Business Requirements

and

Design Analysis Document

**1. Overview**

Running a restaurant is challenging business in today’s world. The biggest concern for business owners of the restaurant is to face one of the major issues like managing orders over the phone or in-person. Delay in delivering orders, mis-match order deliveries, this may lead to bring big loss in the business and customer dissatisfaction. The expectation of the customers is to have good quality of food, good taste and good customer service which is not always the case. There has been a lack of technology and solutions in place to manage and handle the above concerns.

1. **Stakeholders**

|  |  |  |
| --- | --- | --- |
| Stakeholder Name | Organization | Role |
| Jagdish Ishvar | Restaurant | Owner/chef |
| Kanchanben | Restaurant | Co-Owner and Treasurer |
| Navchit | Restaurant | Administrator |

1. **Functional Requirements**

|  |  |  |  |
| --- | --- | --- | --- |
| Requirement ID | Requirement Statement | Must/Want | Comments |
| FR001 | The system will be a web-based portal for placing food orders online. | Must |  |
| FR002 | The system will allow the user to browse from verities of food menu items. | Must |  |
| FR003 | The system will allow the user to select food item(s) and select quantity for each food items | Must |  |
| FR004 | The system will allow user to place orders of the selected food items | Must |  |
| FR005 | The system will then automatically calculate the price for the selected food item(s) | Must |  |
| FR006 | The system will allow the user to make online payment for the ordered food items securely | Must |  |
| FR007 | The system will then confirm the status of the order placed via email | Must |  |
| FR008 | The system also notifies the chef/admin of the available of the new orders placed via website. | Must |  |
| FR009 | Cart page of the website shall include with payment options. | Want | PayPal or card option. |
| FR010 | The system will allow chef/admin to update the status of the ordered food. | Must |  |
| FR011 | The system will update the status of the food order and it will notify the customers of the estimated time of food delivery/pick-up | Want |  |
| FR012 | The system will also allow customers to fill up a simple feedback form. | Must |  |

1. **Non-Functional Requirements**

|  |  |  |  |
| --- | --- | --- | --- |
| Requirement ID | Requirement Statement | Must/Want | Comments |
| NFR01 | The website will be designed considering the compatibility of viewing either or on both PC and mobile devices. |  |  |
| NFR02 | The feedback from the customers may help improve the customer services, food quality and business needs more efficiently. |  |  |
| NFR03 | The website shall cost less than £1000 to build. | Must |  |
| NFR04 | The website shall cost less than £150 per year to host/maintain. | Must |  |
| NFR05 | The website shall be secure from hackers. | Must |  |
| NFR06 | The website shall be backed up nightly and be able to be restored on one hour’s notice. | Must |  |
| NFR07 | The website will be ready to launch within 90 days of securing a vendor. | Must |  |
| NFR08 | About Us page shall be displayed with images with the history / background of the organization. | Must |  |
| NFR09 | Logo and pictures shall need for website. | Must | Pictures will be provided. |
| NFR10 | Use watermark images in the menu page of the website. | Must |  |
| NFR11 | Small event section shall be included in Menu page | Must | To place orders for big events. |

**5. Requirement Analysis**

**System Requirements:**

* The system will allow the customers to access to the food menu item, it will also allow the customer to buy the top listed items from home page without going into menu page.
* The system will allow the customers to place order of item through the website, also to amend the order from website which will give alert to the restaurant for customers’ orders.
* Once the customer has placed the order the system will generate bill summary for customers. The system will then accept the payment online from customer.
* When customer pays the bill online, the system will send a receipt to the customers email address.
* The system will show the customer a tracking of their orders, once the order is finished by the restaurant the system will send an alert/message to the customer.

**System Constraints and Needs:**

* Laptop or desktop will be required with windows 7 or 10 / Macintosh OS which has minimum of 4GB RAM.
* For front-end coding of the website the latest version of the visual studio will be needed like Visual Studio 2017/2019.
* Latest version MS SQL to create a database of the website, which will store all the data of the website contents.
* The budget of website can be maintained by avoiding scope creep, this can be avoided by better communication and understanding with the client.
* System will help the restaurant owner to handle and manage their orders to keep the flow of restaurant smoothly.
* Website front page will be created in an attractive way to avoid the bad impression of customers and also with easy navigation structure of website.
* Keeping the text/fonts very clearly visible, so the customers can face easy navigation of website.

1. **Design Analysis**











