Cascabel Computerized Canteen Processing (CCCP)

# System Requirements Specification

## Executive Summary

## Project Description

Cascabel, a Mexican-inspired fast food restaurant, is in the process of expanding from 2 to 3 locations and, based on its early successes, is planning for rapid expansion in the next 3 years. Their business plan calls for rolling out a web-based ordering system for pick up at about the same time the 3rd location opens. As identified by the marketing and technical team through market research, including interviews with current customers, the system must allow both new and repeat customers, who often place the same or similar orders, to easily place orders. The system must support a small number of beverages, side-items, and entree items. Entree items may be customized by adding various toppings, much like a pizza.

A future improvement that should be planned for but need not be supported in the current system is integrating and replacing the current handwritten ticket system for in-person orders with this system. The business experts have determined that being able to support tech-savvy customers via online ordering is of a much higher priority than automating the in-store ticket system.

### Project Goals

Goal 1: Enable customers to easily place orders online.

Advantage: Customer time savings and convenience will lead to increased business.

Metric: At least 10% of sales will come from on-line orders, and overall sales will increase by at least 10% within 6 months of implementation.[[1]](#footnote-2)

### Stakeholders

* Mr. Cascabel, Owner of the Cascabel franchise
* Cascabel employees
* Current customers
* New customers
* Neighbors

### Work Context



|  |  |
| --- | --- |
| Adjacent System | Category |
| Credit card processing center | Cooperative |
| State tax authority | Autonomous |
| Cook | Active |
| Cashier | Active |
| Manager | Active |
| Customer | Active |

### Use-Case Model Hierarchy

|  |  |
| --- | --- |
| UC1 | Customer places and picks up new order. |
| UC2 | (defunct) |
| UC3 | Manager inputs menu change. |
| UC4 | State sales tax authority sends update. |
| UC5 | Customer places and picks up repeat order. |

### Assumptions

### Dependencies

### Risks

### Constraints

### Open Issues

## Use Cases

### UC1. Customer places and picks up order.

1. The customer selects an option to place an order.
2. The system lists available items.
3. The user indicates each that he wishes to order.
4. The system indicates that one of each selected item is being ordered.
5. The user optionally changes the quantity of each item being ordered.
6. The system presents options to add available and allowed toppings to each ordered item.
7. The user selects any allowed toppings.
8. The system allows any of the above modifications plus the option to place the order.
9. The user indicates that the order is ready to be placed.
10. The system presents the user with the available locations.
11. The user selects a location at which he will pick up the order.
12. The system provides a total and requests credit card information from the user.
13. The user provides credit card information.
14. The system contacts the credit card processing center and obtains approval for the total.

### UC2. (defunct)

### UC3. Manager inputs menu change.

### UC4. State sales tax authority sends update.

### UC5. Customer places and picks up repeat order.

## Requirements

### Functional Requirements

### Non-functional Requirements

#### Usability

#### Performance

#### Legal

#### Licensing

#### Reliability

#### Supportability

#### User

#### Software

#### Applicable Standards

## Glossary

# Domain Model

1. The numbers were suggested by the marketing analysts in their 9/1/2008 report based on customer focus groups. 20% of existing customers indicated that they are likely to use the new system. The analysts recommended the 10% targets based on their experience that fewer customers order online than indicate they will in focus groups. [↑](#footnote-ref-2)