Coffee Chain Management System

Vision

Version 1.0

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 20/MAR/2019 | 1.0 | Initial Project Statement | Floriana Cenan |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Table of Contents

1. Introduction 4

1.1 Purpose 4

1.2 Scope 4

1.3 Definitions, Acronyms, and Abbreviations 5

1.4 References 5

2. Positioning 5

2.1 Problem Statement 5

2.2 Product Position Statement 5

3. Stakeholder and User Descriptions 6

3.1 Stakeholder Summary 6

3.2 User Summary 6

3.3 User Environment 6

4. Product Requirements 6

Vision

# Introduction

A good cup of coffee is the result of skilled hands and swift management. At the moment, many coffee chains have obsolete ways of managing the staff and resources, using applications that are unsynchronized throughout the group of managers, or sometimes even using paper management methods. Owners and managers of coffee shops require an application that eases the managing process and provides a more flexible and available way for managers to view and access the available resources.

## Purpose

The purpose of the Coffee Chain Management System is to provide coffee shop managers with a way to access the resources needed to run the facility and view which of them are currently available. Each location manager will be able to place an order for what specific resources they need for the next day. In case of more managers needing the same resource, with the total amount being more than the available amount, an arbitration takes place.

As the owner of the coffee chain and the resource manager provide a certain amount of resources for all the shops, each location manager (individual or more coffee shops) is tasked to order the resources needed for the unit that they manage.

## Scope

The following features will be covered by the Coffee Shop Management System:

* User Authentication (Create Account + Login)
* View inventory
* Update inventory
* View available resources
* Place, update and remove Order on available resources
* Arbitration (for when more managers want the same resource for their location)
* View Arbitrations (each manager can view the arbitrations in which they are involved)
* Quit Arbitration (when only one manager remains in an arbitration, arbitration is resolved by placing the resource to the manager remaining)
* Arbitration can be resolved by Owner, by resource manager or by algorithm in this priority.
* Available resources are updated by the resource manager

The following services are out of the scope of this project and will be provided by other systems:

* Chat service between employees and managers
* Delivery from warehouse to individual coffee shop
* Payments

## Definitions, Acronyms, and Abbreviations

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Coffee Chain | A collection of coffee shops owned by a same person or company. |
| Resources | Consumables for the process of brewing coffee (coffee from different origins, different types of milk), supplies for serving and brewing (cups, expressor, French press, etc.), hygienic products (for cleaning and bathrooms), tables, chairs, menus. |
| Resource Manager | Person that is responsible for providing the coffee chain with resources and listing them on the application. |

## References

For further clarifications see the following resources:

* Project\_UseCaseModel\_PlaceOrder
* Project\_UseCaseModel\_Arbitration
* Project\_SupplementarySpecification

# Positioning

## Problem Statement

|  |  |
| --- | --- |
| The problem of | Unorganized management of coffee chain resources |
| affects | The good conduct of individual coffee shops |
| the impact of which is | The quality of the service provided by coffee shops decreases |
| a successful solution would be | To have an application that eases the access to data about resources |

## Product Position Statement

|  |  |
| --- | --- |
| For | Coffee Chain Managers |
| Who | Need to manage resources in a fair manner |
| The Coffee Chain Management System | is a Request Management System |
| That | Keeps an inventory for the available resources |
| Unlike | Paper based systems, Google Docs, Excel |
| Our product | Makes clear and visible arbitration boards  Provides a way for arbitrations to be resolved |

# Stakeholder and User Descriptions

## Stakeholder Summary

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Owner | Person or company that owns the Coffee Chain | The owner approves funding for the project. |
| System Administrator | Person responsible for maintaining the system after the implementation | Ensures system is integrated with new versions of operating systems |
| Resource Manager | Person that is responsible for providing the coffee chain with resources | Listing available resources on the application |

## User Summary

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Description** | **Responsibilities** | **Stakeholder** |
| Manager | Places an order on the current available resources | Deletes, updates own requests  Sees requests and arbitrations  Updates the inventory | Primary user |
| Resource Manager | Provides resources | Updates resources on the application in the moment of buying them  Can resolve arbitrations | Primary user |
| Owner | Has decisional power | Can resolve arbitrations and has a higher authority than the resource manager | Primary user |

## User Environment

**Manager –** They take the stock and update it on the application and place orders on resources from the coffee shop computer. They must coordinate employees to count the items that are in the coffee shop and decide which resources and what amounts are needed in the future.

**Resource Manager –** Provide the resources the coffee chain needs and update the resources on the application. The environment can be either in an office or in field.

**Owner –** Decides what locations need the resources more in the case of an arbitration. The environment is an office.

# Product Requirements

For either user, the product requires a stable internet connection, a computer with at least 8 GB RAM, Dual Core processor, one monitor with mouse and keyboard or touchscreen (as it is often used in coffee shops).