



Deliverable 03

Green Team

Vanier College

Faculty of Science & Technology

System Development

420-436-VA

Prepared for Alex, and Client

Created by

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Pledge of Certification

We, the Green Team, certify that this assignment is our own work.

I, Ariel Wazana, SID #2181476, certify that I have contributed to this deliverable, A.W.

I, Yaman Alhammy, SID #2195286, certify that I have contributed to this deliverable, Y.A.

I, Kevin Judal, SID #1995333, certify that I have contributed to this deliverable, K.J.

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Executive Overview

In this Executive Overview, we dive into the critical components of our project's Deliverable 3 – the use cases and flowcharts that will define the development of the web application for Lumia Residence's restaurant in Pointe-Claire, led by our client, Afsaneh Hojabri (Afi). Our main focus for this deliverable revolves around crafting a comprehensive understanding of the use cases, which includes everything from order management for all actors and a structured layout for all parties. These use cases were also translated into detailed flowcharts that describe the precise workflow and functionality of the web application. Through these visual representations, we will create a roadmap that guides the development and implementation process, ensuring that every feature and interaction aligns with Afi's vision for our application and the restaurant's unique challenges. Unfortunately, we haven't had the chance to meet with the client yet, however with in-depth research and insights we have gathered, it helped us in the creation of these use cases and flowcharts, which serve as our way to explain and clarify everything needed for the development of our application.

Business Problem

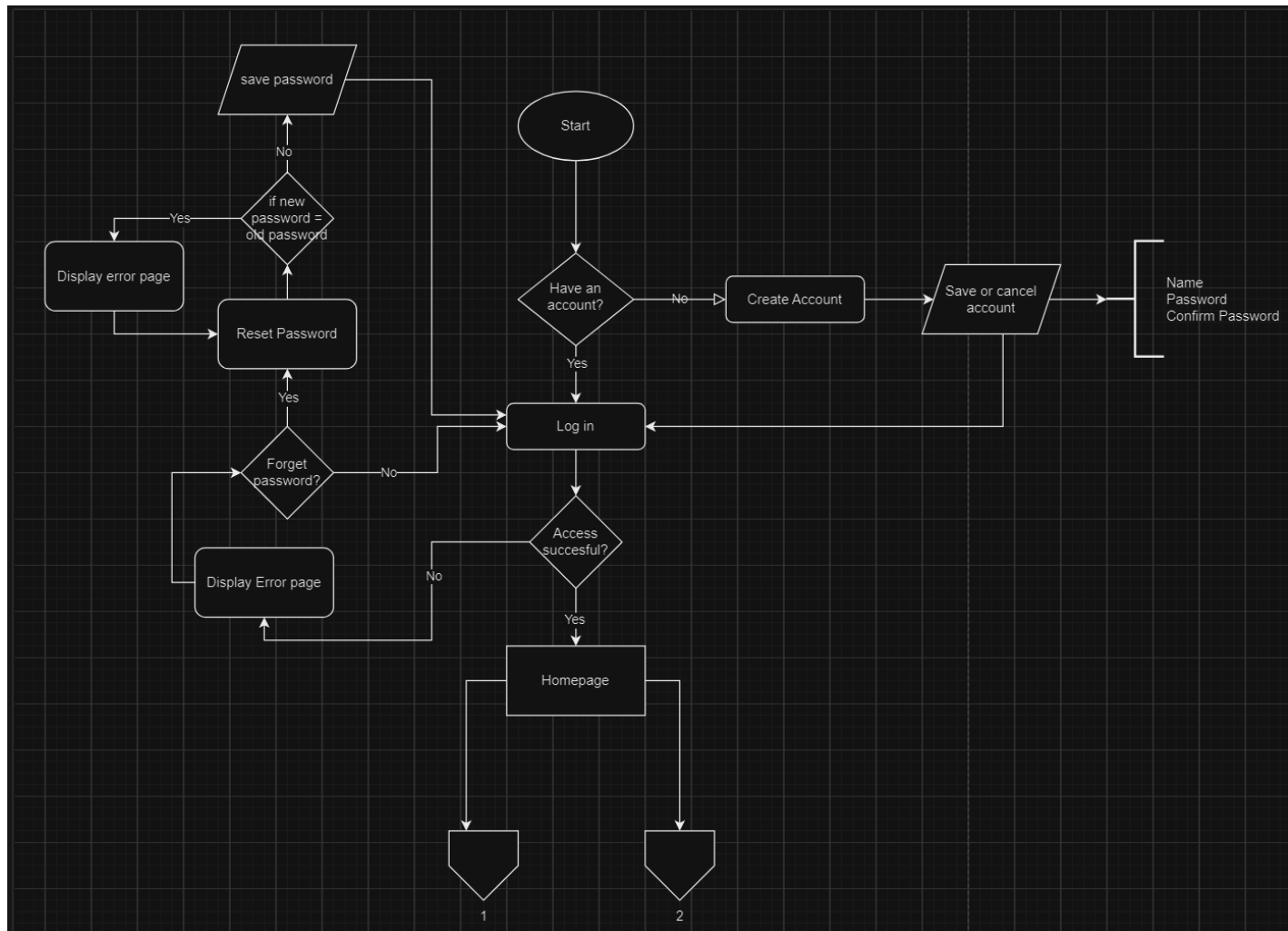
The restaurant faces several challenges or obstacles that affect its overall efficiency and the quality of service it provides to the residents. These challenges revolve around the restaurant's current operational processes, the pen-and-paper system and the impact on order management, menu printing and the overall customer experience.

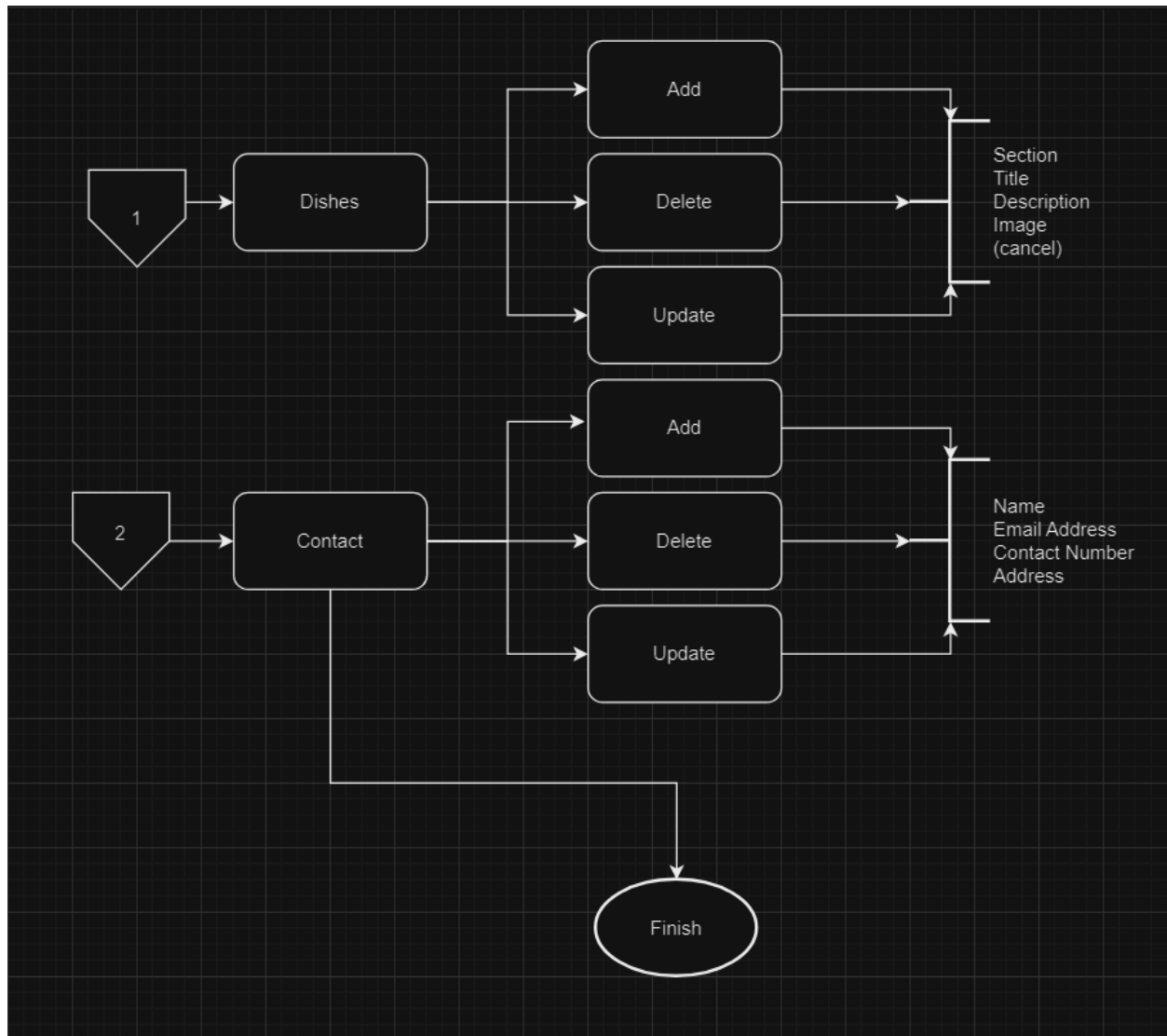
1. **Order Management:** The restaurant relies on a manual pen-and-paper system for order management. Waitstaff and kitchen staff use handwritten notes to communicate the resident's orders. While this traditional approach may have worked in the past, it has become increasingly inconvenient and error-prone.
2. **Menu Printing:** The restaurant relies on the frequent printing of menus, including weekly menus, daily menus, server's personal menus, and notepads for various purposes.
3. **Customer experience:** The inefficiencies in order management and menu printing directly impact the customer experience.

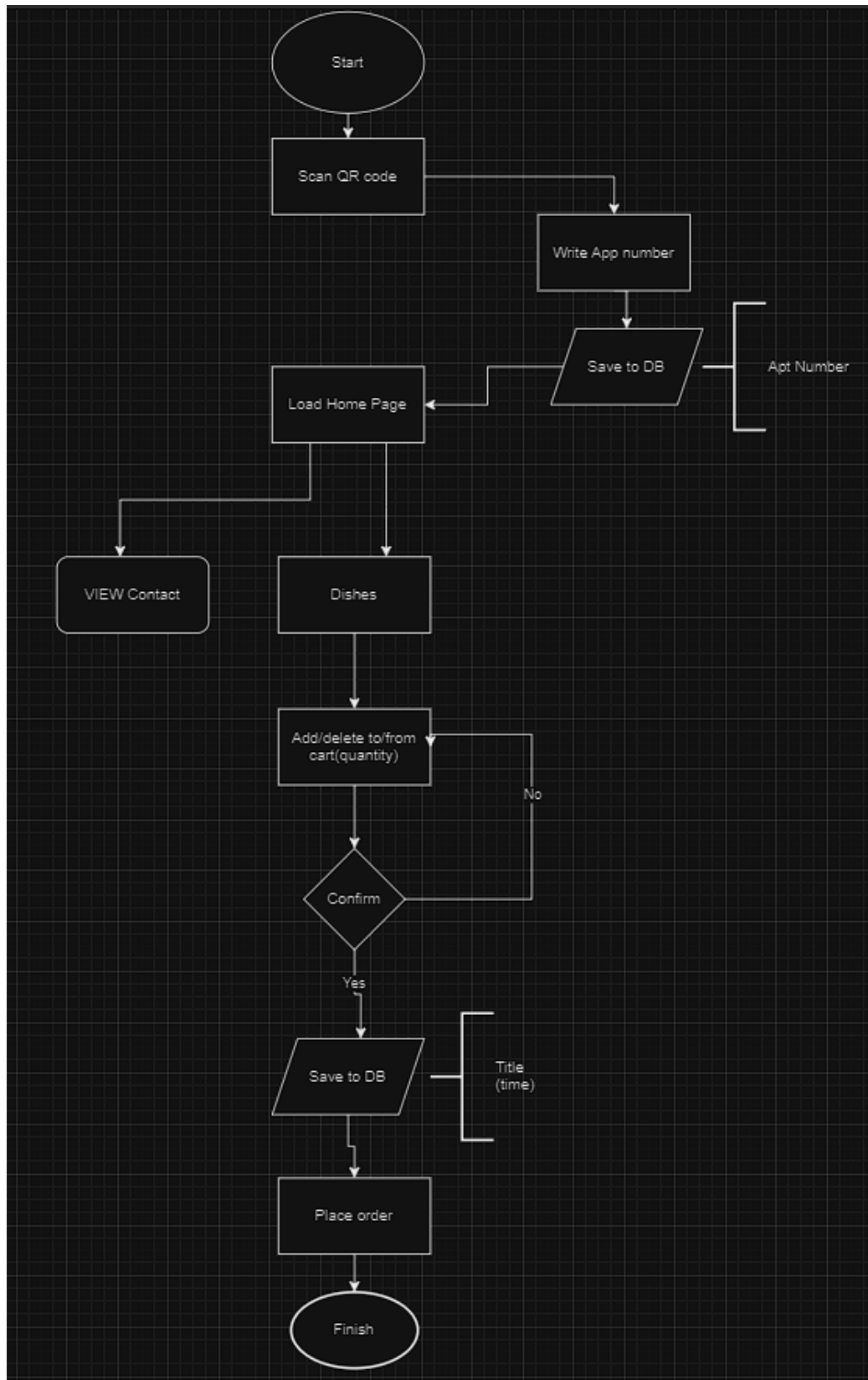
Addressing these business problems is essential to improve operational efficiency, reduce costs, enhance customer experience, and align the restaurant with more sustainable practices. The development of the web application aims to provide innovative solutions to these challenges, ultimately benefiting both the restaurant and its valued residents.

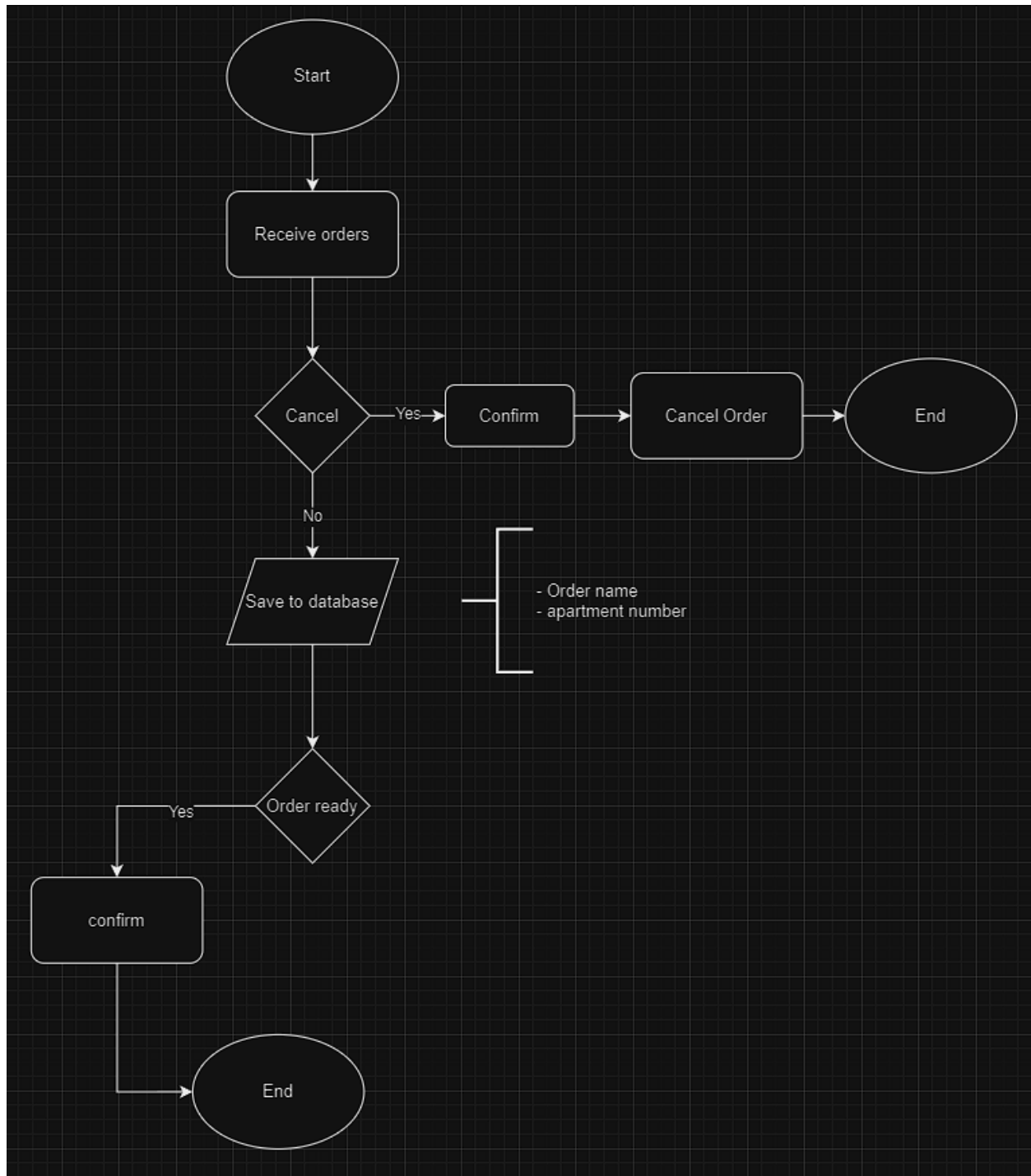
Flowcharts

Admin's Flowchart:



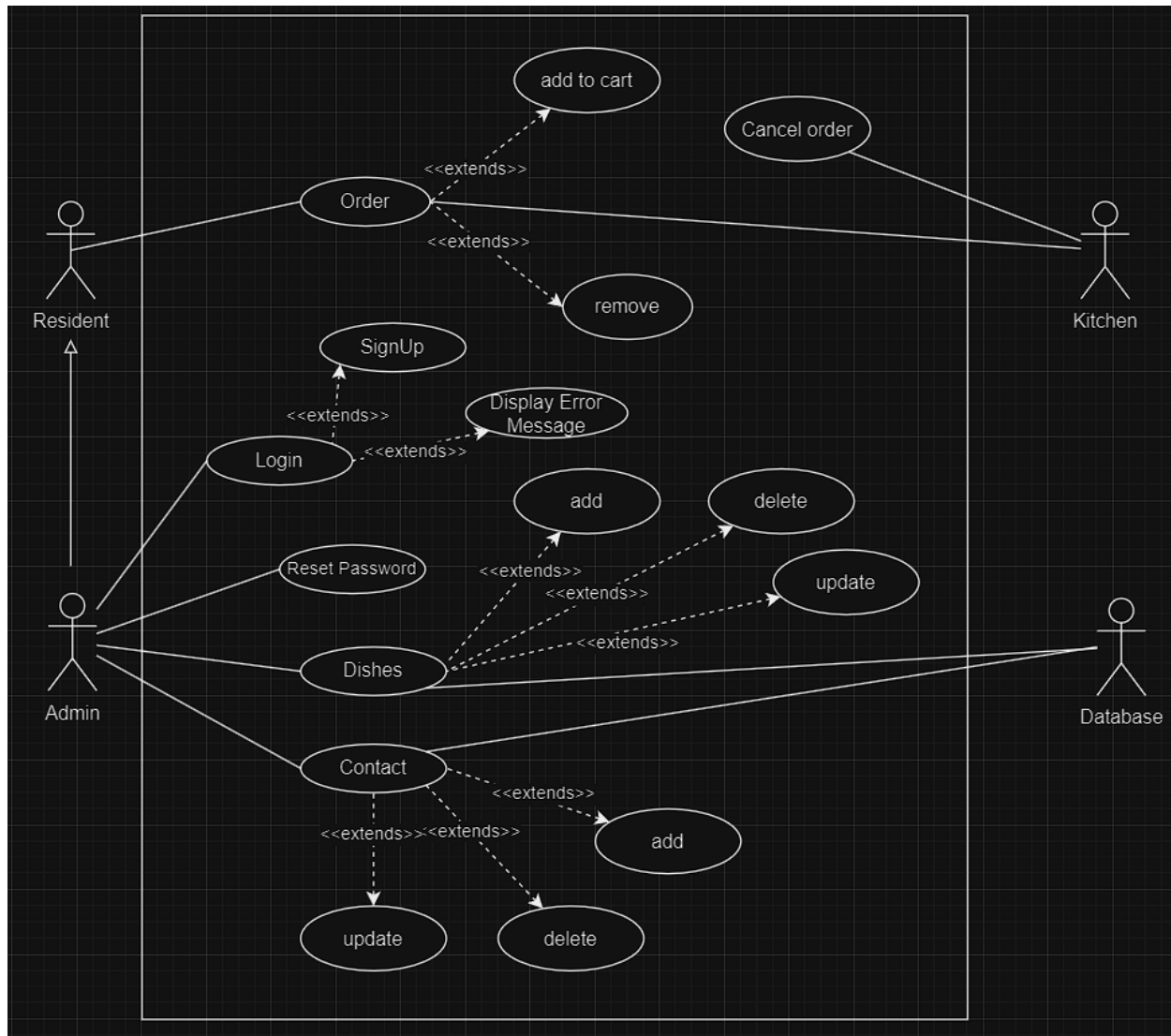
Continuation of Admin's Flowchart (1 and 2):

Client's Flowchart:

Kitchen staff's Flowchart:

Use Cases

Order Management:



Detailed Use Cases

Use Case ID		GT-Order	
Use Case Name		Order	
Created By	Ariel, Yaman, Kevin	Last Update By	Ariel, Yaman, Kevin
Date Created	September 21, 2023	Last Revision Date	October 3, 2023
Actor		Admin(primary), Resident(primary)	
Description		<ul style="list-style-type: none"> The resident can order food through a web application. The admin can order food for the resident through a web application. 	
Trigger		<ul style="list-style-type: none"> The resident has to scan a QR code to start this action. The admin has to login to their account to access admin permissions by entering their username and password, and clicking the Login button and then wait for the page to load the admin panel. (GT-Login) 	
Precondition		<ul style="list-style-type: none"> The admin needs to login with their username and password. (GT-Login) The residents have to write the apartment number in order to order food. 	
Postcondition		<ul style="list-style-type: none"> The admin and the resident can either add food to cart or remove them from the cart. (GT-AddOrder, GT-RemoveOrder) Order gets saved in the database. 	
Normal Flow		<p>For the resident:</p> <ol style="list-style-type: none"> The resident has to scan a QR code to access the web application. The resident needs to fill up their apartment number to start ordering their food. The resident can now order food through the web application. (GT-Order) The resident can add/delete the order to/from the orderList. (GT-AddOrder, GT-RemoveOrder) Confirm 	

	6. Place order For the admin: <ol style="list-style-type: none"> 1. The admin has to login with their username and password to access the web application. (GT-Login) 2. The admin can now order food through the web application. (GT-Order) 3. The admin can add/delete the order to/from the orderList. (GT-AddOrder, GT-RemoveOrder) 4. Confirm 5. Place order
Alternative Flow	<ol style="list-style-type: none"> 1. The admin needs to scan the QR-code 2. The admin has to write down the resident's apartment number. 3. The admin can also order food for the resident through the web application. (GT-Order) 4. The resident can add/delete the order to the orderList. (GT-AddOrder, GT-RemoveOrder) 5. Confirm 6. Place order
Exceptions	<ol style="list-style-type: none"> 1. The admin should have a valid account to start ordering. (GT-SignUp) 2. The resident should have a valid apartment number to order.
Includes	Admin will inherit the Order function from Resident Actor.
Frequency of Use	Every restaurant service
Special Requirements	Mobile device to access web application
Assumptions	The admin and resident are familiar with basic login forms.
Notes and Issues	Not applicable

Use Case ID		GT-AddOrder	
Use Case Name		Add to Cart	
Created By	Ariel, Yaman, Kevin	Last Update By	Ariel, Yaman, Kevin
Date Created	September 21, 2023	Last Revision Date	October 3, 2023
Actor		Admin(primary), Resident(primary)	
Description		<ul style="list-style-type: none"> The resident can add food to their cart through a web application. The admin can add food to cart for the resident through a web application. 	
Trigger		<ul style="list-style-type: none"> The resident has to scan a QR code to start this action. The admin has to login to their account to access admin permissions by entering their username and password, and clicking the Login button and then waiting for the page to load the admin panel. (GT-Login) 	
Precondition		The admin and the resident have to write the apartment number in order to add food to their cart.	
Postcondition		<ul style="list-style-type: none"> The admin and the resident should confirm their orders. Kitchen will receive the order. 	
Normal Flow		<p>For the resident:</p> <ol style="list-style-type: none"> The resident has to scan a QR code to access the web application. The resident needs to fill up their apartment number to start ordering their food. The resident can now order food through the web application. (GT-Order) The resident can add the dish to the orderList. Confirm Place order <p>For the admin:</p> <ol style="list-style-type: none"> The admin has to login with their username and password to access the web application. (GT-Login) The admin can now order food through the web application. (GT-Order) The admin can add the dish to the orderList. Confirm Place order 	
Alternative Flow		<ol style="list-style-type: none"> The admin needs to scan the QR-code The admin has to write down the resident's apartment number. 	

	<ol style="list-style-type: none">3. The admin can also order food for the resident through the web application. (GT-Order)4. The resident can add the order to the orderList5. Confirm6. Place order
Exceptions	Both users can only add one dish per order.
Includes	The Admin will inherit addOrder function from the Resident actor.
Frequency of Use	Every restaurant service
Special Requirements	Mobile device to access web application
Assumptions	The admin and resident are familiar with basic login forms.
Notes and Issues	Not applicable

Use Case ID		GT-RemoveOrder	
Use Case Name		Remove from Cart	
Created By	Ariel, Yaman, Kevin	Last Update By	Ariel, Yaman, Kevin
Date Created	September 21, 2023	Last Revision Date	October 3, 2023
Actor		Admin(primary), Resident(primary)	
Description		<ul style="list-style-type: none"> The resident can remove food from their cart through a web application. The admin can remove food from the cart for the resident through a web application. 	
Trigger		<ul style="list-style-type: none"> The resident has to scan a QR code to start this action. The admin has to login to their account to access admin permissions by entering their username and password, and clicking the Login button and then waiting for the page load to the admin panel. (GT-Login) 	
Precondition		The admin and the resident have to write the apartment number in order to remove food from their cart.	
Postcondition		The admin and the resident should confirm their orders by pressing the confirm button, and the order will be removed.	
Normal Flow		<p>For the resident:</p> <ol style="list-style-type: none"> The resident has to scan a QR code to access the web application. The resident needs to fill up their apartment number to start ordering their food. The resident can now order food through the web application. (GT-Order) The resident can remove the dish to the orderList. Confirm Place order <p>For the admin:</p> <ol style="list-style-type: none"> The admin has to login with their username and password to access the web application. (GT-Login) The admin can now order food through the web application. The admin can remove the dish to the orderList. Confirm Place order 	
Alternative Flow		<ol style="list-style-type: none"> The admin has to log in into the system to gain admin access. (GT-Login) The admin has to write down the resident's apartment number. 	

	<p>3. The admin can also order food for the resident through the web application. (GT-Order)</p> <p>4. The admin can remove food from their cart for the resident.</p>
Exceptions	Not applicable
Includes	Not applicable
Frequency of Use	Every restaurant service
Special Requirements	Mobile device to access web application
Assumptions	The admin and resident are familiar with basic login forms.
Notes and Issues	Not applicable

Use Case ID		GT-SignUp	
Use Case Name		Sign up (Admin)	
Created By	Kevin	Last Update By	Kevin
Date Created	October 2, 2023	Last Revision Date	October 3, 2023
Actor		Admin (primary)	
Description		The admin creates an account with their name, password, and a confirmation of password.	
Trigger		The admin has to start up the web application and come up with a valid username and password, and enter the data in the field.	
Precondition		The admin has to create an account before logging. The account must be valid and stored at DB.	
Postcondition		The admin can now log in and have access to the web application and gain admin permissions.	
Normal Flow		<ol style="list-style-type: none"> 1. The admin creates an account with a valid username and password. 2. The admin logs in into the system. (GT-Login) 3. The admin has now access to the web application with admin access. 	
Alternative Flow		Not Applicable	
Exceptions		<ol style="list-style-type: none"> 1. The admin must have a valid account. 2. The admin's password should be identical to the confirmation of the password. 	
Includes		Not applicable	
Frequency of Use		Once	
Special Requirements		Mobile device to access web application	
Assumptions		The admin is familiar with basic login forms.	
Notes and Issues		Not applicable	

Use Case ID		GT-ResetPassword	
Use Case Name		Reset Password (Admin)	
Created By	Kevin	Last Update By	Kevin
Date Created	October 2, 2023	Last Revision Date	October 3, 2023
Actor		Admin (primary)	
Description		The admin resets their password if they have forgotten their password.	
Trigger		The admin has to log in to their account to gain admin permissions. If the admin had forgotten their password, the admin should press 'Forgot password'. (GT-Login) & (GT-ResetPassword)	
Precondition		The admin has to create an account before logging in. The account must be valid and stored at DB. (GT-SignUp)	
Postcondition		The admin can now log in and have access to the web application and gain admin permissions. (GT-Login)	
Normal Flow		<ol style="list-style-type: none"> 1. The admin logs in into the system. (GT-Login) 2. The admin forgets their password and can not access their account. (GT-ResetPassword) 3. The admin resets their password and updates are saved into the database. 4. The admin is now directed to the login page, and is now available to log in to their account. 5. The admin has now access to the web application with admin access. 	
Alternative Flow		Not Applicable	
Exceptions		<ol style="list-style-type: none"> 1. The admin must have a valid account. 2. The admin's password should be identical to the confirmation of the password. 3. The new password should not be identical to the old password. 	
Includes		Not applicable	
Frequency of Use		Only when needed	
Special Requirements		Mobile device to access web application	
Assumptions		The admin is familiar with basic login forms.	
Notes and Issues		Not applicable	

Use Case ID		GT-Login	
Use Case Name		Login (Admin)	
Created By	Ariel, Yaman, Kevin	Last Update By	Ariel, Yaman, Kevin
Date Created	September 21, 2023	Last Revision Date	October 3, 2023
Actor		Admin (primary)	
Description		The admin logs in to the system by entering their username and password, and clicking the Login button and waiting for the page to load.	
Trigger		The admin would have to start up the application and have a valid username and password.	
Precondition		The admin has to create an account before logging. The account must be valid and stored at DB.	
Postcondition		The admin will have access to the web application and gain admin permissions.	
Normal Flow		<ol style="list-style-type: none"> 1. The admin logs in into the system. 2. The admin has now access to the web application with admin access. 	
Alternative Flow		<ol style="list-style-type: none"> 1. If the admin doesn't have an account, they should create an account. (GT-SignUp) 2. Once the admin has created their account, they can now login into the system. 	
Exceptions		The admin must have a valid account.	
Includes		Not applicable	
Frequency of Use		Every restaurant service	
Special Requirements		Mobile device to access web application	
Assumptions		The admin is familiar with basic login forms.	
Notes and Issues		Not applicable	

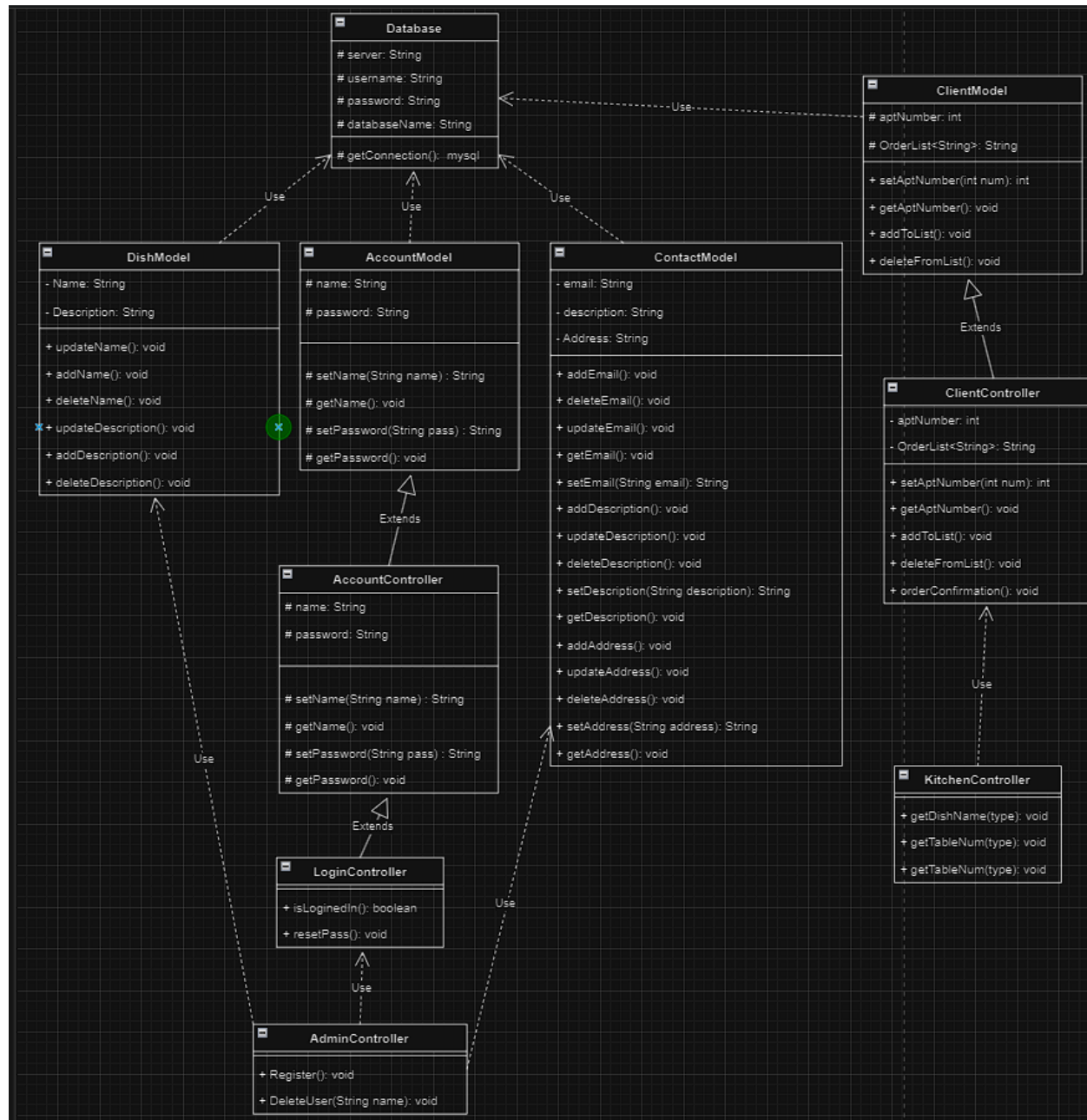
Use Case ID		GT-Dish	
Use Case Name		Dish Management	
Created By	Ariel, Yaman, Kevin	Last Update By	Ariel, Yaman, Kevin
Date Created	September 21, 2023	Last Revision Date	October 3, 2023
Actor		Admin(primary)	
Description		The admin can manage the dish section, title, description, and image.	
Trigger		The admin has to login to their account to access admin permissions by entering their username and password, and clicking the Login button and then waiting for the page load to the admin panel. (GT-Login)	
Precondition		The admin has to login to their account to access admin permissions by entering their username and password, and clicking the Login button and then waiting for the page load to the admin panel. (GT-Login)	
Postcondition		The admin will have access to the web application and gain admin permissions to modify the dish' section, title, description, and image.	
Normal Flow		<ol style="list-style-type: none"> 1. The admin logs in into the system. (GT-Login) 2. The admin has now access to the web application with admin access. 3. The admin can now manage the dish section, title, description, and image. 	
Alternative Flow		Not applicable	
Exceptions		Not applicable	
Includes		Not applicable	
Frequency of Use		Every restaurant service	
Special Requirements		Mobile device to access web application	
Assumptions		The admin is familiar with basic login forms.	
Notes and Issues		Not applicable	

Use Case ID		GT-Contact	
Use Case Name		Contact Management	
Created By	Ariel, Yaman, Kevin	Last Update By	Ariel, Yaman, Kevin
Date Created	September 21, 2023	Last Revision Date	October 3, 2023
Actor		Admin(primary)	
Description		The admin can manage the contact's name, email address, contact information, and address.	
Trigger		The admin has to login to their account to access admin permissions by entering their username and password, and clicking the Login button and then waiting for the page load to the admin panel. (GT-Login)	
Precondition		The admin has to login to their account to access admin permissions. (GT-Login)	
Postcondition		The admin will have access to the web application and gain admin permissions to modify the contact's name, email address, contact information, and address.	
Normal Flow		<ol style="list-style-type: none"> 1. The admin logs in into the system. (GT-Login) 2. The admin has now access to the web application with admin access. 3. The admin can now manage the contact's name, email address, contact information, and address. 	
Alternative Flow		Not applicable	
Exceptions		Not applicable	
Includes		Not applicable	
Frequency of Use		Only when needed	
Special Requirements		Mobile device to access web application	
Assumptions		The admin is familiar with basic login forms.	
Notes and Issues		Not applicable	

Use Case ID		GT-Kitchen	
Use Case Name		Kitchen Management	
Created By	Ariel	Last Update By	Ariel
Date Created	October 2, 2023	Last Revision Date	October 3, 2023
Actor		Kitchen (Secondary)	
Description		The kitchen is a secondary actor that manages the resident's orders and has the ability to cancel orders made by residents.	
Trigger		The kitchen staff must decide to enter the kitchen panel.	
Precondition		The kitchen staff must decide to enter the kitchen panel where they can view and manage the orders by, as well as manually canceling orders by selecting the order and clicking the cancel order button, then they will click confirm and the order will be canceled.	
Postcondition		It will bring up the kitchen order page where they can view and cancel orders.	
Normal Flow		<ol style="list-style-type: none"> 1. Kitchen Staff decides to go onto the kitchen panel. 2. It brings up the order page. 3. They can view every order. 4. They can cancel orders by pressing the cancel order button next to the order's description. 	
Alternative Flow		Not applicable	
Exceptions		The exceptions are if perhaps there are no orders placed, so nothing to view.	
Includes		Not applicable	
Frequency of Use		Every restaurant service when needed to cancel orders or have a general understanding of the orders.	
Special Requirements		Mobile device to access web application	
Assumptions		The kitchen staff is familiar with the kitchen view and knows how to cancel orders.	
Notes and Issues		Not applicable	

Use Case ID		GT-Database	
Use Case Name		Database Management	
Created By	Ariel	Last Update By	Ariel
Date Created	October 2, 2023	Last Revision Date	October 3, 2023
Actor		Database (Secondary)	
Description		The database stores all the contact information and dishes information (GT-Dish) in the database.	
Trigger		The database regulator must login in to the database.	
Precondition		The database regulator must login into the database via password and username and then they must download the data files and view them from there.	
Postcondition		The database will display the fields and information selected so everything is saved and able to be viewed.	
Normal Flow		<ol style="list-style-type: none"> 1. The database operator will login to the database via entering their password and username in the password and username field, then they will wait for the database to load. 2. Once it loads, they can view and modify the database by pressing the respective buttons. 	
Alternative Flow		Not applicable	
Exceptions		The exception could be if there are no fields in the database yet because perhaps it's the first hour of release and they haven't received orders to populate the data fields.	
Includes		Not applicable	
Frequency of Use		Every restaurant service	
Special Requirements		Mobile device to access web application	
Assumptions		The database operator is familiar with the database's structure and fields.	
Notes and Issues		Not applicable	

UML Diagram



Project Plan

The Project Plan will be updated every deliverable so by the end it is super detailed and perfect.

