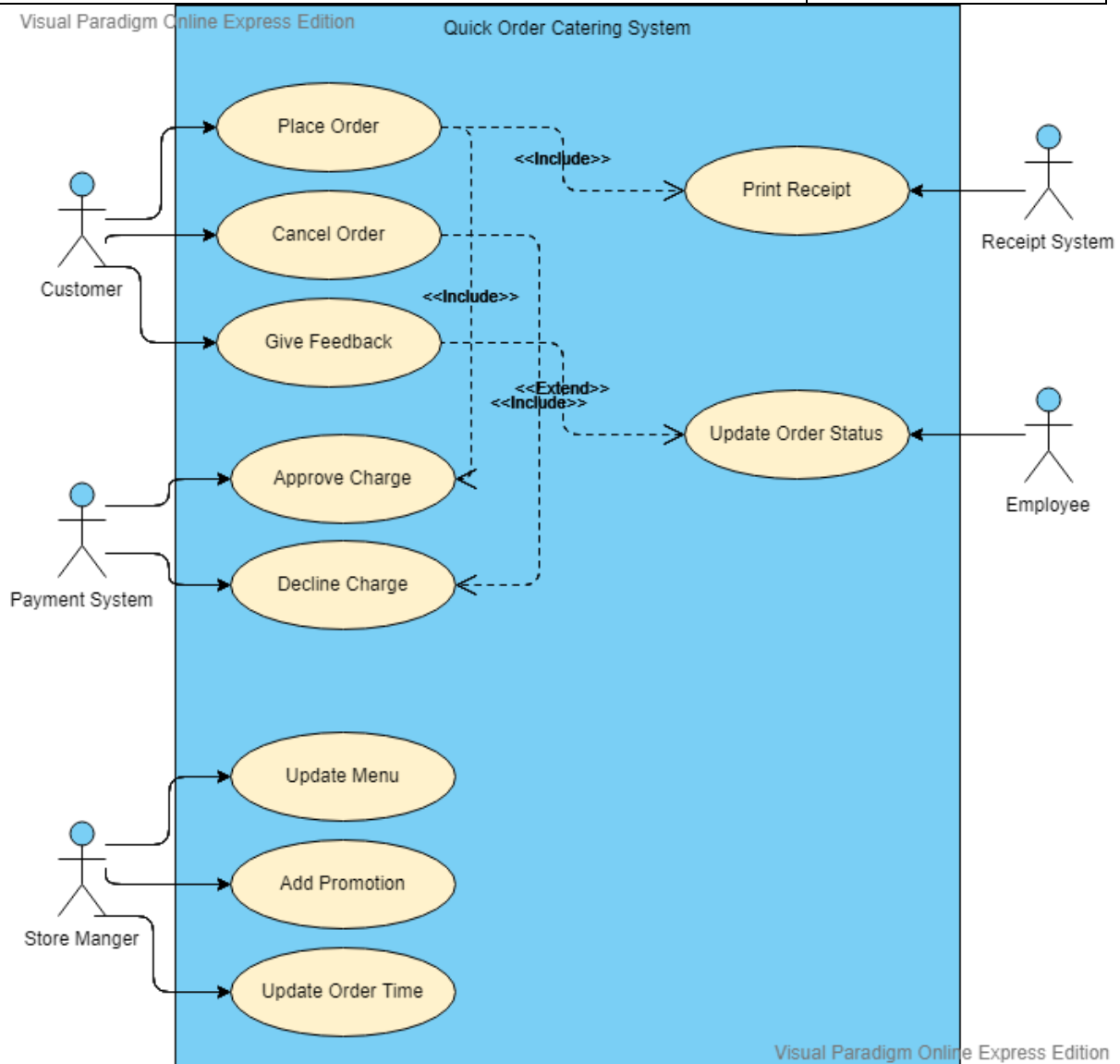
This section of the SRS specifies the functional requirements of the QOCS in terms of use cases and their associated use case paths. The use case model is primarily organized in terms of the externals that benefit from the use cases.

3.1 Use Case Diagram of Proposed System

The following use case diagram summarize the functional requirements for the QOCS:

Figure 1: Quick Order Catering System Use Case Diagram

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3.2 External Roles

This subsection describes and specifies external roles, the associated responsibilities, and all use cases primarily driven by these externals.

3.2.1 Employee

The subsection specifies the functional requirements primarily associated with an employee.

Definition

An employee is the role played by a Kentucky Fried Chicken (KFC) employee who performs the organizational functions using the QOCS.

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Required Capabilities

An employee needs the following required technical expertise, experience, and training to effectively interact with the QOCS:

- Ability to communicate effectively with customers
- Passed training on using the QOCS
- Has been an employee with KFC for over a year
- Can effectively read, write, and use the computer

Use Cases

- Employee:
 - Update Order Status
- Customer:
 - Place Order
 - Cancel Order
 - Give Feedback
- Payment System:
 - Approve Charge
 - Decline Charge
- Receipt System:
 - Print order
- Store Manager:
 - Update Menu
 - Add Promotion
 - Update Order Time

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3.2.1.1 – Use Case Narratives

The Quick Order Catering System

Author (s): Dwayne Pottinger

Date: 4/5/2019

USE CASE NAME:	Update Menu		USE CASE TYPE Business Requirements: <input type="checkbox"/> System Analysis: <input checked="" type="checkbox"/>
USE CASE ID:			
PRIORITY:	High		
SOURCE:			
PRIMARY BUSINESS ACTOR			
PRIMARY SYSTEM ACTOR	Store Manager		
OTHER PARTICIPATING ACTORS:	•		
OTHER INTERESTED STAKEHOLDERS:	•		
DESCRIPTION:	This use case allows the store manager to update the store menu		
PRE-CONDITION:	The system must be displaying the menu.		
TRIGGER:	Successful display of menu		
TYPICAL COURSE OF EVENTS:	Actor Action	System Response	
	Step 1: The store manager selects the add/remove button.	Step 2: System allows for the store manager to add/remove items.	
	Step 3: The store manager selects/adds the items that they would like to add/remove.	Step 4: The system will update the menu.	
		Step 5: The system displays updated menu	
ALTERNATE COURSES:	Step 1: The manager removes the wrong item. The system will be able to undo last action.		
	Step 1: The manager adds the wrong item. The system will be able to undo last action.		
	Step 4: The system does not save changes to the menu. The store manager will need to start over to step 1.		
CONCLUSION:	The system displays updated menu		
POST-CONDITION:	The system displays updated menu		
BUSINESS RULES	•		
IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS	•		

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ASSUMPTIONS:	•		
OPEN ISSUES:			
Version:	1.0		

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Quick Order Catering System

Author (s): Khadeedrah Patterson

Date: April 1,2019

Version: 1.0

USE CASE NAME:	Place Order	USE CASE TYPE Business Requirements: <input checked="" type="checkbox"/>	
USE CASE ID:			
PRIORITY:			
SOURCE:			
PRIMARY BUSINESS ACTOR:	Customer		
OTHER PARTICIPATING ACTORS:			
OTHER INTERESTED STAKEHOLDERS:			
DESCRIPTION:	This use case describes the process of a customer placing an order through the quick order catering system. After the customer places an order he/she will then input the necessary payment information and will be provided with an order number or receipt for pick up at the most convenient location.		
PRE-CONDITION:	The customer has already been authenticated		
TRIGGER:	This use case begins when the customer successfully place their order.		
TYPICAL COURSE OF EVENTS:	Actor Action	System Response	
	Step 1: The customer is given the menu options to choose from.	Step 2: The system asks the customer to select the quantity, flavor and/or any extra sides.	
	Step3: Customer verify their orders.	Step 4: The system prompts the customer to enter their payment method.(debit or credit card)	
	Step 5: The customer enters the payment method and necessary information for payment.	Step 6: the system validate the customer's card and attempt to withdraw the amount for the desired meal(s).	
		Step 7: the system validates that the amount is on the customers card	
		Step 8: the system indicates a successful transaction to the customer.	
		Step 9: the system output necessary information such as name of the customer, order number, estimated time.	
	Step 10: The customer presses "ok".	Step 11: The system redirects to the main menu.	
ALTERNATE COURSES:	Alternate to step 5: Wrong payment method is selected – the system notifies the customer		

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	Alternate to 6, 7 and 8 – customer has insufficient funds – system informs customer	
	Alternate to step 8 – attempted fail of withdrawal of funds – system informs by an error message	
CONCLUSION:	This use case concludes when the customer placed there order successfully (normal course of event)	
POST-CONDITION:	The customer can check before payment if the correct amount was calculated	
BUSINESS RULES	No cash refund	
IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS	1.Meals that are taken outside the KFC store cannot be return for exchange. 2. Customers with no form of receipt (electronic, physical) queries will not be dealt with.	
ASSUMPTIONS:		
OPEN ISSUES:	1. System can be improved in terms of system glitches	

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The Quick Order Catering System

Author (s): Dwayne Pottinger

Date: 4/5/2019

USE CASE NAME:	Add Promotion	USE CASE TYPE Business Requirements: <input type="checkbox"/> System Analysis: <input checked="" type="checkbox"/>
USE CASE ID:		
PRIORITY:	High	
SOURCE:		
PRIMARY BUSINESS ACTOR		
PRIMARY SYSTEM ACTOR	Store Manager	
OTHER PARTICIPATING ACTORS:	•	
OTHER INTERESTED STAKEHOLDERS:	•	
DESCRIPTION:	This use case allows the store manager to add promotions	
PRE-CONDITION:	The system must be displaying the menu.	
TRIGGER:	Successful display of menu	
TYPICAL COURSE OF EVENTS:	Actor Action	System Response
	Step 1: The store manager selects the add/remove button.	Step 2: System allows for the store manager to add/remove promotions.
	Step 3: The store manager selects/adds the promotions that they would like to add/remove.	Step 4: The system will update the menu.
		Step 5: The system displays updated menu
ALTERNATE COURSES:	Step 1: The manager removes the wrong promotion. The system will be able to undo last action.	
	Step 1: The manager adds the wrong promotion. The system will be able to undo last action.	
	Step 4: The system does not save changes to the menu. The store manager will need to start over to step 1.	
CONCLUSION:	The system displays updated menu	
POST-CONDITION:	The system displays updated menu	
BUSINESS RULES	•	
IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS	•	
ASSUMPTIONS:	•	

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Quick Order Catering System

Author (s): Khadeedrah Patterson

Date: April 1, 2019

Version: _____

1.0

USE CASE NAME:	Cancel Order	USE CASE TYPE Business Requirements: <input checked="" type="checkbox"/>	
USE CASE ID:			
PRIORITY:			
SOURCE:			
PRIMARY BUSINESS ACTOR:	Customer		
OTHER PARTICIPATING ACTORS:			
OTHER INTERESTED STAKEHOLDERS:			
DESCRIPTION:	This use case describes the process of a customer canceling an order through the quick order catering system. After the customer places an order and he/she wishes to discontinue the order.		
PRE-CONDITION:	The customer has already selected their meals		
TRIGGER:	This use case begins after the customer place their order.		
TYPICAL COURSE OF EVENTS:	Actor Action	System Response	
	Step 1: The customer is given the menu options to choose from.	Step 2: The system asks the customer to select the quantity, flavor and/or any extra sides.	
	Step3: The customer verify their orders.	Step 4: The system prompts the customer to proceed to checkout	
	Step 5: The customer wishes to discontinue their order.	Step 6: the system prompt the customer to either completely erase the order or save it in the cart or later proceedings.	
	Step 7: The customer selects any of the two options.	Step 8: the system redirects to the main menu.	
ALTERNATE COURSES:	Alternate to step 1: Incorrect menu selection –system informs customer		
	Alternate to 5 – customer fails to select either options – system informs customer he/she must choice an option.		
	Alternate to step 8 – attempted fail to redirect to home page – system informs to refresh the page		
CONCLUSION:	This use case concludes when the customer requests to cancel their order (normal course of event)		
POST-CONDITION:			
BUSINESS RULES	No cash refund ,cancellation of meals must be performed before card payment		
IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS	1.Meals that are taken outside the KFC store cannot be return for exchange. 2. Customers with no form of receipt (electronic, physical) queries will not be dealt with.		
ASSUMPTIONS:			
OPEN ISSUES:	System should be more user friendly.		

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Quick Order Catering System

Author (s): Khadeedrah Patterson

Date: April 1, 2019

Version: 1.0

USE CASE NAME:	Give Feedback	USE CASE TYPE Business Requirements: <input checked="" type="checkbox"/>	
USE CASE ID:			
PRIORITY:	Mediu,		
SOURCE:			
PRIMARY BUSINESS ACTOR:	Customer		
OTHER PARTICIPATING ACTORS:			
OTHER INTERESTED STAKEHOLDERS:			
DESCRIPTION:	This use case describes the process of a customer providing feedback for the ease of operations and quality of service given.		
PRE-CONDITION:	The customer has already picked up their meal.		
TRIGGER:	This use case begins after the customer received their order.		
TYPICAL COURSE OF EVENTS:	Actor Action	System Response	
		Step 1: The system verifies an updated order status of "Delivered"	
		Step 2: The system prompts the customer to give feedback.	
	Step 3: The customer provide feedback on their experience.	Step 4: The system thanks the user for time taken to give feedback.	
ALTERNATE COURSES:	Alternate to step 1: Incorrect status update. System still receives feedback but sends another request after the system is updated.		
	Alternate to 3 – customer declines to give feedback. The system thanks them for their time.		
CONCLUSION:	This use case concludes when the system thanks the user for time taken to give feedback.		
POST-CONDITION:	The system thanks the user for time taken to give feedback.		
BUSINESS RULES			
IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS	1.Meals that are taken outside the KFC store cannot be return for exchange. 2. Customers with no form of receipt (electronic, physical) queries will not be dealt with.		
ASSUMPTIONS:			
OPEN ISSUES:	System should be more user friendly.		

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ALTERNATE COURSES:	Step 1: The user selects the wrong payment type. System prompts user to verify selection.
	Step 2: The user inputs too many numbers in the card number section. The system tells user that they entered the wrong number of digits.
	Step 2: The user does not enter enough numbers in the card number section. The system tells user that they entered the wrong number of digits.
	Step 5: The system charges the user the wrong amount. The system will send a notification to the store manager to update amount.
	Step 6: The system does not generate the right receipt. The user can request a new receipt.
CONCLUSION:	The use case concludes when the receipt is printed.
POST-CONDITION:	The system is updated with a new order to be processed.

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Quick Order Catering System

Author: Bernard Smith Date: 04/03/19

USE CASE NAME:	Decline Charge	USE CASE TYPE Business Requirements: <input type="checkbox"/> System Analysis: <input checked="" type="checkbox"/>
PRIORITY:		
PRIMARY BUSINESS ACTOR	Customer	
DESCRIPTION:	This use case describes the process of the customer paying for their order and the system checking if there is enough money in the customer's account to pay for the item. If there is enough money to purchase the order the payment is accepted.	
PRE-CONDITION:	The customer has already selected items to order.	
TRIGGER:	This use case begins when the customer clicks the button to place an order.	
TYPICAL COURSE OF EVENTS:	Actor Action	System Response
	Step 1: The customer selects the make payment option from the menu.	Step 2: System asks customer for credit card information if it's their first time making a purchase.
	Step 3: Customer enter credit card information.	Step 4: The system validate that the customer has enough money to pay for the order
		Step 5: The system declines the purchase and send the customer back to the make payment option.

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ALTERNATE COURSES:	Step 1: The user selects the wrong payment type. System prompts user to verify selection.
	Step 2: The user inputs too many numbers in the card number section. The system tells user that they entered the wrong number of digits.
	Step 2: The user does not enter enough numbers in the card number section. The system tells user that they entered the wrong number of digits.
	Step 5: The system charges the user the wrong amount. The system will send a notification to the store manager to update amount.
CONCLUSION:	The use case concludes when the payment is declined..
POST-CONDITION:	

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Quick Order Catering System

Author: Romario Jennings Date: 4/4/2019

USE CASE NAME:	Update Order Time	USE CASE TYPE Business Requirements: <input type="checkbox"/> System Analysis: <input checked="" type="checkbox"/>	
PRIORITY:			
PRIMARY BUSINESS ACTOR	Store Manager		
DESCRIPTION:	This use case describes the process by which the Store Manager updates the time needed to prepare a meal.		
PRE-CONDITION:	The order for the meal must be made		
TRIGGER:	This use case begins when the store manager clicks the update preparation time button from the admin menu.		
TYPICAL COURSE OF EVENTS:	Actor Action	System Response	
	Step 1: The Store manager selects the update order time option from the admin menu.	Step 2: The System prompts the manger to edit the details of the time needed to prepare the meal.	
	Step 3: Store manager enters the updated information for the order time.	Step 4: The System saves the order time details.	
	ALTERNATE COURSES:	Step 1: The system does not display the option for the store manager to update order time.	
Step 3: The store manager edits the wrong item. The system will ask the store manager to verify the updated information.			
Step 3: The store manager puts in the wrong time. The system will ask the store manager			

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	to verify the updated information.
CONCLUSION:	The use case concludes when the preparation time is updated.
POST-CONDITION:	The system displays the updated preparation details to the customers.

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Author (s): Joel William Date: 4/4/2019
Version: 1.0

USE CASE NAME:	Print Receipt	USE CASE TYPE Business Requirements: <input type="checkbox"/> System Analysis: <input checked="" type="checkbox"/>
USE CASE ID:		
PRIORITY:	High	
SOURCE:		
PRIMARY BUSINESS ACTOR	Employee & Customer	
PRIMARY SYSTEM ACTOR	Receipt System	
OTHER PARTICIPATING ACTORS:	<ul style="list-style-type: none"> Manager/ Supervisor 	
OTHER INTERESTED STAKEHOLDERS:	<ul style="list-style-type: none"> 	
DESCRIPTION:	This use case describes the process printing the order made in two copies the first goes with the customer and the other is for the employee to fill the order.	
PRE-CONDITION:	The items requested by the customer must be available for purchase.	
TRIGGER:	This scenario starts when the order has been successfully placed.	
TYPICAL COURSE OF EVENTS:	Actor Action	System Response
		Step 1: The system sees that an order was successfully placed.
		Step 2: System generates a receipt which is displayed on the user device.
		Step 3: System generates pickup time.
ALTERNATE COURSES:	Step 2: The system generates a receipt for an order not placed by the user. The user will need to cancel that order.	
	Step 2: The receipt is not generated or displayed for the user. The user will need to go back to the main menu and see previous orders.	
	Step 3: The system generates the wrong pickup time. The user will need to refresh the application.	
CONCLUSION:	The use case is concluded when the system indicates order time.	
POST-CONDITION:	The system indicates the order time.	
BUSINESS RULES	<ul style="list-style-type: none"> For file output RSS feed is used to push notification due to web-based application (of software). The preferred language is English 	
IMPLEMENTATION	<ul style="list-style-type: none"> Employees and customers know the English language due to the preferred 	

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CONSTRAINTS AND SPECIFICATIONS	language being English.	
ASSUMPTIONS:	<ul style="list-style-type: none"> • Computer System used meets the specified requirements for application/software. • Employees have a basic understanding of web-based applications. 	
OPEN ISSUES:	N/A	

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Quick Order Catering System

Author (s): Joel William Date: 4/4/2019
Version: 1.0

USE CASE NAME:	Update Order Status	USE CASE TYPE Business Requirements: <input type="checkbox"/> System Analysis: <input checked="" type="checkbox"/>
USE CASE ID:		
PRIORITY:	High	
SOURCE:		
PRIMARY BUSINESS ACTOR		
PRIMARY SYSTEM ACTOR	Employee	
OTHER PARTICIPATING ACTORS:	<ul style="list-style-type: none"> Customer 	
OTHER INTERESTED STAKEHOLDERS:	<ul style="list-style-type: none"> Manager/ Supervisor 	
DESCRIPTION:	This use case describes the process by which the order is given to the customer with the corresponding ticket number.	
PRE-CONDITION:	The customers order was picked up by the customer.	
TRIGGER:	This scenario is triggered once the completed order advances in the que.	
TYPICAL COURSE OF EVENTS:	Actor Action	System Response
	Step 1: Employee indicates to the system that the order has been picked up.	Step 2: System reads input and indicates that the order is delivered.
		Step 4: System prompts user to provide feedback.
ALTERNATE COURSES:	Step 1: Employee indicates an order that is not picked up. The system will allow the employee to change back the status.	
	Step 2: The system does not indicate that the order was delivered. The employee will need to go back to step 1.	
	Step 3: The system does not prompt the user to give feedback. The store manager will need to update the system.	
CONCLUSION:	The use case is concluder once the customer is prompted to provide feedback.	
POST-CONDITION:	The system will prompt customer to give feedback.	
BUSINESS RULES	<ul style="list-style-type: none"> For file output RSS feed is used to push notification due to web-based application (of software). A customer is allowed not more than 3 extra condiments. 	

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	<ul style="list-style-type: none"> The preferred language is English
IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS	<ul style="list-style-type: none"> Employees and customers know the English language due to the preferred language being English.
ASSUMPTIONS:	<ul style="list-style-type: none"> Computer System used meets the specified requirements for application/software. Employees have a basic understanding of web-based applications.
OPEN ISSUES:	N/A

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3.2.1.2 Functional Requirements

Req.F1: The system shall request the user to input the quantity, flavor, and/or any extra sides

Req.F2: The system shall prompt the user for the method of payment.

Req.F3: The system shall interface with the payment system to validate customer payment information.

Req.F4: The system shall generate a receipt upon successful validation of payment information.

Req.F5: The system shall output the relevant information such as order number, estimated waiting time, and customer name.

Req.F6: The system shall redirect the customer to the main menu.

Req.F7: The system shall allow for the user to erase the order or save it to the cart for later purchase.

Req.F8: The system shall allow for the store manager to add/remove menu items.

Req.F9: The system shall allow for the store manager to undo changes.

Req.F10: The system shall allow the store manager the ability to add/remove promotions.

Req.F11: The system shall allow the store manager the ability to update order time.

Req.F12: The system shall allow for the employee to update order status.

Req.F13: The system shall allow the employee to view customer details.

Req.F14: The system shall allow the user to leave feedback on products and service.

Req.F13: The system shall allow the store manager the ability to view feedbacks given by customers.

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Use Case Requirements:

- The Quick Ordering Catering System shall provide the users the ability to select a specific Kentucky Fried Chicken (KFC) franchise in which they would like to pick up their order.
- The QOCS shall provide the employee the ability to print receipts from orders placed on the system.
- The QOCS shall provide the employee the ability to accurately give the correct order to the customer who order it.
- The QOCS shall provide the store manager the opportunity to update specific location menus.
- The QOCS shall provide the store manager the opportunity to add and remove promotions.
- The QOCS shall provide the branch locations the ability to update and/or add their locations.
- The QOCS shall provide the branch locations the ability to update their location menus
- The QOCS shall provide the payment system the ability to access customer billing information in order to validate the customers' purchase.
- The QOCS shall provide the payment system the ability to approve or decline orders.
- The QOCS shall provide the receipt system the ability to print customer receipts.
- The QOCS shall provide the receipt system the ability to cancel customer order.

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4 System Quality Requirements

This section specifies the required system quality factors that are not related to the specific functional requirements documented in the use case model.

4.1 Accessibility

This subsection specifies the following requirements associated with the degree to which the system must be accessible to people with disabilities:

- Any graphical user interfaces of the QOCS shall be usable by persons with color blindness.
- Any graphical user interfaces of the QOCS shall use an adequate font size to be usable by persons with limited visual acuity.

4.2 Auditability

This subsection specifies the following requirements associated with the degree to which the system must support independent auditing of its transactions and finances:

- The QOCS shall maintain a record for 1 year of each receipt
- The QOCS shall maintain a record for 1 year of each payment

5.3 Branding

This subsection specifies the following requirements associated with the degree to which the system must support the brand of QOCS.

5.4 Configurability

This subsection specifies the following requirements associated with the degree to which the system must exist in multiple simultaneous configurations or variants:

5.4.1 Variant Capabilities

- There are no requirements for multiple variants of the QCOS.

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5.4.2 Internationalization

- There are no requirements for internationalization of envisioned because the initial releases of the QCOS will be restricted to users within Jamaica.

5.4.3 Personalization

- The degree of personalization is an open issue that has not been resolved.

5.5 Correctness

This subsection specifies the following requirements concerning the degree to which the system can contain defects and still be acceptable to the customer.

5.5.1 Latent Defects

This subsection specifies the following requirements concerning the maximum number of allowable latent defects in released work products.

- The maximum number of latent bugs per unit of software shall not exceed TBD for any release.
- The maximum total number of known latent bugs by category shall not exceed:
 - Minor= TBD
 - Significant= TBD
 - Critical= TBD
- The maximum number of tests that can fail when the system is shipped shall not exceed TBD.

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2 Accuracy

This subsection specifies the following requirements concerning the degree of correctness of the system's outputs:

- Values of money shall be correct to the nearest dollar.
- Values of time shall be correct to the nearest second.

5.5.3 Precision

This subsection specifies the following requirements concerning the resolution of the system's numerical outputs:

- Values of money shall be correct to the nearest dollar.
- Values of time shall be correct to the nearest second.

Timeliness

This subsection specifies the following requirements concerning the degree to which the system must ensure that its persistent information is current (i.e., up-to-date):

- When one user updates some data, the system shall ensure that other users shall automatically see the update within 1 minute.
- The QOCS shall not return requested information to an external that is more than one second obsolete.
- The system shall automatically transfer "old" information from on-line storage to off-line archives after TBD days.
- The system shall permanently delete "obsolete" information from all storage after TBD days.

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5.6 Efficiency

This subsection specifies the following requirements associated with the degree to which the system effectively uses its resources:

- The GOCS shall not require users to permanently download software to their mobile phones.

5.7 Extensibility

This subsection specifies the following requirements associated with the degree to which the system can be modified to meet changing requirements or goals.

- The QOCS shall be easily extendable to allow users to update menus
- The QOCS shall be easily extendable to allow users to update promotions
- The QOCS shall be easily extendable to allow users to add franchise locations
- The QOCS shall be easily extendable to allow users to update food prices.

5.8 Installation

This subsection specifies the following usability requirements associated with the ease with which the system can be installed.

- The typical user shall not average more than 5 minutes to install or upgrade any required QOCS software on his/her personal smart phones.
- The user and employee shall be clearly informed about all system requirements for successfully installing any QOCS software.
- It shall not average more than 10 minutes to install or upgrade the software on the QOCS servers.

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5.9 Interoperability

This subsection specifies the following requirements associated with the ease with which the system can be integrated with other system (e.g., browsers, legacy applications, and required databases).

□ The Quick Order Catering System shall interoperate with the following browsers:

- Google Chrome
- Safari
- Mozilla FireFox
- Internet Explorer

5.10 Maintainability

This subsection specifies the following requirements associated with the ease with which the system can be maintained:

- The QOCS shall permit the swapping and upgrade of hardware without down time.
- The QOCS shall permit the upgrade of software without down time.
- The Mean Time To Fix (MTTF) shall not exceed one person per day.

5.11 Operational Availability

This subsection specifies the following requirements associated with the percent of time that the system must function correctly.

- By release 0, the QOCS shall provide actors with a minimum operational availability of 99%.
- By release 1, the QOCS shall provide actors with a minimum operational availability of 99.9%.
- By release 2, the QOCS shall provide users a minimum operational of 99.99%.

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- By release 3, the QOCS shall provide actors a minimum operational availability of 99.99%.

5.12 Performance

This subsection specifies the following requirements associated with the speed with which the system shall function.

5.12.1 Capacity

This subsection specifies the following requirements concerning the minimum number of objects that the system can support:

- The system shall support a minimum of 10,000 simultaneous open sales.
- The system shall support a minimum of 50,000 sales per year.
- The system shall support a minimum of 50 franchises.
- The system shall support a minimum of 500,000 users.
- The system shall support a minimum of 10,000 simultaneous interactions.

5.12.2 Latency

This subsection specifies the following requirements concerning the maximum time that is permitted for the system to execute specific tasks (i.e., system operations) or use case paths end to end:

- The typical customer shall be able to register for an account within 10 minutes.
- The typical buyer shall be able to find the nearest KFC within 5 minutes.
- The typical buyer shall be able to place an order within 10 minutes.

5.12.3 Response Time

This subsection specifies the following requirements concerning the maximum time that is permitted for the system to respond to requests:

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- All system responses shall occur within 30 seconds.

5.12.4 Throughput

This subsection specifies the following requirements concerning how many executions of a given system operation or use case path must the system be able execute in a unit of time:

- TBD

5.13 Portability

This subsection specifies the following requirements associated with the ease with which the system can be moved from one environment (e.g., hardware, operating system) to another.

- The Quick Order Catering System shall enable users to use the following environments (e.g., platform and operating system) to interact with the Quick Order Catering System:

- User personal smart phone
 - Android or IOS operating system

5.14 Reliability

This subsection specifies the following requirements associated with the reliability (e.g., mean time between failures, number of failures per unit time) of the system.

- The Mean Time Between Failures (MTBF) shall exceed 3 months.

5.15 Reusability

This subsection specifies the following requirements associated with the degree to which the system can be used for purposes other than originally intended (e.g., as part of other applications).

- The QOCS shall incorporate a database continuous availability layer.

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- The QOCS shall reuse common classes such as name, address, telephone number, and currency.
- The QOCS shall reuse software for sending emails.

5.16 Robustness

This subsection specifies the following requirements associated with the degree to which the system continues to properly function under abnormal circumstances.

- The Quick Order Catering System should gracefully handle invalid input (i.e., detect invalid input, request valid input, and not crash) from all externals:
 - The human actors.
- The Quick Order Catering System should gracefully handle hardware failures (i.e. provide hot failover, notify the system operator, and not crash).

5.17 Safety

This subsection specifies the following requirements associated with the degree to which the system does not directly or indirectly (e.g., via inactivity) cause accidental harm to life or property (e.g., loss of money or data).

- SAF-1) The QOCS shall not accidentally lose user account information.
- SAF-2) The QOCS shall accurately calculate user fees.
- SAF-3) The QOCS shall not accidentally lose auction information.

5.18 Scalability

This subsection specifies the following requirements associated with the degree to which the system can scale (e.g., can handle more simultaneous users or clients, can store more information in its databases).

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Release	Open Sales	Total Franchises	Total users	Simultaneous Interactions	
0	10	10	10	10	
1	10,000	50	50	50	
2	25,000	100	500	500	
3	100,000	200	1,0000	1,000	

5.19 Security Requirements

This subsection documents the security requirements that specify the extent to which the QOCS shall protect itself and its sensitive data and communications from accidental, malicious, or unauthorized access, use, modification, destruction, or disclosure.

5.19.1 Identification Requirements

This subsection documents the identification requirements that specify the extent to which QOCS shall identify its externals (e.g., human users and external applications) before interacting with them:

- User – A minimum of 99.99% of the time, the QOCS shall identify the user before permitting him or her to perform the use cases
- Security Officer – A minimum of 99.99% of the time, the QOCS shall identify the security officer before permitting him or her to perform the use cases.
- Management- A minimum of 99.99% of the time, the QOCS shall identify the manager before permitting him or her to perform the use cases.
- Accountant- A minimum of 99.99% of the time, the QOCS shall identify the accountant before permitting him or her to perform the use cases.

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5.19.2 Authentication Requirements

This subsection documents the authentication requirements that specify the extent to which the QOCS shall verify the identity of its externals (e.g., human users and external applications) before interacting with them:

- User – A minimum of 99.99% of the time, the QOCS shall identify the user before permitting him or her to perform the use cases
- Security Officer – A minimum of 99.99% of the time, the QOCS shall identify the security officer before permitting him or her to perform the use cases.
- Management- A minimum of 99.99% of the time, the QOCS shall identify the manager before permitting him or her to perform the use cases.
- Accountant- A minimum of 99.99% of the time, the QOCS shall identify the accountant before permitting him or her to perform the use cases.

5.19.3 Authorization Requirements

This subsection documents the authorization requirements that specify the access and usage privileges of authenticated users and client applications:

- User – A minimum of 99.99% of the time, the QOCS shall identify the user before permitting him or her to perform the use cases
- Security Officer – A minimum of 99.99% of the time, the QOCS shall identify the security officer before permitting him or her to perform the use cases.
- Management- A minimum of 99.99% of the time, the QOCS shall identify the manager before permitting him or her to perform the use cases.
- Accountant- A minimum of 99.99% of the time, the QOCS shall identify the accountant before permitting him or her to perform the use cases.

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5.19.4 Immunity Requirements

This subsection documents the immunity requirements that specify the extent to which the QOCS shall protect itself from infection by unauthorized harmful programs (e.g., computer viruses, worms, and Trojan horses):

- **Scanning** – The QOCS shall scan all entered or downloaded data and software against the published definitions of known computer viruses, worms, Trojan horses, and other similar harmful programs.
- **Disinfection** – If possible, the QOCS shall disinfect any data or software found to contain such a harmful program.
- **Prevention** – The QOCS shall delete the infected file if it cannot disinfect the infected data or software.
- **Current Definitions** – The QOCS shall daily update its list of published definitions of known harmful programs.
- **Notification** – The QOCS shall notify a member of the security team if it detects a harmful program during a scan.

5.19.5 Integrity Requirements

This subsection documents the integrity requirements that specify the extent to which the <<Name of System>> shall protect its data and communications from intentional corruption via unauthorized creation, modification, or deletion:

- **Communications** – The QOCS shall protect a minimum of 99.999% of its communications from unauthorized intentional corruption during transit including communications with the:
 - ♦ Employees:

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- Management
- Cook
- Customer Representative
- Accountant
- Security Officer
- ♦ Users:
 - Customers
 - Franchises
- **Persistent Data** – The QOCS shall protect a minimum of 99.999% of its persistent data from unauthorized intentional corruption including:
 - ♦ Accounting Information
 - ♦ Feedback Information
 - ♦ Transaction Information
 - ♦ Security Information

5.19.6 Intrusion Detection Requirements

This subsection documents the intrusion-detection requirements that specify the extent to which the QOCS shall detect attempted access or modification by unauthorized individuals or programs:

- **Repeated Authentication Failure** – A minimum of 99.99% of the time, the QOCS shall notify the security officer within one minute if it cannot successfully verify the identity of any actor in less than four attempts within any one-hour period.

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- **Authorization Failure** – A minimum of 99.99% of the time, the QOCS shall notify the security officer within one minute if any actor attempts to perform a use case for which it is unauthorized.

5.19.7 Nonrepudiation Requirements

This subsection documents the nonrepudiation requirements that specify the extent to which the QOCS shall prevent a party to one of its interactions (e.g., message, transaction) from denying having participated in all or part of the interaction:

- User – A minimum of 99.99% of the time, the QOCS shall identify the user before permitting him or her to perform the use cases
- Security Officer – A minimum of 99.99% of the time, the QOCS shall identify the security officer before permitting him or her to perform the use cases.
- Management- A minimum of 99.99% of the time, the QOCS shall identify the manager before permitting him or her to perform the use cases.
- Accountant- A minimum of 99.99% of the time, the QOCS shall identify the accountant before permitting him or her to perform the use cases.

5.19.8 Privacy Requirements

The privacy goal of the QOCS is to ensure the confidentiality of all information entrusted to it, whether stored or communicated, except for such information that an operational requirement explicitly makes public.

The following privacy requirements specify the extent to which the Quick Order Catering System shall support anonymity and keep its confidential data and communications private from unauthorized individuals and programs.

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☐ **User Privacy** – A minimum of 99.999% of the time, the Quick Order Catering System shall restrict access as indicated to the following confidential user information, whether communicated or stored:

- ☐ Credit Card Information (restricted to the user, accountants, and user support agents):
 - ☐ The credit card number (employees may only see the last 4 digits)
 - ☐ The credit card expiration date
 - ☐ The name on the credit card
- ☐ Financial Information (restricted to the user, accountants, and user support agents):
 - ☐ Account Balance
 - ☐ Past Due Amount
- ☐ Password Information (restricted to the user and user support agents):
 - ☐ Password
 - ☐ Password Confirmation
- ☐ Postal Address (restricted to the user and user support agents):
 - ☐ Street Address
 - ☐ City
 - ☐ State
 - ☐ Zip Code
- ☐ Telephone Number (restricted to the user and user support agents)

5.19.9 Security Auditing Requirements

This subsection specifies the following privacy requirements:

- ☐ TBD

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5.19.10 Survivability Requirements

This subsection specifies the following privacy requirements:

- ☐ TBD

5.19.11 Physical Protection Requirements

This subsection specifies the following privacy requirements:

- ☐ TBD

5.19.12 System Maintenance Security Requirements

This subsection specifies the following system-maintenance requirements:

- ☐ The Quick Order Catering System shall ensure that authorized modifications during maintenance will not inadvertently allow unauthorized individuals access to the system.

5.20 Testability

This subsection specifies the following requirements associated with the ease with which the system can be tested.

- ☐ TBD

5.21 Usability

This subsection specifies the following requirements associated with the ease with which the system can be used.

- The application shall enable at least 90% of a statistically valid sample of representative novice users to:
 - ☐ Register as a customer within 10 minutes
 - ☐ Place order within 5 minutes
 - ☐ Pick up order as they reach KFC.

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6 System Constraints

The section documents the major architecture, design, and implementation constraints on the system.

6.1 Business Rules

The subsection documents all required data design constraints.

6.2 Data and Content Constraints

The subsection documents all required data constraints.

6.2.1 Databases

The subsection documents all required design constraints regarding the use of databases.

☐ None

6.3 Hardware Constraints

The subsection documents all required constraints associated with minimum or actual hardware.

☐ None

6.4 Software Constraints

The subsection documents all required software constraints.

6.4.1 High-Level Languages

The subsection documents all required design constraints associated with the use of high-level programming languages.

- Application server software shall be written in Java.

6.5 Industry Standards

The subsection documents all required design constraints associated with industry standards.

The system shall conform to ISO 10646 (Unicode UTF-8) and ISO 10646-1 (Unicode UTF-16) standards for character set encoding.

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- www.unicode.org
- <ftp.informatik.uni-erlangen.de/pub/doc/ISO/charsets/ISO-10646-UTF-8.html>
- <ftp.informatik.uni-erlangen.de/pub/doc/ISO/charsets/ISO-10646-UTF-16.html>

DC-STD-2) The system shall conform to ISO 4217, codes for the representation of currencies.

- ☐ www.xe.net/gen/iso4217.htm

DC-STD-3) The system shall conform to ISO 31, codes for units of measure.

- www.unece.org/trade/rec/rec20en.htm

DC-STD-4) The system shall conform to ISO639-1 Languages, codes for the representation of languages.

- ☐ http://sunsite.berkeley.edu/amher/iso_639.html

DC-STD-5) The system shall conform to ISO 3166-1, codes for the representation of names of countries.

- www.din.de/gremien/nas/nabd/iso3166ma/codlstp1/index.html

DC-STD-6) The system shall conform to ISO 8601, representation of dates and times.

- www.state.ak.us/local/akpages/ADMIN/info/iso8601.htm

6.6 Legal and Regulatory Constraints

The subsection documents all required design constraints associated with legal and regulatory constraints.

- ☐ None

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Appendices

This section documents the following appendices:

- ☐ Envisioned Future Enhancements
 - Open Issues
 - Major TBDs
 - Assumptions
- ☐ **Envisioned Future Enhancements**

TBD

☐ Open Issues

This appendix documents the following open issues:

- ♦ How long should orders be stored after being deleted by user?
- ♦ Should QOCS force users to update their location on a regular basis? If so, how often?
- ♦ Should users have access to multiple menus at one time?
- ♦ How long should the QOCS save user payment information?

☐ Major TBD's

This appendix documents the following major TBDs:

- ♦ Add direct editing by franchise owners
- ♦ Do not allow user to select past promotions
- ♦ Do consistency check in preparation for inspection:
 - Consistency with SRS content and format standard
 - Internal consistency:
 - Do similar use case paths have similar structures?

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- ♦ Hold inspections

- ♦ Publish

☐ **Assumptions**

TBD

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Requirements Analysis
PROJECT - MILESTONE 3
RUBRIC – weighting 100%

Group Name:	RECA (Realize Essentialize Conceptualize Actualize)	
Project Name:	Quick Order Catering System	
Id Number	Last Name	First Name
1670602	Brown	Toni
1701071	Jennings	Romario
1601081	Patterson	Khadeedrah
1207367	Pottinger	Dwayne
1701469	Smith	Bernard
1701084	Williams	Joel

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CRITERIA	POSSIBLE MARKS	SELF ASSESSMENT	FACILITATOR'S MARK
Executive Overview	1	1	
Revision History	1	1	
1.0 Introduction			
• Specification Definition	1	1	
• Specification Objectives	1	1	
• Intended Audience	1	1	
• References	1	0	
• Open Process Framework (OPF) Conventions	1	1	
• Specification overview	1	1	
2.0 System Overview			
• Definition	1	1	
• Business Goal	1	1	
• Business Objectives	1	1	
• External Hardware	3	2	
• External software	3	2	
3.0 Functional Requirements			
• Use case diagram of proposed system	10	8	
• External Roles	10	8	
• Use Case Narratives	25	23	
• Functional requirement(s) for each use case	15	14	
4.0 Non-Functional Requirements	15	13	
Formatting & Presentation of SRS Document			
• Updated table of contents	3	3	
• Other			
Group Cohesiveness	5	4	
Total	100	88	