

# Menu Butler Pty Ltd



**The company's goal is to "modernise the restaurant industry through flexible self-service kiosk solutions, improving consumer interactions as well as staff cost effectiveness."**

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# 1.Executive Summary

A well-known software company, Menu Butler Pty Ltd is based in Perth, Western Australia, and has branches in Subiaco and the Perth CBD. Menu Butler is a company founded in 2015 by Will and Jacob Smith, who run restaurants. They specialise in developing cutting-edge self-service kiosk software specifically for restaurant businesses.

The company's goal is to use technology to satisfy the changing demands of both businesses and customers by improving the ordering process for restaurants.

With a team of experts in software development, sales, marketing, and customer support at each branch, Menu Butler has put together complete solutions for restaurant owners. While the Subiaco branch manages sales, marketing, customer support, administration, and research and development, the Perth CBD branch concentrates on software development, research and development, client relations, and design.

In addition, Menu Butler places a high priority on business ethics, data security and privacy, staff development, customer happiness, and sustainability in both its operations and product lines.

## 2. About the Company

**Menu Butler** is an Aussie or Australian made software solution company that designs tailored made self-service kiosk softwares for restaurant businesses. Founded in 2015, by two restaurant owners, Jacob Smith and Will Smith, who were struggling to keep up with the demands of their customers' needs and the cost of hiring staff to work in their restaurants. Jacob Smith and Jacob Smith, took their struggle and created it into a software solution and Menu Butler was created in the process.

## 3. Company Structure

**MenuButler Pty Ltd** is a leading software company based in **Perth, Western Australia**, specialising in the development of self-service kiosk software for restaurants. By combined experience in software development, sales, marketing, and customerservice, **Menu Butler**, which has two conveniently positioned branches in **Subiaco** and the **Perth CBD** which develops innovative solutions that improve the restaurant ordering process.

Each **Menu Butler** branch has a specialised team. These branches collaborate to provide modern solutions to solve the challenges faced by restaurant owners that struggle to keep with the demands of their customer's food orders. In the rapidly expanding restaurant industry, **Menu Butler** seeks to promote growth, innovation, and customer happiness through using the skills of each branch.

## 4. Branch Locations for Menu Butler

### 4.1 Perth CBD, Western Australia

Responsibilities:

- Software development team
- Research and Development Team
- Client relations team
- UI and Ux team

### 4.2 Subiaco, Western Australia

Responsibilities:

- Sales and marketing team
- Customer service team
- Administration team
- Finance team

## 5. Company Goals

**Menu Butler Pty Ltd** , aims to be a leading provider of innovative software solutions for restaurants businesses .

The company strives to achieve the following goals:

1. Innovation:

- Create innovative software for self-service kiosks specifically for the restaurant business.
- Continuously research and implement modern technologies to stay ahead of restaurant industry trends.

2. Market Expansion:

- Expand market presence through strategic partnerships and effective marketing strategies.

3. Community Engagement:

- Build ongoing collaborations with food chains and businesses to offer customised software solutions.

4. Data Security and Privacy:

- Make sure that all software products and services meet strict requirements for reliability, performance, and security.

5. Ethical Business Practice:
  - Use modern technology to enhance the eating experience for customers and improve services for hospitality businesses.
6. Customer Satisfaction:
  - To promote customer happiness and loyalty, deliver great client support and service.
7. Employee Growth:
  - Foster a culture of learning and development, empowering employees to excel in their roles.
8. Sustainability:
  - Incorporate eco-friendly practices in operations and products.

## 6. Staff Levels, Roles and IT requirements

### 6.1- Staff Levels Menu Butler- Perth CBD

1. **Branch Manager**
2. **Execution Leadership Team**
  - CEO
  - CTO (Chief Technology Officer)
3. **Administration Team**
  - Receptionist
  - Payroll officer
4. **Software Development Team**
  - Software engineers
  - Quality Assurance (QA) Engineers
  - Product Manager
5. **Research & Development Team (R&D)**
  - Research Analysts

## **6. Design Team**

- UX designer(User Experience)
- UI designer(User Interface)
- Graphics designer

## **7. Client relationsTeam**

- Sales Representatives

## **8. IT department**

- IT manager

## **6.2 Staff Levels Menu Butler - Subiaco**

### **1. Branch Manager**

### **2. Administration Team**

- Receptionist
- Payroll officer

### **3. Human resources Team**

- Human resources manager

### **4. Financial Team**

- Accountants

### **5. Sales & Marketing Team**

- Sales Managers
- Marketing Specialists

### **6. Customer Support & service Team**

- Technical support representative
- Customer Service Representative

### **7. IT department**

- IT manager
- Network Administrator

## 8. Cyber security

- Cyber security specialist IT

## 7. Staff Levels and ICT requirements:Subiaco

### > Branch Manager

Branch Department	IT Requirement	Number of employees
Branch Manager	communication tools <ul style="list-style-type: none"><li>• Outlook email /gmail</li><li>• Microsoft teams</li><li>• Zoom</li><li>• Slack ( messaging platform)</li><li>• Phone system</li></ul>	1

### > Information Technology Department

Department of IT	IT Requirement	Number of employees
IT manager	IT service management (ITSM) Software tools: <ul style="list-style-type: none"><li>• Jira Service Desk</li><li>• serviceNow)</li></ul> IT Strategy Tools: <ul style="list-style-type: none"><li>• Gartner</li><li>• Forrester for overseeing and planning IT operations.</li></ul> Collaboration and Communication Tools: <ul style="list-style-type: none"><li>• Microsoft Teams,</li><li>• Slack</li><li>• Zoom</li></ul>	5



Department of IT	IT requirements	Number of employees
Network Administrator	<p>Network Management Tools</p> <ul style="list-style-type: none"> <li>• Cisco Prime Infrastructure,</li> <li>• Nagios,</li> <li>• SolarWinds Network Performance Monitor</li> </ul> <p>Network Documentation Tools</p> <ul style="list-style-type: none"> <li>• Lucidchart, draw.io,microsoft Visio</li> </ul> <p>Security Tools</p> <ul style="list-style-type: none"> <li>• Antivirus Software</li> <li>• Firewalls</li> </ul> <p>Remote Desktop Tools</p> <ul style="list-style-type: none"> <li>• such as SSH (Secure Shell) for secure remote access to Unix/Linux systems.</li> </ul> <p>Collaboration Tools</p> <ul style="list-style-type: none"> <li>• such as slack</li> <li>• Zoom</li> <li>• Microsoft Teams</li> </ul>	5

➤ Sales and Marketing Department

Sales and Marketing Department	IT requirements	Number of employees
Sales Managers	<p>Communication and Collaboration Tools:</p> <ul style="list-style-type: none"> <li>• Zoom</li> <li>• microsoft Teams</li> <li>• GoTo Meeting</li> </ul> <p>Document Management and e-Signature Software :</p> <ul style="list-style-type: none"> <li>• Adobe Sign</li> </ul> <p>Data Analytics software and Reporting Tools:</p> <ul style="list-style-type: none"> <li>• Google Analytics.</li> </ul> <p>Social Selling Tools:</p> <ul style="list-style-type: none"> <li>• LinkedIn Sales Navigator</li> </ul>	2

Sales and Marketing Department	IT requirements	Number of employees
Marketing Specialists	<p>Analytics Platforms Such as:</p> <ul style="list-style-type: none"> <li>• Google Analytics, Facebook Insights for analysing. marketing campaigns and audience engagement</li> <li>• Email</li> <li>• Social media - facebook and instagram</li> </ul> <p>Graphic Design Software such as:</p> <ul style="list-style-type: none"> <li>• Adobe Creative Cloud (Photoshop, Illustrator, InDesign)</li> <li>• Canva.</li> </ul> <p>Video Editing Software:</p> <ul style="list-style-type: none"> <li>• Adobe Premiere Pro</li> </ul>	4

➤ **Customer Support and Service Department**

Customer Support and Service Department	IT requirements	Number of employees
Technical support representative	<p>Password Management Software such as</p> <ul style="list-style-type: none"> <li>• lastPass, 1Password</li> </ul> <p>Remote Monitoring and Management (RMM) Software such as</p> <ul style="list-style-type: none"> <li>• Kaseya VSA, and NinjaRMM.</li> </ul> <p>Communication and Collaboration Tools such as</p> <ul style="list-style-type: none"> <li>• Slack, Microsoft Teams, and Zoom.</li> </ul>	4

	<p>Screen Recording and Capture Tools such as</p> <ul style="list-style-type: none"> <li>• Loom.</li> </ul> <p>Remote Desktop Software such as</p> <ul style="list-style-type: none"> <li>• TeamViewer</li> <li>• AnyDesk</li> <li>• Remote Desktop Connection</li> </ul>	
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Customer Support & service department	IT requirements	Number of employees
Customer Service Representatives	<p>CRM (customer relation management)Software</p> <ul style="list-style-type: none"> <li>• Zendesk, Zoho Desk, Freshdesk).</li> </ul> <p>Communication and Collaboration Tools such as</p> <ul style="list-style-type: none"> <li>• Slack, Microsoft Teams, and Zoom</li> </ul> <p>Email Client using following such as</p> <ul style="list-style-type: none"> <li>• Microsoft Outlook</li> <li>• Gmail</li> </ul> <p>Social Media Management Tools such as</p> <ul style="list-style-type: none"> <li>• Facebook, Twitter, and Instagram</li> </ul>	2

### ➤ Administration Department

Administration Department	IT Requirements	Number of employees
Receptionist	<p>communication tools</p> <ul style="list-style-type: none"> <li>• Outlook / gmail ema</li> <li>• Microsoft teams</li> <li>• Zoom</li> <li>• Slack ( messaging platform)</li> <li>• Phone system</li> </ul> <p>Scheduling tools</p> <ul style="list-style-type: none"> <li>• Google calendar</li> <li>• Microsoft outlook calendar</li> </ul>	3

	Data Entry Tools <ul style="list-style-type: none"> <li>• Microsoft excel</li> <li>• Google spreadsheets</li> <li>• Microsoft Word</li> </ul>	
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Administration Department	IT Requirements	Number of employees
Payroll Officer	communication tools <ul style="list-style-type: none"> <li>• Outlook / gmail email</li> <li>• Microsoft teams</li> <li>• Zoom</li> <li>• Slack ( messaging platform)</li> <li>• Phone system</li> </ul> Data Entry Tools <ul style="list-style-type: none"> <li>• Microsoft excel</li> <li>• Google spreadsheets</li> <li>• Microsoft Word</li> </ul> Payroll Software <ul style="list-style-type: none"> <li>• Xero</li> <li>• QuickBooks</li> </ul>	2

➤ Human resources Department

Human Resources Department	IT Requirements	Number of employees
Human Resource Manager	communication tools <ul style="list-style-type: none"> <li>• Outlook / gmail email</li> <li>• Microsoft teams</li> <li>• Zoom</li> <li>• Slack ( messaging platform)</li> <li>• Phone system</li> </ul>	1

➤ Finance Department

Financial Department	IT Requirements	Number of employees
Accountants	<p>communication tools</p> <ul style="list-style-type: none"> <li>● Outlook / gmail email</li> <li>● Microsoft teams</li> <li>● Zoom</li> <li>● Slack ( messaging platform)</li> <li>● Phone system</li> </ul> <p>Accounting software</p> <ul style="list-style-type: none"> <li>● According to Teal(n.d), Accountants use tools such as QuickBooks and Xero</li> <li>● Teal(n.d) claims accountants can QuickBooks to produce financial documentation, invoices , track business expenses</li> <li>● Teal(n.d), states that xero another platform for accountants, provides cloud storage for financial documents and accounts efficiently</li> <li>● This would allow accountants to access financial information conveniently</li> </ul> <p>Reference List</p> <p>Teal.n.d.“ What Tools do Accountants Use?”.Teal.  <a href="https://www.tealhq.com/software/accountant">https://www.tealhq.com/software/accountant</a></p>	3

➤ Cyber Security Department

Cyber Security Department	IT requirements	Number of employees
Cyber security specialist	<p>communication tools</p> <ul style="list-style-type: none"> <li>● Outlook email /gmail</li> <li>● Microsoft teams</li> <li>● Zoom</li> <li>● Slack ( messaging platform)</li> <li>● Phone system</li> </ul> <p>Cyber security Tools</p> <ul style="list-style-type: none"> <li>● Wireshark</li> </ul>	5

	<ul style="list-style-type: none"> <li>• Nexpose</li> <li>• Anti virus software</li> </ul> <p>Reference list</p> <p>Indeed Editorial Team.2023.“28 Cybersecurity Tools You Can Use at Work (Plus Key Features)”.Indeed.  <a href="https://www.indeed.com/career-advice/career-development/cybersecurity-tools">https://www.indeed.com/career-advice/career-development/cybersecurity-tools</a></p>	
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## 8.Staff Levels and ICT requirements: Perth

### ➤ Branch Manager

Branch Department	IT Requirement	Number of employees
Branch Manager	<p>communication tools</p> <ul style="list-style-type: none"> <li>• Outlook email /gmail</li> <li>• Microsoft teams</li> <li>• Zoom</li> <li>• Slack ( messaging platform)</li> <li>• Phone system</li> </ul>	1

### ➤ Administration Department

Administration Department	IT Requirements	Number of employees
Receptionist	<p>communication tools</p> <ul style="list-style-type: none"> <li>• Outlook email /gmail</li> <li>• Microsoft teams</li> <li>• Zoom</li> <li>• Slack ( messaging platform)</li> <li>• Phone system</li> </ul> <p>Productivity tools</p> <ul style="list-style-type: none"> <li>• Google workspace</li> </ul> <p>Scheduling tools</p> <ul style="list-style-type: none"> <li>• Google calendar</li> </ul>	3

	<ul style="list-style-type: none"> <li>• Microsoft outlook calendar</li> </ul>	
	Data Entry Tools <ul style="list-style-type: none"> <li>• Microsoft excel</li> <li>• Google spreadsheets</li> <li>• Microsoft Word</li> </ul>	

Administration Department	IT Requirements	Number of employees
Payroll Officer	communication tools <ul style="list-style-type: none"> <li>• Outlook / gmail email</li> <li>• Microsoft teams</li> <li>• Zoom</li> <li>• Slack ( messaging platform)</li> <li>• Phone system</li> </ul> Data Entry Tools <ul style="list-style-type: none"> <li>• Microsoft excel</li> <li>• Google spreadsheets</li> <li>• Microsoft Word</li> </ul> Payroll Software <ul style="list-style-type: none"> <li>• Xero</li> <li>• QuickBooks</li> </ul>	4

➤ Clients Relations Department

Clients Relation Department	IT Requirement	Number of employee
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	<ul style="list-style-type: none"> <li>• Slack ( messaging platform)</li> <li>• Phone system</li> </ul>	
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➤ Research and Development Department

Research and Development Department	IT requirements	Number of employees
Research Analysts	communication tools <ul style="list-style-type: none"> <li>• Outlook email</li> <li>• Microsoft Teams</li> <li>• Zoom ( virtual meeting)</li> </ul> Research tools like <ul style="list-style-type: none"> <li>• Google Scholar</li> </ul> data analysis software like <ul style="list-style-type: none"> <li>• SQL, Python with Pandas, SPSS, or SAS</li> </ul>	4

➤ Design Department

	IT requirements	Number of employees
UX designer	Designing software <ul style="list-style-type: none"> <li>• AdobeXD</li> </ul> communication tools <ul style="list-style-type: none"> <li>• Outlook email</li> <li>• Microsoft Teams</li> <li>• Zoom ( virtual meeting)</li> <li>• Figma ( real -time messaging and team communication)</li> <li>• Google Workspace collaborative document editing , file sharing and communication</li> </ul>	5

	It requirements	Number of employees
UI designer	Designing software  According to Stevens(2022), UI designers may use the following tools to complete their job:	4

	<ul style="list-style-type: none"> <li>• Marvel and UXPin to create prototypes of the product</li> <li>• Framer and Mockfer to create user interfaces such as navigation menus, buttons and textfields etc</li> <li>• Zeplin - user flows</li> <li>• Adobe creative cloud( AdobeXD, Adobe Illustrator, Adobe Photoshop), Sketch , Figma ( creating digital interfaces)</li> </ul> <p>communication tools</p> <ul style="list-style-type: none"> <li>• Outlook email</li> <li>• Microsoft Teams</li> <li>• Zoom ( virtual meeting)</li> <li>• Figma ( real -time messaging and team communication)</li> <li>• Google Workspace collaborative document editing , file sharing and communication</li> </ul> <p>Reference List</p> <p>Stevens, Emilly.2022."What does a UI designer do?".UX Design Institute.  <a href="https://www.uxdesigninstitute.com/blog/what-does-a-ui-designer-do/">https://www.uxdesigninstitute.com/blog/what-does-a-ui-designer-do/</a></p>	
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	IT Requirements	Number of employees
Graphics designer	<p>Designing software</p> <ul style="list-style-type: none"> <li>• Canva</li> <li>• Adobe creative cloud</li> <li>• According to Creative Recruiter(n.d), graphic designers also use Adobe Photoshop for manipulating images , Adobe Illustrator for design vector images and Invision, an interactive design prototype and feedback-gathering platform for prototyping and collaboration.</li> </ul> <p>communication tools</p> <ul style="list-style-type: none"> <li>• Outlook email</li> <li>• Microsoft Teams</li> <li>• Zoom ( virtual meeting)</li> </ul>	4

	<ul style="list-style-type: none"><li>• Google Workspace collaborative document editing , file sharing and communication</li></ul> <p>Reference list</p> <p>Creative Recruiters.n.d."Graphic Designer".Creative Recruiters. <a href="https://www.creativerecruiters.com.au/design-and-creative-talent/graphic-designer?source=google.com">https://www.creativerecruiters.com.au/design-and-creative-talent/graphic-designer?source=google.com</a></p>	
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➤ Software Development Department

Software Development Department	It Requirements	Numbers of employees
Software engineers	<p>communication tools</p> <ul style="list-style-type: none"> <li>● Outlook email</li> <li>● Microsoft Teams</li> <li>● Zoom ( virtual meeting)</li> <li>● Figma ( real -time messaging and team communication)</li> <li>● Google Workspace collaborative document editing , file sharing and communication</li> </ul> <p>Software devoptment</p> <ul style="list-style-type: none"> <li>● Virtual environment - vmware</li> <li>● Text editor software for writing code - python, Java , C such as visual studio code</li> <li>● Git- Repository and version control</li> <li>● Git Hub</li> </ul>	7

Software Development Department	It requirements	Number of employees
Quality Assurance (QA) Engineers	<p>communication tools</p> <ul style="list-style-type: none"> <li>● Outlook email</li> <li>● Microsoft Teams</li> <li>● Zoom ( virtual meeting)</li> <li>● Figma ( real -time messaging and team communication)</li> <li>● Google Workspace collaborative document editing , file sharing and communication</li> </ul> <p>According (Miguel 2024), Quality assurance engineers use these tools:</p> <ul style="list-style-type: none"> <li>● BugBug</li> <li>● TestRigor</li> </ul>	8

	<ul style="list-style-type: none"> <li>● Tricentis q test</li> </ul> <p>Reference list</p> <p>Miguel Gradini Paulo.2024. 20 Best Software Testing Tools for QAs in 2024. QA Lead.  <a href="https://theqalead.com/tools/best-software-testing-tools">https://theqalead.com/tools/best-software-testing-tools</a>.</p>	
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Software Development Department	IT requirements	Number of employees
Product Manager	<p>communication tools</p> <ul style="list-style-type: none"> <li>● Outlook email</li> <li>● Microsoft Teams</li> <li>● Zoom ( virtual meeting)</li> <li>● Figma ( real -time messaging and team communication)</li> <li>● Google Workspace collaborative document editing , file sharing and communication</li> </ul> <p>Project management</p> <ul style="list-style-type: none"> <li>● Mira</li> <li>● Atlassian</li> </ul>	6

## 9.The skill set of IT and Non-IT personnel:

### Administration Team

Administration Team	Job roles
Payroll administrator	<ul style="list-style-type: none"><li>• Their responsibility is to ensure that employees receive their paycheck (salaries and wages)</li><li>• Create salary sheets and reports</li><li>• Collaborate with the financial department(accountants)</li><li>• Keeps a record of employees sick days and absences</li><li>• Deal with payment issues</li><li>• Maintain and handle employee information on the company system</li></ul>

Job Title	Job Roles
Receptionist	<p>Scheduling and organising events and meetings :</p> <ul style="list-style-type: none"><li>• Sending event / meeting invitations to employees</li><li>• Booking event / meeting venues</li><li>• Ensuring meeting/event attendees receive updated information regarding any meeting changes</li><li>• Booking company travel arrangements</li><li>• Scheduling appointments with the CEO</li></ul> <p>Preparing documents</p> <ul style="list-style-type: none"><li>• purchase orders for company supplies( office supplies)</li><li>• Invoices, Forms, memos or reports</li><li>• writing emails and letters</li><li>• Updating policies and procedures document</li></ul> <p>Data entry:</p> <ul style="list-style-type: none"><li>• entering data into the company system or excel spreadsheets efficiently</li><li>• ensuring data is well organised</li><li>• ensuring data is current and updated to maintain</li></ul> <p>Phone duties:</p> <ul style="list-style-type: none"><li>• Answering phone inquiries about the company's products and services or any general information</li><li>• Transferring calls to different teams or departments</li></ul> <p>Other duties :</p> <ul style="list-style-type: none"><li>• Welcoming and greeting visitors</li><li>• Ensures the front desks is well organised</li><li>• Filing documents in cabinets</li></ul>

	<ul style="list-style-type: none"> <li>• Printing or scanning documents</li> <li>• Faxing</li> </ul>
Software engineers	<ul style="list-style-type: none"> <li>• Develop self-service kiosk software</li> <li>• Create efficient and effective programs</li> <li>• Equipped with the ability to code in different programming languages( python, Java and C, etc)</li> <li>• Understand the requirements of stakeholder/users</li> <li>• Implement user stories and cases</li> <li>• Maintain code after deployment</li> <li>• Testing Code (debugging)</li> <li>• Collaborate with other team members, for example- Quality Assurance Engineer</li> <li>• Communicate with Quality Assurance engineers to identify issues, in order to fix code bugs reported during testing to ensure the reliability and stability of the software.</li> </ul>
Quality Assurance (QA) Engineers	<ul style="list-style-type: none"> <li>• According to Indeed(2024), the role of Quality Assurances engineers is to collaborate with software engineers to communicate the quality standard needed to develop the final software to meet the requirements set out by the stakeholders</li> </ul> <p>Testing and Test Planning:</p> <ul style="list-style-type: none"> <li>• To achieve the quality objectives of the stakeholder, QA engineers develop test plans with test cases</li> <li>• Test case - what feature or specific part of the software will be tested . Test Plan - outlines the strategy and approach for testing the software, including what will be tested and how will it be test</li> </ul> <p>Documentation:</p> <ul style="list-style-type: none"> <li>• According to Indeed (2024) QA engineers must provide the appropriate documentation to support the testing process of the software.</li> </ul> <p>Reference list</p> <p>Indeed Editorial Team.2024."What Is a QA Engineer? Job Description and Responsibilities".Indeed.  <a href="https://in.indeed.com/career-advice/finding-a-job/what-is-qa-engineer#:~:text=Role%20of%20a%20QA%20engineer&amp;text=They%20spend%20most%20of%20their,and%20the%20project%20they%20handle">https://in.indeed.com/career-advice/finding-a-job/what-is-qa-engineer#:~:text=Role%20of%20a%20QA%20engineer&amp;text=They%20spend%20most%20of%20their,and%20the%20project%20they%20handle</a> </p>
Product Manager	<p>Team Management:</p> <ul style="list-style-type: none"> <li>• Provides guidance to a team of software developers</li> <li>• ensures the team is motivated and organised</li> <li>• Ensure the team is well equipped to deliver the software project</li> <li>• Ensures employees follow the company's goal and mission</li> </ul>

	<p>Managing Deadlines:</p> <ul style="list-style-type: none"><li>• responsible for ensuring the development of a software project is delivered by the given deadline(Donato 2023)</li><li>• Maintain project timelines to keep the project on track</li><li>• Identify any issues that will occur, that can delay the release of the software(Donato 2023)</li></ul> <p>Managing Budgeting</p> <ul style="list-style-type: none"><li>• According to Donato(2023), project managers ensure the project does not exceed its budget cost</li></ul> <p>Clients and Stakeholders:</p> <ul style="list-style-type: none"><li>• Donato(2023), mentions that product managers collaborates with clients and stakeholders to ensure their project needs are met by gathering information on their requirements</li><li>• This is done to address any of their concerns throughout the project lifecycle</li></ul> <p>Distributing resources:</p> <ul style="list-style-type: none"><li>• Donato(2023), claims that product managers in a software company are responsible for assigning resources to support project activities</li><li>• This may include the allocation of staff, equipment or software tools</li></ul> <p>Reference list</p> <p>Donato, Hannah.2023.“Project Manager Roles and Responsibilities for Software Projects”.Project Managment.com. <a href="https://project-management.com/project-manager-roles-responsibilities-software-projects/#what-is-a-project-manager-in-software">https://project-management.com/project-manager-roles-responsibilities-software-projects/#what-is-a-project-manager-in-software</a></p>
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Human resources manager	<p>Management:</p> <ul style="list-style-type: none"> <li>• According Job and Skills WA(n.d), Human resources managers are responsible for ensuring the wellbeing of employees within a company</li> <li>• Promoting a positive and safe work environment</li> <li>• Motivating their employees</li> </ul> <p>Recruitment and Hiring</p> <ul style="list-style-type: none"> <li>• Responsible in the decision making process of hiring new employees for the company</li> <li>• Sharma(2024), mentions that a Human resources manager holds a strategic position in recruiting well experienced workers to benefit the company's needs in order to construct a robust organisation</li> <li>• Conducting job interviews and meetings</li> </ul> <p>Training and development:</p> <ul style="list-style-type: none"> <li>• Educating employees in terms of career development or progression</li> <li>• Career events and workshops</li> <li>• Developing training programs</li> </ul> <p>Employee benefits and Payments</p> <ul style="list-style-type: none"> <li>• Human resources managers are responsible for overseeing the payroll payments and benefits of employees</li> <li>• Payments include salaries and wages</li> <li>• Leonard(2023), claims that employee benefits include : healthcare insurance, dental insurance, paid leave and educational training</li> <li>• Developing programs to attract new employees at the company(Indeed 2024)</li> </ul> <p>Distribution of Resources</p> <ul style="list-style-type: none"> <li>• Manage both people (employees ) of the company as well as the resources they need to complete their tasks</li> </ul> <p>Reference list</p> <p>Indeed Editorial Team. 2024.“What Does an HR Manager Do? (Daily Duties and Skills)”.Indeed.  <a href="https://au.indeed.com/career-advice/finding-a-job/what-does-an-hr-manager-do">https://au.indeed.com/career-advice/finding-a-job/what-does-an-hr-manager-do</a></p> <p>Jobs and Skills WA.n.d.“Human Resource Manager”.Jobs and Skills WA.  <a href="https://www.jobsandskills.wa.gov.au/jobs-and-careers/occupations/human-resource-manager">https://www.jobsandskills.wa.gov.au/jobs-and-careers/occupations/human-resource-manager</a></p> <p>Leonard,Kimberlee.2023.“What Does An HR Manager Do?”.Forbes.  <a href="https://www.forbes.com/advisor/business/what-does-hr-manager-do/">https://www.forbes.com/advisor/business/what-does-hr-manager-do/</a></p> <p>Sharma,Rounak.2024. “The 10 Essential Roles of an HR Manager in Today’s Workplace”.Emeritus.  <a href="https://emeritus.org/in/learn/what-are-the-roles-and-responsibilities-of-an-">https://emeritus.org/in/learn/what-are-the-roles-and-responsibilities-of-an-</a></p>
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	hr-manager/
UX designer ( user experience)	<ul style="list-style-type: none"> <li>• According to Soegaard(2023), UX designers are responsible for enhancing a user's interaction with the overall product in terms of how usable a product is towards its target audience.</li> <li>• Features designed by UX designers include navigation menus.</li> <li>• Soeggard(2023), also states that UX designers must be able to create mockups for the software layout to determine how the user features of the product would look and function with the help of user flow charts, storyboards and wireframes</li> <li>• User flow chart is a diagram of the processes a user takes to get from one point to another.</li> <li>• For example, Menu Butler uses a navigation system, with a menu that would allow users to order an item on the menu. Users will be prompted to select what types of meals they would like to order, the quantity of the meal,if they would prefer to dine in or take away their meal.</li> <li>• The role of a UX designer is to approach and collaborate ideas with both clients and stakeholders to communicate potential recommendations and ideas to improve the functionality of product (Soeggard 2023)</li> <li>• Once the user features of a product are created, UX designer can test those features such as by conducting usability testing to ensure they operate accordingly to their intended purpose(Soeggard 2023)</li> <li>• For example, Usability testing can be achieving by allowing user to navigate through the menus by themselves</li> <li>• UX designers can also conduct feedback surveys to gain an insight to how users responses to functionality of a feature(Soeggard 2023)</li> </ul> <p>Reference list</p> <p>Soegaard, Mads.2023."UX Designer Job Descriptions: The Comprehensive Guide".Interactive Design Foundation.</p> <p><a href="https://www.interaction-design.org/literature/article/ux-designer-job-descriptions-the-comprehensive-guide#ux_designer_responsibilities-3">https://www.interaction-design.org/literature/article/ux-designer-job-descriptions-the-comprehensive-guide#ux_designer_responsibilities-3</a></p>
UI designer (user interface)	<p>Design Features</p> <ul style="list-style-type: none"> <li>• Responsible for designing the features of the user interface of the software</li> <li>• Ensure they meet the company's aesthetic goals in terms of designing the layout of their product</li> <li>• Features they design must be user friendly</li> </ul>

	<ul style="list-style-type: none"> <li>• Indeed (2024), states that UI designers design these features: texts(Typography), graphics( imagery), navigation board( buttons,menus)</li> </ul> <p>Product research</p> <ul style="list-style-type: none"> <li>• To meet the need of the user, UI designers undertake research to determine what how the user interface of the software will satisfy the needs of the end user</li> <li>• Through research UI designers are able to determine any design flaws of the products and provide recommendations to address these flaws</li> <li>• Indeed (2024) , mentions that to collect information , UI designers often conduct surveys , user interviews and usability testing as part of the design process</li> </ul> <ul style="list-style-type: none"> <li>• Usability Testing <ul style="list-style-type: none"> <li>→ UI designers observe users as they interact with the unfinish(prototype) or finished version of the software.</li> <li>→ The test participants are given some tasks to complete .</li> <li>→ UI designers take note of their responses to visual features , observe the user's behaviour, listen to their feedback , note any usability issues they encounter.</li> <li>→ This helps the Ui designers identify what features are confusing , hard to use and do not meet user needs.</li> </ul> </li> <li>• These research methods assist the UI designer in obtaining valuable Insights into their user needs, preferences and behaviours</li> </ul> <p>Create product prototypes</p> <ul style="list-style-type: none"> <li>• Create a mockup of the product(prototypes), to display the overall look of the product to stakeholder( Indeed, 2024)</li> <li>• According to Indeed(2024), by creating a prototype of the product this allows UI designers to obtain valuable responses from clients that can improve the software.</li> </ul> <p>Reference List</p> <p>Indeed Editorial Team.2024. "What Is a UI Designer? (With Roles and Responsibilities)".Indeed.  <a href="https://au.indeed.com/career-advice/finding-a-job/ui-designer">https://au.indeed.com/career-advice/finding-a-job/ui-designer</a></p>
Graphics designer	<ul style="list-style-type: none"> <li>• Responsible for designing the visual features of the software using designer tools</li> <li>• Visual features consist of : <ul style="list-style-type: none"> <li>- fonts or text</li> <li>- colour scheme of the software</li> <li>- branding elements: logos and labels</li> <li>- graphical images for marketing and advertising campaigns</li> </ul> </li> <li>• Collaborate with the Ui designer to communicate the visual design elements that would either improve or benefit the look of the software products</li> </ul>

Accountants	<p>According to Indeed(n.d), accountants do the following:</p> <ul style="list-style-type: none"> <li>• Track the spending expenses of a company</li> <li>• Produce financial statements and documentation for tax purposes</li> <li>• Develop company budgets</li> </ul> <p>Reference List</p> <p>Indeed.n.d.<b>Accountant Job Description: Top Duties and Qualifications.</b>  <b>Indeed.</b>  <a href="https://au.indeed.com/hire/job-description/accountant">https://au.indeed.com/hire/job-description/accountant</a></p>
Cyber Security Specialist	<ul style="list-style-type: none"> <li>• According to Comptia(n.d), the role of the Cyber Security specialist is to recognise any cyber threats that may affect the operations of the organisation.</li> <li>• Their responsibilities are to develop and develop security policies and procedures, install and administration troubleshooting solutions that could reduce the potential of cyber security threats(Comptia n.d).</li> <li>• The must also possess the ability to think critically and investigate potential data breaches (Comptia n.d)</li> <li>• Conduct research on the latest cyber security solutions and softwares (Comptia n.d.)</li> <li>• Produce documentation to record data breaches(Comptia n.d)</li> </ul> <p>Reference List</p> <p>Comptia.n.d.“What is a Cybersecurity Specialist?”.Comptia.  <a href="https://www.comptia.org/content/it-careers-path-roadmap/cybersecurity-specialist#:~:text=What%20is%20a%20Cybersecurity%20Specialist,containing%20and%20remediating%20IT%20threats.">https://www.comptia.org/content/it-careers-path-roadmap/cybersecurity-specialist#:~:text=What%20is%20a%20Cybersecurity%20Specialist,containing%20and%20remediating%20IT%20threats.</a></p>

## IT Team

IT Team	Job roles
IT Manager	<p>Technical Leadership:</p> <ul style="list-style-type: none"><li>• Assist and guide the development team with technical matters.</li><li>• In charge of the software development and maintenance for self-service kiosks..</li></ul> <p>Team Management:</p> <ul style="list-style-type: none"><li>• Assemble, educate, and guide IT personnel.</li><li>• Encourage interaction and mutual respect among team members.</li><li>• Evaluate employees' work and offer useful feedback.</li></ul>

IT Team	Job roles
Network Administrator	<p>Network Infrastructure Management:</p> <ul style="list-style-type: none"><li>• Create, set up, and manage the network infrastructure necessary to run self-service kiosk software.</li><li>• Track the effectiveness of the network and address connectivity problems</li><li>• Make sure that the confidential information stays secure by network security measures.</li></ul> <p>Systems administration:</p> <ul style="list-style-type: none"><li>• Update software and make backups as part of routine maintenance.</li><li>• Control databases, servers, and other IT infrastructure required to run kiosk software.</li><li>• Put disaster recovery plans into action to reduce downtime in the event of a system failure.</li></ul> <p>Security Compliance:</p> <ul style="list-style-type: none"><li>• To protect against cyberthreats and breaches, enforce security policies and procedures.</li><li>• Find potential threats through regular checks and vulnerability assessments.</li></ul> <p>Technical Support:</p> <ul style="list-style-type: none"><li>• Assist end users who are having problems with kiosk software on a technical level.</li><li>• Answer support tickets as soon as possible, and fix issues quick</li></ul>

## Sales and Marketing Team

Sales and Marketing Team	Job roles
Sales Managers	<p>Development of Sales methods:</p> <ul style="list-style-type: none"><li>• Create and implement promotions for informing managers and owners of restaurants about self-service kiosk software.</li><li>• Establish goals and targets for the team's sales, then monitor their progress.</li></ul> <p>Product Knowledge:</p> <ul style="list-style-type: none"><li>• Have an advanced knowledge of the features, advantages, and business benefits of the self-service kiosk software.</li></ul>

Sales and Marketing Team	Job roles
Marketing Specialists	<p>Creation of Marketing methods:</p> <ul style="list-style-type: none"><li>• Establish entire marketing strategies and methods to advertise the software for self-service kiosks.</li><li>• Determine target markets, specific markets, and client profiles, then design advertisements that appeal to them.</li><li>• To reach and engage prospects, use the right marketing channels and strategies, such as events, content marketing, and digital advertising.</li></ul> <p>Generating Content:</p> <ul style="list-style-type: none"><li>• Create multimedia resources to improve marketing campaigns and material, such as infographics, presentations, and films.</li><li>• Make sure the information is true, educational, and consistent with the goals and messages of the brand.</li></ul> <p>Digital Marketing:</p> <ul style="list-style-type: none"><li>• Manage and control programs for digital marketing on multiple channels, including email, social media, and search engines.</li></ul>

Sales and Marketing Team	Job roles
Sales Representatives	<p>Searching:</p> <ul style="list-style-type: none"> <li>Find and approach possible customers who might profit from the self-service kiosk software, such as managers and owners of restaurants.</li> <li>To find new sales opportunities, do market research and study challenge offers and market trends.</li> </ul> <p>Collaborative Marketing:</p> <ul style="list-style-type: none"> <li>Recognize each prospect's specific requirements and obstacles, then design ways to satisfy those needs.</li> </ul> <p>Relationship Building:</p> <ul style="list-style-type: none"> <li>Discuss terms, prices, and offers with potential customers and work out agreements to seal sales.</li> <li>To speed up the sales process, solve objections and resolve issues raised by customers.</li> </ul>

### Customer Support and service Team

Customer Support and Service team	Job roles
Customer Service Representatives	<p>Customer service:</p> <ul style="list-style-type: none"> <li>Helping clients with questions, requests, and problems related to the self-service kiosk software</li> <li>Provide advice and information on how to use, troubleshoot, and utilise the features of the software.</li> <li>Provide outstanding customer service to guarantee their happiness and a great experience.</li> </ul> <p>Communication Skills:</p> <ul style="list-style-type: none"> <li>Use chat, email, phone, or other channels to communicate with clients in a polite and professional manner.</li> <li>In order to establish a trustworthy relationship with customers, show compassion and understanding between people.</li> </ul>

	<ul style="list-style-type: none"> <li>To make problem solving and software usage easier for clients, give them detailed but brief instructions and information.</li> </ul>
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Customer Support and Service team	Job roles
Help Desk Support Staff	<p>Technical troubleshooting:</p> <ul style="list-style-type: none"> <li>Identify and fix technical problems that end users of kiosk software have reported.</li> <li>Provide detailed instructions and troubleshooting methods to address common issues.</li> </ul> <p>Customer service:</p> <ul style="list-style-type: none"> <li>To guarantee that users of kiosk software have a great experience, provide outstanding customer service.</li> <li>When customers voice issues, pay close attention to what they have to say and respond politely and quickly.</li> </ul> <p>Communication Skills:</p> <ul style="list-style-type: none"> <li>Explain technical ideas and directions in a way that is simple and easy to understand.</li> </ul>

### Execution Leadership Team

Execution Leadership Team	Job roles
CEO/Founder	<p>Innovative Leadership:</p> <ul style="list-style-type: none"> <li>Establishes the company's objectives and plans for the future and sets its overall strategy and direction.</li> <li>Supports the growth and success of the business via skillful leadership and expertise.</li> </ul> <p>Strong Partnerships:</p> <ul style="list-style-type: none"> <li>Builds and maintains business relationships with important parties, such as investors, industry associations, and technology partners.</li> </ul>



	<ul style="list-style-type: none"> <li>• Maintains professional connections with investors, clients, and other stakeholders while representing the company.</li> </ul>
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Execution Leadership Team	Job roles
CTO (Chief Technology Officer)	<p>Technical Proficiency:</p> <ul style="list-style-type: none"> <li>• Highly skilled in software creation, especially in regard to self-service kiosk software.</li> <li>• Keeps up with new developments in software engineering and development techniques, trends, and standards.</li> </ul>

### Research and Development Team

Research and Development Team	Job roles
Research Analysts	<p>Market research:</p> <ul style="list-style-type: none"> <li>• Examines information from industry journals, surveys, and market studies to find opportunities and problems.</li> </ul> <p>Knowledge of the Industry:</p> <ul style="list-style-type: none"> <li>• keeps up with the most current developments, innovations, and industry best practices in the restaurant and self-service kiosk sectors.</li> </ul>

## 10.Desktop Requirements:

No.	Department/ Position	Specifications	Software Requirements	Hardware requirements
1.	Branch manager	<p><b>Processor</b> : 10 or 11th gen Intel Core i5 or above 2.50 GHz - 4.00 GHz. (<b>base clock</b>, max turbo frequency).</p> <p><b>Cores/Thread</b> :4 cores, 8 threads.</p> <p><b>cache</b>:8MB Intel Smart Cache.</p> <p><b>Ram</b> :8GB DDR4 RAM or greater.</p> <p><b>Storage</b> : 256 GB SSD or greater.</p>	<p><b>64-bit Operating system</b></p> <p>Windows 10 64-bit or macOS.</p> <p>Microsoft office 365 (word, Excel,powerpoint)</p> <p>Email Client (Outlook, Gmail, slack, Microsoft team)</p> <p>Zoom, Microsoft Teams, skype (remote collaboration)</p> <p>Project management (Asana , trello, microsoft Planner)</p> <p>Documentation management (Google Drive, Microsoft oneDrive, dropBox)</p> <p>Accounting Software (freshbooks)</p>	<p>High-performance laptop or desktop computer.</p> <p>Dual monitors for multitasking.</p> <p>Keyboard and Mouse.</p> <p>Webcam and Microphone ( for video conferencing).</p> <p>Headset(for clear audio during calls and meetings).</p> <p>Network connection (high speed internet connection).</p> <p>Printer, Scanner, Mobile Device.</p>
2.	IT department	<p><b>Processor</b> : 11 or 12th gen Intel Core i7 or above. 2.50 GHz -4.40 GHz (<b>base clock</b>, max turbo frequency).</p> <p><b>Cores/Thread</b> :6 cores, 12 threads.</p> <p><b>cache</b>:12MB Intel Smart Cache.</p> <p><b>Ram</b> :16 GB DDR4 RAM or greater.</p> <p><b>Storage</b> : 512 GB SSD or greater.</p>	<p><b>64-bit Operating system</b></p> <p>Windows 11 64-bit, Linux (Ubuntu 64-bit) macOS 64-bit.</p>	<p>High-performance laptop or desktop computer.</p> <p>Dual monitors for multitasking.</p> <p>Keyboard and Mouse.</p> <p>Headset and Microphone (for remote communication and virtual meetings).</p> <p>Network equipment— Router, switch and access points for network manaegmt.</p>

3.	Sales & Marketing Team	<p><b>Processor</b> : 10 or 11th gen Intel Core i5 or i7.</p> <p>2.50 GHz - 4.00 GHz (<b>base clock</b>, max turbo frequency).</p> <p><b>Cores/Thread</b> :4 cores, 8 threads.</p> <p><b>cache</b>:8MB Intel Smart Cache.</p> <p><b>Ram</b> :8GB DDR4 RAM or greater.</p> <p><b>Storage</b> : 512 GB SSD or greater.</p>	<p><b>64-bit Operating system</b> Windows 10 64-bit or macOS.</p> <p>Microsoft office 365</p> <p>Email Client (Outlook, Gmail, slack, Microsoft team)</p> <p>Web browser (Google Chrome, Mozilla firefox, Microsoft Edge)</p> <p>Marketing Tools ( Adobe Creative Cloud), canva, photoshop, Illustrator</p>	<p>High-performance laptop or desktop computer.</p> <p>Dual monitors for multitasking.</p> <p>Keyboard and Mouse.</p> <p>Webcam and Microphone ( for video conferencing).</p> <p>Headset(for clear audio during calls and meetings).</p> <p>Network connection (high speed internet connection).</p> <p>Printer, Scanner, Mobile Device.</p>
4.	Customer Support & service Team	<p><b>Processor</b> : 8th or 9th Gen Intel Core i5 or i7.</p> <p>2.40 GHz - 4.00 GHz (<b>base clock</b>, max turbo frequency).</p> <p><b>Cores/Thread</b> :4 cores, 8 threads.</p> <p><b>cache</b>:8MB Intel Smart Cache.</p> <p><b>Ram</b> :8 GB DDR4 at least</p> <p>Storage :256 GB SSD (or higher) .</p>	<p>Operating system Windows 10 64-bit, Microsoft Office</p> <p>Screen Recording Software – loom</p> <p>Skype, zoom, Microsoft Teams</p> <p>Remote desktop software - teamviewer, anydesk</p>	<p>laptop or desktop computer,</p> <p>monitors ,Keyboard and Mouse, Headset.</p> <p>Webcam and Microphone ( for video conferencing) .</p> <p>Network connection .</p> <p>Printer, Scanner, Mobile Device.</p>
5.	Administration Team	<p><b>Processor</b> : 8th or 9th gen Intel Core i5 or i7.</p> <p>2.40 GHz - 4.00 GHz (<b>base clock</b>, max turbo frequency).</p>	<p>Operating system Windows 10 64-bit, Microsoft Office .</p> <p>Email client (Microsoft Outlook, Gmail) .</p>	<p>Laptop or desktop computer, Monitor, keyboard,</p> <p>mouse,Printer,</p> <p>Scanner,Headset with Microphone.</p>

		<b>Cores/Thread</b> :6 cores, 8 threads <b>cache</b> :12MB Intel Smart Cache. <b>Ram</b> :16GB DDR4 RAM or greater. <b>Storage</b> : 256 GB SSD or greater.	Document Management Google Drive) .  Communication Software (Slack, Microsoft Teams)	
6.	Human Resources	<b>Processor</b> : Intel Core i7 or AMD ryzen 7. <b>clock speed</b> -3.00 GHz or higher. <b>Cores</b> : Quad -Core. <b>Ram</b> :16GB DDR4 RAM or greater. <b>Storage</b> : 256 GB SSD or greater.	Operating system Windows 11 64-bit, or macOS Microsoft Office ,  Email client (Microsoft Outlook, Gmail),  Communication Software (Slack, Microsoft Teams)	Monitor, keyboard, mouse, Printer. Scanner, Headset with Microphone .
7.	Finance Team	<b>Processor</b> : Intel Core i7 or AMD ryzen 7. <b>clock speed</b> -3.5 GHz or higher. max turbo frequency- 4.5 GHz or higher <b>Cores</b> : Quad -Core or higher. <b>Ram</b> :16GB DDR4 RAM or greater. <b>Storage</b> : 512 GB SSD or greater. <b>Graphics</b> : Integrated graphics (Intel HD Graphics 630 or equivalent) or dedicated graphics card for heavy data visualisation task	Operating system Windows 10 professional 64-bit, or macOS 64-bit .  Microsoft Office Database - Microsoft SQL Server, mySQL .  Microsoft Excel, Google sheets .  Communication Software (Slack, Microsoft Teams, Zoom).	Monitor (24-inch or larger) Keyboard, mouse, laptop , desktop computer,Headset, Printer , scanner .

8.	Execution Leadership Team	<b>Processor</b> : Intel Core i7 or AMD Ryzen 7. <b>clock speed</b> -3.2 GHz or higher. max turbo frequency- 4.2 GHz or higher.	Operating system Windows 10 professional 64-bit, or macOS 64-bit .  Microsoft Office 365 (Word, Excel, PowerPoint, Outlook) .	Laptop & Network.
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		<b>Cores:</b> 8-Core or higher. <b>Ram :</b> 32GB DDR4 RAM or greater. <b>Storage :</b> 512 GB SSD.	Communication Software (Slack, Microsoft Teams, Zoom) .  Project Management software (jira, trello) .  Development Tools (Visual Studio, Git) .	
9.	Research & Development Team (R&D)	<b>Processor :</b> Intel Core i9 or AMD Ryzen 9. <b>clock speed</b> -3.2 GHz or higher. max turbo frequency- 4.8 GHz or higher <b>Cores:</b> Octa-Cores (16 Core) or higher. <b>Ram :</b> 64GB DDR4 RAM or greater. <b>Storage :</b> 1 TB SSD	Operating system Windows 11 64-bit, or macOS 64-bit  Version control system Git.  Project management tools - Jira, trello or Asana .  Microsoft Office 365 (Word, Excel, PowerPoint, Outlook).  Communication Software (Slack, Microsoft Teams, Zoom).	Laptop or desktop computer Mouse, keyboard, monitor,
10.	Design Team	<b>Processor :</b> 12th gen Intel Core i9 or above. 3.5 GHz -4.0 GHz ( <b>base clock</b> , max turbo frequency). <b>Cores/Thread:</b> octa-cores(16 cores) <b>Ram :</b> 32 GB or greater. <b>Storage :</b> 512GB or greater.	Operating system Windows 10 professional 64-bit, or macOS 64-bit.  Graphics design software (Adobe photoshop).  Project management tools - Jira, trello or Asana.  Communication Software (Slack, Microsoft Teams, Zoom).	Laptop or desktop computer, Mouse, keyboard, printer.  High -resolution monitor.
11.	Software Development Team	<b>Processor :</b> 12th gen Intel Core i7 , i 9 or above.  3.5 GHz -5.2 GHz ( <b>base clock</b> , max turbo frequency).  <b>Cores/Thread:</b> octa-cores(16 cores).	–Operating system: Unix/ Linux, or macOS.  –Development Tools :IDE (Visual Studio)  -Version control: Git	High -performance desktop or computer or laptop, Keyboard, mouse.  High -resolution monitor for efficient coding and testing.  High speed network.

		<b>Ram</b> :32 GB or greater. <b>Storage</b> : 1TB NVMe PCIe SSD or greater.	Software development tools -Visual Studio, IDE.	
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## Reasoning:

### ➤ IT department

For efficient multitasking and data management, the IT department desktop should be supplied with a high-performance **11th or 12th generation Intel Core i7 processor, 16GB RAM, and a 512GB SSD**. The SSD's quick speed and large cache improve overall system responsiveness, while the processor's wide clock speed range guarantees flexibility and energy efficiency. Complex operations like software development, server management, and network monitoring are properly supported by this setup.

### ➤ Branch Manager

To effectively multitask, the Branch Manager's desktop PC should have an **Intel Core i5 or i7 processor with 4 cores and 8 threads**. For swift program loading and system quick responses, it should feature **a 256GB SSD and 8GB of RAM**. Because of its industry standard functionality and user-friendly interface, **a 64-bit version of Windows or macOS** is advised. This configuration guarantees effective operation for both regular tasks and intensive programs.

### ➤ Sales and Marketing Team

A desktop Computer for the Sales and Marketing Team should have an **Intel Core i5 or i7 CPU from the 10th or 11th generation, with at least 4 cores and 8 threads**, to provide excellent multitasking. It should feature a **256GB SSD** for quick program loading and system flexibility, **8GB of RAM, and a clock speed starting at 2.5 GHz** with a turbo frequency of **4.0 GHz** or more for intensive activities. It is advised to utilise **a 64-bit version of Windows or macOS** due to its easy-to-use and ability to run professional software. This setup provides the best possible performance for using marketing software tools, multitasking, and creating content.

### ➤ Customer support & Service Team

An **Intel Core i5 or i7 processor with 4 cores, 8 threads**, and a clock speed of at **least 2.4 GHz (turbo up to 4.0 GHz or higher)** is advised for customer support and service in a self-service kiosk software company in order to allow efficient multitasking. This configuration, which pairs **8GB of DDR4 RAM with a 256GB SSD**, guarantees flawless operation of several applications and quick access to client data, boosting efficiency and productivity.

### ➤ Administration Team

For ideal versatility and speedy file access, the Administration Team's desktop computer should have an **Intel Core i5 or i7 CPU with 4 cores, 8 threads, 8GB of RAM, and a 256GB SSD.** A 64-bit Windows 10 Professional or macOS, along with Microsoft Office Suite and email applications, ensures a reliable software environment. Enforced group policies for security, regular audits to ensure safety, and Active Directory/LDAP integration for centralised user administration are all included in the implementation.

### ➤ HR Team

HR professionals need basic computational requirements with **intel core i7 or ryzen 7** processor, and a minimum of **16gb RAM** as this is typically sufficient for handling HR related tasks and the applications required for these tasks.

### ➤ Finance Team

High-performance processors, like an **Intel Core i7 or AMD Ryzen 7**, are necessary for finance operations requiring complex mathematics and data analysis. An **Intel Core i5** processor is sufficient for most tasks. This configuration, which pairs **16GB DDR4 RAM with a 512GB SSD**, guarantees enough memory and quick data access for the smooth operation of financial applications and document storage. Data visualisation for financial modelling and reporting is improved by integrated or separate graphics support.

### ➤ Execution Leadership Team

High-performance processors, such as the **AMD Ryzen 7 or Intel Core i7**, are necessary for the Execution Leadership Team to handle data and multitask effectively. The CEO and CTO can easily operate intensive applications and virtual meetings with **32GB DDR4 RAM**. High data transfer speeds are guaranteed with a **512GB SSD**, which improves the functionality of development and business tools.

### ➤ Research & Development Team

For seamless multitasking and data analysis, the research and development team needs high-performance processors with at least **16 cores**, such as the **AMD Ryzen 9 or the Intel Core i9**. They can run intensive apps such as business tools or development tools, virtual meetings and access data immediately and without any slowdowns because of their **512GB SSD and 32GB DDR4 RAM**. These requirements guarantee a strong computing environment for software development for self-service kiosks that is innovative and optimised.

### ➤ Software & Development Team

**12th Gen Intel Core i7, i 9 or above processor**, with at least **cores 16** and **base clock speed 3.5 GHz (turbo boost up to 5.2Ghz)** offers a balance of performance and cost effectiveness for software development team by providing sufficient processing power for compiling code, running development environment. Paired with a **1TB NVMe PCIe SSD**, this setup ensures fast data access and reduced software compilation times and improves overall system performance.

### ➤ Design Team

The Design Team needs a **12th generation Intel Core i9 processor** to run design software smoothly and efficiently. The processor must have at least 16 cores and a **clock speed of 3.5 GHz (with a turbo boost up to 4.0 GHz)**. When paired with a **512GB SSD**, this setup guarantees rapid data access, flexibility, and sufficient storage for project files and design materials. Also, efficiently manages highly resource-intensive jobs, such as generating complex illustrations.

## 11. Printing and scanning

Based on the nature of the company, the most suitable printing and scanning requirements for the **Menu Butler** would include a combination of centralised and local printing solutions with a mixture of different printer types for different purposes to meet the specific needs of each branch .

- Additionally, having in-house support for routine maintenance and troubleshooting would be beneficial.

### 11.1 Printing Solutions

#### 11.1.a Centralised Server-Based Printing :

Menu Butler can implement a centralised printing system with a print server at its headquarters to manage and control printing resources , track usage and ensure security in a networked environment for both Perth CBD and Subiaco branches.

#### Advantages:

- Centralised management of print resources, including queue management and observation.
- Centrally configured printing policies and access limits for better administration.
- Features like user authentication and secure printing help to increase security.



### 11.1.b Local Printing:

For critical areas like the headquarters, administrative desks, having local printers can ensure quick and convenient access to printing resources without overloading the central server

#### Advantages:

- Without depending on central system, task can be completed by quickly assessing the printing resources
- Customization of printing setups based on branch-specific requirements and preferences.
- By splitting out the printing effort among branches, network traffic and potential blockages are reduced.

### 11.1.c. Multiple Printer Types

Menu Butler is able to meet a range of printing requirements across various departments and jobs by implementing a choice of printer types.

The Subiaco branch may have a specially designed label printer for printing product labels for printing QR codes, while the Perth CBD branch may have a high-speed colour laser printer for marketing materials of kiosk installations.

#### Advantages:

- Different printer types allow the company to handle various tasks smoothly.
- Having multiple printer types reduces workload on individual printers, preventing slowdown and ensuring smooth printing operations.

## 11.2 Scanning Solutions

### 11.2.a. Centralised Server-Base Scanning:

Centralised server-based scanning involves managing and processing all scanning operations via a central server housed at the company's main office or a specific data centre. A secure network connection can be used to program the self-service kiosk software to communicate with the central scanning server.

#### Advantages:

Documents scanned at any kiosk location are immediately accessible to authorised users on the network, enabling workflow process simplification and cooperation.

**Enhanced Security:** By implementing strong security measures like user authentication and encryption, centralised scanning makes it possible to safeguard sensitive data both during transmission and storage.

### 11.2.b.Local Scanning:

To facilitate on-site document digitization, local scanning involves setting up imaging devices right at the kiosk. Built-in or external scanning devices, such as document scanners or barcode readers, are coupled to the hardware of the self-service kiosks.

**Advantages:** Instant Access: Without depending on other servers or network connectivity, local scanning gives clients instant access to scanning capabilities. Offline Operation: Kiosks with local scanning capabilities can keep running even in the event of server or network failures, giving users ongoing service.

**Scanning Solutions:** Barcode Scanning: the company should have a barcode scanning system in place where most of the information needed in the store can be accessed by barcode scanning.

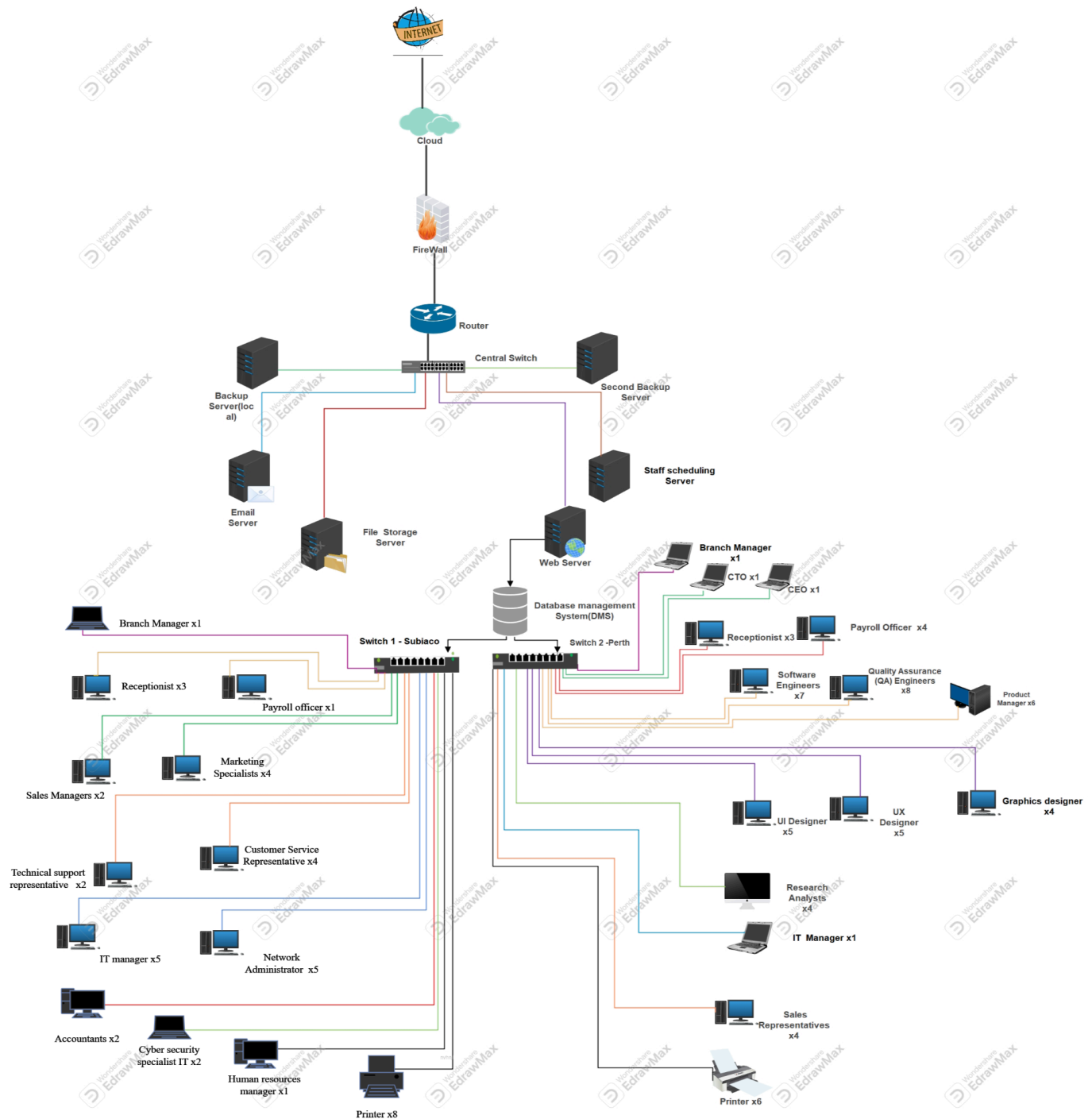
## Printing and Scanning Policies:

1. Establish Print Limits: Establish print limits for various users and departments in order to reduce printing expenses and encourage sustainability.
2. Secure Printing: To ensure privacy, implement secure printing processes with security control measures that make use of biometric and PIN code authorization.
3. Scanning file formats :Standardised scanning file formats and resolution settings should be established to guarantee clarity and facilitate document management.

## 12.Server Requirements

Service	Cloud/ In-house	Justification	Cost
Email	Cloud	Using cloud email services for their reliability, scalability and low maintenance compared to in-house email servers.	\$20/month
Self-service kiosk Application	Cloud	As cloud ensures high availability, flexibility, and accessibility for customers and staff members at different restaurant locations.	\$150-\$400/month
Database management System(DMS)	Cloud	Using Cloud based DMS as it provides secure storage and efficient management of restaurant data, food list, ensuring Integrity, and accessibility for various application and service	\$400/month
Web server	cloud	Using a cloud-based web server to host the restaurant's website and online ordering platform ensures excellent performance, scalability, and reliability, allowing for the flexible handling of changing traffic and client needs.	\$80/month
Backup Server(local)	in-House	Keeping a backup server up to date locally protects vital restaurant data and apps by enabling quick recovery in the event of a system failure or data loss.	\$0.00
Second Backup Server	in-House	By reducing the risk of data loss and ensuring business continuity for restaurant operations, having a duplicate backup server in-house improves data security and disaster recovery capabilities.	\$0.00
File Storage and sharing	cloud	Staff members at restaurants may collaborate more easily when they have easy access to papers, food options, and other resources from any place thanks to cloud-based file storage and sharing services.	\$200-\$320/month
Staff scheduling software	cloud	Cloud-based staff scheduling software improves workforce improvement, shift management, and employee scheduling, increasing efficiency and decreasing administrative burden for restaurant managers.	\$200/month

## 13.Topology



## 14. Disaster recovery and Backup Plan

Like any other software company, Menu Butler takes into consideration and acknowledges that it is crucial for our organisation to reduce any harm and risks to maintain the continuity of our business operations in the event of circumstances such as human errors, hardware failures, natural disasters such as earthquakes and floods, disruptions to normal business operation and legal penalties. Our disaster recovery plan will address these issues in an approach to mitigate these risks.

### Purpose

The purpose of this disaster recovery is to ensure there are plans in place in the event we are unable to operate as normal. To ensure any data or information lost can be retrieved in an appropriate manner and to minimise the impact of potential disasters. By investing in a disaster recovery plan, we are able to be prepared for the worst of situations, maintain service reliability, ensure client and customer satisfaction and uphold a competitive edge in the restaurant industry.

### Disaster Recovery Prevention Strategy

These are prevention strategies to reduce the likelihood of a disaster and reduce potential harm. The following are essential components involved:

#### 1. Conduct Regular Maintenance and Updates:

- Implement a schedule for routine maintenance of the self-service kiosk software to address and identify any potential issues such as glitches, bugs, and vulnerabilities before they escalate into complex problems.
- Ensure all software and firmware are up to date with the most recent security patches and updates to prevent vulnerabilities being exploited

#### 2. Network Security

- Implement robust security protocols that will protect our organisation against cybersecurity threats and attacks such as malicious malware, hacking and data breaches.
- This includes firewalls, encryption, intrusion detection systems and frequent and regular security auditing

### 3.Regular risk assessments

- Perform risk assessments to identify potential vulnerabilities and areas for improvement in the kiosk infrastructure and security protocols
- Risk assessment allows a company to identify and investigate vulnerabilities that may be exploited by a hacker.
- We will develop a business continuity plan that will outline the steps our company will take to ensure it will operate back to normal operations.

## Backups

### Local Backup

Menu Butler invests in back software that will be installed on each of our servers to perform regular backups. For example we will install Veeam Backup and Replication software tools to create local backups of our email server, web server, second backup server, file storage server, and staff scheduling server. We will back up data to a Network attached storage(NAS) device located within our company's premises.A NAS device will allow data to be continuously available over our network for our employees.Will ensure all the essential data stored in our servers including customer information, software updates, and transaction logs will be included in the local backups.

### Full back

At Menu Butler we will perform a full backup on a bi-weekly basis. For example will conduct a full back on every single server data repository. Furthermore when backing up our email server we will utilise microsoft tools such as Microsoft Exchange Server.The reasoning behind this is that Microsoft Exchange Server has already built in features that will allow us to create full backups of all our mailboxes. For our web-server that runs Apache , we will use server-specific utilities to capture the website directory, HTML files, scripts and media assets. We will ensure that the full backup of our second back server and file storage server encompass all store data whilst accounting for any database files and system configurations







