

Vision

1. Introduction

We design and implement the high-level requirements and features of the computer system “Order Food and Drink.” It focuses on the capabilities needed by the stakeholders and the target users. The main goal for the project is to develop the system for supporting and managing ordering processes, which will save time and increase the profit.

2. Positioning

Provide a statement summarizing the problem being solved by this project.

2.1 Problem statement

The problem of	meeting any diner-facing issues, such as badly-cooked items, wrong client billing, spilled wine, incorrect orders, accepting but not fulfilling special request, serving alcohol to underage patrons, running out of kitchen materials, etc.
affects	the diners, chefs, bartenders, and waiters
The impact of which is	waste time and resources, and increase unhappy diners
A successful solution would	allow users to record incidents online so that the management is able to see all details about each incident on the web via secure connection to inform employees why the incidents happened and educate them on how to solve those issues

Provide an overall statement summarizing, at the highest level, the unique position the product intends to fill in the marketplace. Present a summary list of these non-user stakeholders.

2.2 Product Position Statement

For	employees at Augustine Restaurants, Inc.
Who	is associated with the ordering processes except the payment related process and works at a management level.
The (Order Food and Drink)	is a computer system for restaurants

That	makes the ordering processes more efficiently
Unlike	the existing system that is more complicated and costly
Our product	offers a networked reporting system which can work in stand-alone mode at each location of chain Augustine Restaurants

3. Stakeholder and User Descriptions

There are a number of stakeholders with an interest in the development and not all of them are end users.

3.1 Stakeholder Summary

Name	Description	Responsibilities
Chain executive / zek.j .t v/	The owners of the chain Augustine Restaurants	<ul style="list-style-type: none"> Meet with the board directors of Augustine Restaurants to discuss the important policies for the restaurant Increase the business performance of the restaurant By the reporting mechanism, make meaningful comparisons at different locations
Restaurant Manager	A stakeholder who manages a chain restaurant's affairs	<ul style="list-style-type: none"> Be concerned about resources and costs of meals and manage subordinates in the restaurant /s. b .d .n t/ Read reports of incidents per month on the web via secure connection
Marketing	Marketing staff	<ul style="list-style-type: none"> Organize marketing activities to generate new customers
Waiter	Waiters	<ul style="list-style-type: none"> Enter the order Produce the bill Report diner-facing incidents
Chef	Chefs	<ul style="list-style-type: none"> Prepare meals Read the order and specific diner requests Communicate with the waiter directly when the diner's request can't be fulfilled Report incidents Make record of when some

		food ingredients are not available
Bartender	Bartenders	<ul style="list-style-type: none"> Serve wine, bottled or draft beer, and other beverages

3.2 User Summary Present a summary list of all identified users.

Name	Description	Responsibilities	Stakeholder
Customers	The people making a reservation	Primary consumers of the restaurants who make a reservation by email or phone	Self-represented
Diners	The users eating at the restaurant	Primary consumers of the restaurants who order and eat in one of the restaurants	Self-represented

3.3 User Environment Detail the working environment of the target user.

Augustine Restaurants were founded in 256 B.C. in Rome, with subsidiaries in other Mediterranean cities and Northern India. Eventually they expanded to New England, New France and New Amsterdam.

List the key problems with existing solutions as perceived by the stakeholder or user. Clarify the following issues for each problem:

3.4 Key stakeholder or user needs

Need	Priority	Concerns	Proposed Solutions
Augustine Restaurants expect to have a high-level requirements system	High	It takes time to improve the current system	Discuss with the board directors of the restaurants to build a proper priority to-do list to finish the improved system step by step.
Head chefs expect to have the access to the system	Low	Security	The management has a responsibility to give permission to access the system.
Restaurant managers expect to have a fast and reliable system that helps in reading reports	Medium	The network connection should be stable and secure	Strengthen the security of network terminals and provide the 24/7 network environment.
A dinner expects reliable, friendly and fast service.	High	Some unexpected issues like a waiter spilling wine	Provide a discount or gift such as extra desserts as an apology

Identify alternatives the stakeholder perceives as available.

3.5 Alternatives and Competition

The users may continue to use the existing system; however the existing system does not provide the high-desired requirements and features.

4. Product Overview

If the product is a component of a larger system, then this subsection relates how these systems interact and needs to identify the relevant interfaces between the systems.

4.1 Product Perspective

“Order Food and Drink” is a stand-alone, web based computer system. It’s operated by waiters, chefs, bartenders, restaurant managers on duty, and chain executives. It provides services to make management and communication fast and effective. It also provides an easy way to process ordering.

List each factor that affects the features stated in the Vision document. List assumptions that, if changed, will alter the Vision document.

4.2 Assumptions and Dependencies

The system will always be used on the restaurant's suitably performing computers a secured network connection. Maintenance and monitoring will be conducted often.

List and briefly describe the product features. Features are the high-level capabilities of the system that are necessary to deliver benefits to the users. Each feature is an externally desired service that typically requires a series of inputs to achieve the desired result.

5. Product Features

5.1 Order Management

- Waiters are able to enter the order, including regular menu items, today’s specials, diner variations of the order, drinks from the menu, and special order drinks etc..
- Chef is able to read the order and specific diner requests.

5.2 Price Management

The system is able to add a price to each line item, based on regular price, happy hour discount, and any other general promotion.

5.3 Producing Bills

5.4 Basic Reporting Records

- Any diner-facing incident is able to be recorded in the system.
- The design of integration for reporting purposes is done so that the chain executives could make meaningful comparisons at different locations.
- Management is able to see all details about each incident on the web.

5.5 Network Based

The system has several networked terminals at each establishment.
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6. Other Product Requirements

At a high-level, list applicable standards, hardware, or platform requirements; performance requirements; and environmental requirements.

- **Programming language:** C#
- **Development environment:** Visual Studio
- **Relational database:** Microsoft SQL Server Enterprise edition
- **Workflow:** Microsoft SharePoint
- **Reporting:** SQL Server built-in report writer
- **Test environment:** to be determined later

Glossary

1. Introduction

The glossary contains the definitions for all terms which have specific meanings in the computer system "Order Food and Drink." Actors are not listed here as they are described more fully in the use case definitions.

2. Definitions

- **Bill:** a statement which contains details of the menu items that have been purchased and the money that is owed to the restaurant.
- **Bartender:** serves beverages and maintains the supply and inventory of the bar.
- **Chain Executive:** the owner of a chain restaurant, responsible for financial statistics of the restaurant.
- **Chef:** employee responsible for preparing food. Able to read the order and specific diner requests using the system.
- **Customer:** a guest who makes a reservation.
- **Database:** storage of restaurant data located on the server; includes menu items, inventory, scheduling, orders, and reports.
- **Diner:** a consumer who walks in to the restaurant to dine, and can order food and wine.
- **Manager:** employee responsible for employee management, reading incident charts, and customer satisfaction for the restaurant
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- **Incident:** a diner-facing issue such as an incorrect order, an unsatisfied dinner request, a wrong bill, etc.
- **Ingredient:** an inventory item that is used to prepare a menu item. e.g. lettuce, carrots, etc.
- **Report:** a formatted and organized presentation of data. In this system, it means the record of an incident.
- **Stand-alone Mode:** stand-alone mode is able to function independently of other software/hardware/system.
- **Supply chain system:** a computer system that is used to reduce inventory and lower costs of assembly and distribution in the supply chain.
- **Waiter:** employee responsible for taking diners' orders; handles payment from diners.

Business Rules

1. Introduction

It contains the business rules for Augustine Restaurants Inc. to be used by the associated members of the restaurants.

2. Rule List

ID	Rule	Changeability	Source
RULE1	Diners will be seated on a first come first served basis, unless every table is occupied.	High	The restaurant policy
RULE2	For the last order, no more customers will be seated after 8pm.	High	The restaurant policy
RULE3	Don't clear dishes until the customer is fully finished with them.	High	The restaurant policy
RULE4	Don't serve alcohol to minors.	Low	Law
RULE5	If a dinner chooses to pay the bill by a card, their credit/debit card must be valid.	Low	The policy of credit authorization companies
RULE6	Signature is required for credit payment	Low	The policy of credit authorization companies
RULE7	Tax rules. Menu items require taxes.	High.	Law

Supplementary Specification

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1. Introduction

The purpose of this document is to define the requirements of the restaurant system “Order Food and Wine”. The supplementary specification lists the requirements which are not listed in the use cases. The supplementary specification and the use case model together capture a complete set of requirements of the system.

2. Functionality

- Multiple diners can be able to visit a restaurant.
- The system must be notified when customers make a reservation.

3. Usability

- The system must be easy to use.
- The user interface has to be nice and clear based on Microsoft’s GUI standards.

4. Reliability

The system has to be available 24 hours per day, 7 days per week.

5. Performance

- The system has to be able to support 1,000 simultaneous users against the central database of any given data. [ˌsa ml'ten s]
- The system must be able to complete 80% of all transactions within 2 minutes.
- No error of billing.
- The system has to be able provide access to the database with less than 10 seconds of latency.

6. Supportability

None.

7. Design Constraints

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- The System shall be a stand-alone system running in a Windows environment.
- The system shall be developed using C# and a Microsoft SQL Server database.