

# Individual Assignment

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## Task 1- Identify the Problem faced by the Company

An analysis of software requirements engineering at Domino's Pizza Company

Companies must perform at reliable and trustful levels to stay in business. One indicator of a successful business is its effective requirements engineering. To prevent any faults in their software and remain competitive in this global marketplace, a large multinational company should focus on their software requirements engineering. Based on this case study, Domino's Pizza is an example of weak software requirements engineering. Domino's Pizza Malaysia has met a major problem with their online food order system when they had noticed many irregularities in some of their received orders. Reacting to this, Domino's Pizza Malaysia has reported this irregularity to the authorities, hoping to arrest these individuals who ordered huge quantities but paying a small amount. This has had a severe backlash by netizens because after investigation by the Polis Diraja Malaysia (PDRM), it is found that it is Domino's own system at fault. This has caused them to issue an apology on September 2019

One problem that is faced by Domino's Pizza Malaysia is that they did not validate and update their system to ensure there are no flaws and loopholes in their system and work according to the requirements of various stakeholders. When they did not update nor maintain their system, the outdated or expired promo-codes are still available for use even though it is stated expired on the voucher itself. Customers can use this to their advantage to order pizzas with outdated promocodes. When Domino's Pizza realizes this, they will argue that the customer is using third party software to cheat the system. When in reality, it is their own system at fault.

Other than that, Domino's Pizza faces another problem is that they don't test their own system through various test cases. Thus, there are many faults in the security of the system. Customers discovered that you can reuse and stack the same promocode multiple times and complete their order without adhering to the minimum spent needed to proceed with checkout. Thus, spawning many pictures online showing receipts ordering many pizzas but only spending very little.

Another problem faced by Domino's Pizza is the weakness in security of their online order and delivery system. Sometimes the terms and condition stated in the voucher is not listed online and can be used whenever and however the customer wants. This means the customer can easily bypass the online security system as opposed to when the customer visits the Domino's Pizza Malaysia branch physically. The cashier will verify the validity of the coupon or voucher and follows the terms and conditions printed on the coupon or voucher. While when used online, the system sometimes does not verify and validate the coupon or voucher as according to the terms and conditions.

In conclusion, it is shown that Domino's Pizza Malaysia has many loopholes to be exploited in their system. This will cause huge profit loss and the prices of their stocks will drop when news of these reach their shareholders. Domino's Pizza Malaysia will also lose the hearts of the customers by shifting the blame on them.

## Task 2 – Discussion

- a) Discuss in which stages of the software requirement engineering activities you will perform the re-analysis again?

Out of the four stages software requirement engineering activities. Domino's Pizza should perform a re-analysis on the stage of requirements management and validation. The problems faced by Domino's Pizza Malaysia is mostly due to its failure to specify and validate their requirements. They did not consider various situations that can occur.

Domino's Pizza Malaysia should focus on updating their requirements depending on environment changes. They should also modify the software as per requirements in an orderly manner and in a systematic timeframe.

Domino's Pizza Malaysia should also focus on using various test cases. This is to check for errors and faults in their system before implementing it publicly. Loopholes and glitches found in the system can be detected early and fixed. Thus not needing to hastily fix the error when a flaw was detected when the system is implemented.

Other than that, Domino's Pizza Malaysia should conduct a system maintenance and update every month. This is to ensure the terms of conditions are all updated and prevent sudden system crashes. During maintenance, developers should collect and analyze environment and organizational changes and ensure that the requirements of the system is up to date.

- b) What are the requirements (functional, qualities, and constraints) the company should improve on?

<sup>2</sup>  
Domino's Pizza Malaysia should improve on their functional requirement which is to provide a weekly report of abnormal orders. This is to make sure the developers can read through the report and fix any problems or loopholes that exists within the system before any damage is caused.

As for qualities or non-functional requirements, Domino's Pizza Malaysia should improve on their maintainability attribute. This is to make sure the system is always up-to-date and keep up with the changes. The system will terminate out-of-date promocodes and implement new ones.

For constraints, Domino's Pizza Malaysia should not disclose personal information of their customers and respects their privacy and personal data. When encountering problems regarding customer's wrongly use of the system, they should contact the customer privately before contacting the authorities.

- c) Based on your discussion in Task 2 b). Provide **THREE (3)** example of the requirements.

FR1- The system shall generate a weekly report for the management team on any abnormal food orders.

NFR1- The system shall be updated every 3 months.

C1- The system shall process personal data in compliance with the PERSONAL DATA PROTECTION ACT 2010

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