CSCI 234 – Software Engineering

Spring 2019

Project Initial User Requirements

Client is the Schaper Sandwich Shop. There is currently one location of this business. The client is considering starting a delivery service in order to keep up with competitors. The client wants to franchise their business. The client also wants to dominate the sandwich business. To do so, it is believed that rather than create a traditional delivery service, it would be better to put the entire sandwich shop in a truck and have the truck drive to customer houses to deliver sandwiches. A sandwich truck will have the entire ability of a brick-and-mortar store.

The client wants to also update their menu. The client has specialty sandwiches that their customers love. They will also determine the best (most desirable) menu based on customer surveys. The menu must contain sandwiches that can be prepared in the limited space of the truck.

The basic operation of a truck will be as follows:

* Customer places an order by phone or online website, which can be customized by the customer.
* Customers may also potentially be able to order raw ingredients, the truck potentially acting as a sandwich and deli truck.
* If the truck runs low on gasoline, it will schedule at stop at a gas station.
* The address of the customer is used to determine the route the truck will follow. This route is updated each time an order is placed. Routes must not cause indefinite postponement of deliveries.
* Each order is placed in a queue of orders such that each order will be ready before the time the truck reaches the delivery destination. Order preparation must be as close as possible to delivery time so as to keep the sandwiches as fresh as possible.
* Orders are made while the truck is driving and given to the preparer at the right time to be as fresh as possible at delivery time.
* The orders are prepared and packaged for delivery.
* When a destination is reached, an employee takes the order to the customer’s door and collects payment.
* If the truck has no orders, it will patrol neighborhoods and make road side sales.
* If the truck runs low of a product, it will schedule a stop at a supply center to restock.
* The truck has a driver, an order taker and deliverer, and an order preparer.

The client wants a software system that will run the business of the truck. To test the concept of a mobile sandwich shop, the client wants a simulation of the operation of the truck. The software must:

* allow for order entry
* Schedule delivery times and the truck route. There must be an easy way to change the heuristics used to create the routes so that the company can experiment with different strategies.
* Scheduling of order preparation and packaging.
* Keep track of the cash register.
* Customers must be able to keep track of the location of the truck, by street address.

The client knows that the requirements for this operation are not complete and is relying on the software development company it hires to help flesh out additional details (or even ideas) regarding the mobile sandwich truck.