



UNIVERSITY OF GONDAR
COLLEGE OF INFORMATICS
DEPARTMENT OF INFORMATION TECHNOLOGY
COURSE IT PROJECT MANAGEMENT
PROJECT TITLE:ONLINE FOOD ORDERING SYSTEM

NO	STUDENT NAME	STUDENT ID
1	DAGIM GISMIE	GUR/02505/15
2	ESUBALEW HABIE	GUR/02646/15
3	TESFA ZERFU	GUR/02271/15
4	AZANAW DEGU	GUR/01585/15
5	MARU YITBAREK	GUR/02245/15S

SUBMITTED TO Dr.YILKAL(PHD):
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INTRODUCTION

The Online Food Delivery System (OFDS) is a proposed digital platform designed to facilitate convenient and efficient food ordering and delivery services through an online environment. The system connects customers, restaurants, delivery personnel, and administrators within a centralized platform, enabling seamless interaction and coordination among all stakeholders. With the rapid growth of internet usage and mobile technologies, online food delivery has become an essential service that enhances customer convenience and operational efficiency for food service providers.

This project is prepared as part of an academic requirement for the **IT Project Management course** and focuses on **project planning, analysis, and documentation** rather than actual system development or implementation. The document outlines the project charter, scope, deliverables, risks, schedule management, quality assurance, and statement of work related to the Online Food Delivery System.

The OFDS aims to address common challenges in traditional food ordering methods, such as order inaccuracies, delays, lack of tracking, and inefficient communication. By providing a structured and well-documented project framework, this project demonstrates the application of standard project management principles, tools, and best practices in the context of an information technology system.

This document serves as a formal reference for managing the project lifecycle, defining responsibilities, controlling scope, and ensuring alignment with academic objectives. All content is developed for educational purposes only and reflects a conceptual approach to designing and managing an Online Food Delivery System project.

PROJECT CHARTER

DOCUMENT CONTROL

Item	Description
Document ID	OFDS_PM_001
Document Owner	Project Manager
Issue Date	14 December 2025
Last Saved Date	27 December 2025
File Name	Online_Food_Delivery_System_Project_Charter.docx

Table 1: DOCUMENT CONTROL

DOCUMENT HISTORY

Version	Issue Date	Changes
1.0	15/04/2025	Initial version

Table 2: DOCUMENT HISTORY

INTRODUCTION

This Project Charter defines the objectives, scope, deliverables, assumptions, risks, and governance framework for the [Online Food Delivery System](#) project.

The document serves as a formal agreement between stakeholders and provides a foundation for managing and evaluating the project.

This project is prepared for academic purposes only and focuses on planning and documentation, not system development or implementation..

PROJECT OVERVIEW

The Online Food Delivery System is a proposed digital platform that enables customers to order food online from registered restaurants. The system supports menu browsing, order placement, payment processing, and delivery coordination.

The project aims to improve service efficiency, reduce manual errors, and enhance customer convenience through an online ordering model.

PROJECT SCOPE

The project scope defines the boundaries of the Online Food Delivery System project and establishes what is included and excluded.

BUSINESS OBJECTIVES

The main business objectives of the project are:

- To provide a centralized online food ordering platform
- To improve customer convenience and accessibility
- To support restaurants in managing orders efficiently
- To enhance coordination between customers, restaurants, and delivery personnel

HIGH LEVEL PROJECT SCOPE

The project will include planning and documentation activities only.

The project will follow standard project management practices and templates.

Any changes to scope will be handled through a formal change management process.

Business Objective	Deliverables	Measure of Success

To design a centralized Online Food Delivery System platform.	Conceptual system architecture design, User roles definition (Customer, Restaurant, Delivery Staff, Admin), High-level workflow diagrams for ordering and delivery	Approval of system concept and design documentation
To enable customers to order food online easily	<ul style="list-style-type: none"> Functional requirements for menu browsing and order placement, Use-case descriptions for customer ordering process, Payment workflow documentation 	Customer ordering process clearly documented and approved
To support restaurants in managing menus and orders digitally.	<ul style="list-style-type: none"> Restaurant module requirements (menu management, order tracking), Role-based access definitions for restaurants, Order management workflow documentation 	Restaurant operational requirements formally accepted
To improve coordination between customers, restaurants, and delivery personnel.	<ul style="list-style-type: none"> Delivery process documentation, Order status tracking workflow Communication flow description 	End-to-end delivery process clearly defined
To ensure secure and reliable system planning.	<ul style="list-style-type: none"> Security and data privacy considerations document Risk identification and mitigation strategies Risk log 	Identified risks documented and approved
To prepare complete project management documentation.	<ul style="list-style-type: none"> Project Charter Statement of Work (SOW) Risk Register Final merged Word document (20–30 pages) 	Instructor approval of all submitted documents

Table 3..Business Objective

DELIVERABLE SCOPE DEFINITIONS

The deliverable scope defines all documents and outputs to be produced by the Online Food Delivery System project. These deliverables include the Project Charter, Statement of Work, Risk Register, and the final merged Word document. All deliverables will be prepared according to the provided templates and approved by the instructor.

ID	Item Name	Description	Area of Online Food Delivery System	Type of Deliverable
OFDS01	Customer Application Interface	Allows customers to browse restaurants, view menus, place orders, and track delivery status.	Customer Interface	Documentation / Design
OFDS02	Restaurant Management Panel	Enables restaurants to manage menus, prices, availability, and view incoming orders.	Restaurant Admin Panel	Documentation
OFDS03	Order Processing Module	Defines order creation, confirmation, cancellation, and status updates.	Core System	Process Definition
OFDS04	Online Payment Module	Describes integration of digital payment methods such as mobile money and cards.	Payment System	Functional Specification
OFDS05	Delivery Management Module	Defines assignment of delivery personnel and delivery tracking workflow.	Delivery Operations	Process Documentation
OFDS06	User Account & Profile Management	Manages customer, restaurant, delivery, and admin user accounts and permissions.	User Management	Documentation
OFDS07	Notification System	Sends order confirmation, delivery updates, and alerts via SMS or email.	Communication Module	Functional Description
OFDS08	Admin Control Panel	Allows system administrators to monitor system activity and manage users.	System Administration	Documentation
OFDS09	Security & Data Privacy Controls	Defines authentication, authorization, and data protection requirements.	Security Layer	Planning Document
OFDS10	Reporting & Analytics	Provides reports on orders, sales, deliveries, and system usage.	Reporting Module	Documentation

Table 4..DELIVERABLE SCOPE DEFINITIONS

TRAINING SCOPE

Training	Venue	No. of Days	Estimated Dates
Conceptual overview of Online Food Delivery System	University Computer Lab Online	2	01/12/2025 – 02/12/2025
Conceptual training on Online Food Delivery System functionalities for restaurant users	Online Session	1	05/12/2025
Orientation training for delivery process and order tracking	Classroom / Online	2	10/12/2025 – 11/12/2025
Train-the-trainer session for group leader to guide team members	Classroom / Online	1	18/12/2025

Table 5. TRAINING SCOPE

EXCLUSIONS

The following elements are specifically excluded from this project:

1. Software development, coding, and implementation of the Online Food Delivery System are outside the scope of this project.
2. Analysis, documentation, or configuration of system security beyond high-level planning and risk identification is excluded.
3. Any enhancements, customizations, or changes to user interfaces beyond conceptual design and documentation are not included.
4. Integration with third-party services such as live payment gateways, SMS providers, or mapping services is excluded.
5. System deployment, hosting, server setup, and operational support are excluded from this project.
6. Database design, operating system configuration, network configuration, and troubleshooting activities are excluded

Excluded Area	Description
Database Replication, Optimization, or Partitions	Any activities related to database replication, performance tuning, or partitioning are excluded.
Router / Switch Troubleshooting	Network hardware troubleshooting and configuration are not included.
DNS Issues	Domain Name System setup, configuration, or problem resolution is excluded.

SSL Configuration	Installation and configuration of SSL certificates are outside the project scope.
Internet Connectivity	Internet service provisioning or connectivity troubleshooting is excluded.
TCP/IP Configuration	Network protocol configuration and troubleshooting are excluded.
Network Appliance Setup / Troubleshooting	Configuration or maintenance of firewalls, load balancers, or other network appliances is excluded.
Technical Environment Operations	Day-to-day technical environment operations are not included.
Network Maintenance and Backup	Network-level maintenance, monitoring, and backup activities are excluded.
Web Server Setup and Troubleshooting	Web server installation, configuration, or troubleshooting is excluded.
Remote Access Customer/Server Configuration	Configuration of remote access technologies (Citrix, Terminal Server, etc.) is excluded.
Windows or Other Operating System Installation	Installation or configuration of operating systems is outside the project scope.

Table 6:EXCLUSIONS

DEFINITION OF CODE FREEZE

To enable the upgrade to take place a freeze will be placed on any changes to the current live site. The freeze can only be broken/suspended with steering group approval.

The following changes fall under the code freeze:

- Creation of custom fields on the admin console. Please note this excludes addition or deletion of products and categories and addition or deletion of items on customizable menus.
- Changes to any tables that have custom field capabilities e.g., Tickets, answers, contacts, tasks and opportunities (this excludes contact uploads).
- Any new integration/external event including API calls (this includes product uploads).
- Any code to the end user pages (excluding text changes).

The following changes fall outside of the code freeze and can be made without referring to the programmer team:

- Deletion or addition of products and categories.
- Addition or deletion of items on a customizable menu.

The following changes/requests can be completed during the code freeze provided the process stated is followed

Changes Allowed During Documentation Freeze (With Process)

Item	Process for Project Team / Users to Follow	Process for Project Manager / Instructor to Follow
Creation of a new report or document section	Submit a formal change request describing the required report	Project Manager reviews and approves the request
Text changes in documented user interfaces (screens, menus)	Make proposed text changes and notify Project Manager	Project Manager records change and updates final document
Changes to documented business rules	Submit change request with justification	Project Manager updates rule documentation after approval

Updates to documented user or order data	Submit request detailing data changes	Project Manager verifies and documents the changes
Essential changes to documented configurations	Contact Project Manager with full details	Project Manager assesses impact on scope, time, and quality

Table 7:DEFINITION OF CODE FREEZE

DEPENDENCIES

The following work and activities impact the Online Food Delivery System project.

Item	Description	Dependency	Deadline for Resolution	Impact if Deadlines Not Met
Restaurant Registration Module	Documentation of restaurant onboarding process	Must be completed and reviewed before final document approval	Before final submission date	Restaurant workflow will be incomplete in final documentation
Menu Management Feature	Documentation of menu creation and update process	Requires approval of functional requirements	Before documentation freeze	Menu-related sections may need rework
Order Processing Workflow	Definition of order placement and confirmation flow	Must be finalized before risk analysis	Before final review	Incomplete or incorrect order workflow documentation
Payment Method Description	Documentation of online payment options	Depends on approval of payment requirements	Before final submission	Payment section may be inconsistent
Delivery Process Definition	Documentation of delivery assignment and tracking	Requires finalized order workflow	Before final review	End-to-end delivery process not clearly defined

Table 8:DEPENDENCIES

ASSUMPTIONS

PROJECT CHARTER ASSUMPTIONS

1. This Project Charter is based on discussions and agreements among the project team members and the course instructor.
2. All stakeholders will review and agree on the contents of this document before proceeding with further project documentation.
3. The Project Charter will be used as a reference throughout the project to ensure alignment with stated objectives and to resolve project issues.

PROJECT PLAN ASSUMPTIONS

1. The final list of tasks to be performed for the Statement of Work will be defined in the approved project plan.
2. The project plan will outline the timeline for completing all documentation and deliverables within the academic schedule.

DEVELOPMENT AND TESTING

1. No system development or user acceptance testing will be conducted, as this is a documentation-only project.
2. Any review or validation of documents will be performed by the project team and instructor.
3. A documentation freeze will be applied during the final review stage, and any major changes will be handled through the change management process.

TRAINING

1. Training activities will be limited to conceptual understanding of the Online Food Delivery System.
2. Training sessions will be conducted through classroom discussions or online meetings as required.
3. Team members will have access to necessary learning materials and internet connectivity.
4. A single point of contact (Project Manager) will coordinate all training-related activities.

CUSTOMER FURNISHED PROPERTY & SERVICES

The project team will provide the following resources for completing the project:

1. Personal computers or laptops
2. Internet access
3. Word processing and documentation tools
4. Access to academic reference materials

CRITICAL PROJECT DATES

The following highlights the project's targeted milestone dates associated with the Online Food Delivery System documentation project. This will serve as an input to the overall Project Plan for the engagement.

Date	Description
01/12/2025	Project Kick-Off
03/12/2025 – 06/12/2025	Requirements Gathering and Analysis
08/12/2025 – 12/12/2025	System Design and Documentation Draft

14/12/2025 – 15/12/2025	Risk Analysis and Project Charter Review
17/12/2025	Statement of Work Completion
19/12/2025 – 22/12/2025	Documentation Review and Quality Assurance
26/12/2025	Final Project Documentation Submission
29/12/2025	Project Completion and Post-Project Review

Table 9:CRITICAL PROJECT DATES

CRITICAL SUCCESS FACTORS

The following lists the critical success factors for the Online Food Delivery System project. These elements must be in place for the project to be successful.

1. Designated project team members will be available to act as Subject Matter Experts (SMEs) and provide required business and technical information for documentation accuracy.
2. The project is constrained by academic timelines; therefore, effective planning, coordination, and adherence to milestones are essential.
3. Clear definition of system requirements, including user roles (customers, restaurants, delivery personnel, administrators), must be completed early in the project.
4. Project sponsor and instructor support is required throughout the project lifecycle to ensure alignment with academic and project objectives.
5. All internal project roles and responsibilities must be clearly defined, with one individual assigned overall responsibility for coordination and delivery.
6. Project team members must be available for review sessions, discussions, and training related to the Online Food Delivery System concepts.
7. Data structures related to users, orders, menus, and payments must be clearly documented and finalized.
8. Scope control must be enforced to prevent unnecessary expansion of system features beyond the approved Project Charter.
9. Reporting and documentation standards must be defined to measure project completion and quality effectively.
10. Final review and submission activities require close coordination due to limited time available during the final project phase

CRITICAL SUCCESS FACTORS

The following table lists the critical success factors for the Online Food Delivery System project. These elements must be in place for the project to be successful.

RISK REGISTER

Risk No.	Date Identified	Description	Probability	Impact	Criticality	Preventative Actions	Contingent Actions	Owner	Status
1	01/08/2025	Lack of a clearly assigned Project Manager may result in poor coordination and missed deadlines.	M	M	Medium	Assign a Project Manager at the start of the project and clearly define responsibilities.	Reassign coordination tasks to a senior team member or instructor.	Project Sponsor	Open
2	01/08/2025	Academic timeline constraints may cause delays in completing documentation deliverables.	M	H	High	Develop a realistic project schedule and monitor progress regularly.	Prioritize critical sections and reallocate team effort.	Project Manager	Open
3	05/08/2025	Unclear or changing system requirements may impact the quality of project documentation.	M	M	Medium	Finalize requirements early and enforce scope control.	Use change management process to approve updates.	Project Manager	Open
4	10/08/2025	Limited availability of team members for reviews and meetings.	L	M	Low	Schedule meetings in advance and agree on availability.	Conduct online or asynchronous reviews.	Project Manager	Open

5	15/08/2025	Scope creep due to adding new features beyond the approved Project Charter.	M	H	High	Clearly define scope and obtain formal approval for changes.	Reject non-approved changes or move them to future work.	Project Sponsor	Open
6	20/08/2025	Poor documentation quality due to inconsistent formatting or standards.	L	M	Low	Define documentation standards early.	Conduct final quality assurance review.	Quality Lead	Open
7	25/08/2025	Delay in final approval from instructor or sponsor.	L	H	Medium	Submit drafts early for feedback.	Adjust submission timeline if permitted.	Project Manager	Open

Table 10:RISK REGISTER

COMMUNICATION AND REPORTING PLAN

This is a high-level communication and reporting plan for the Online Food Delivery System project. Detailed communication methods and dates will be defined during the planning phase.

Stakeholder	Role	Information Requirements	Information Provider
Project Sponsor	Project Oversight	Project objectives, progress updates, risks, and change requests	Project Manager
Project Manager	Project Coordination	Overall project status, milestones, risks, and issues	Project Team
Instructor/ Supervisor	Academic Reviewer	Progress reports, deliverables, and compliance with academic criteria	Project Manager
Team Members	Project Contributors	Task assignments, deadlines, and documentation standards	Project Manager

Quality Assurance Lead	Quality Review	Draft documents, quality standards, and review feedback	Project Manager
Risk Owner	Risk Management	Risk status, mitigation actions, and escalations	Project Manager
Documentation Lead	Documentation Control	Version control, formatting standards, and submission requirements	Project Manager
All Stakeholders	Project Updates	Weekly status reports and ad hoc communications	Project Manager

Table 11:COMMUNICATION AND REPORTING PLAN

BUDGET

The project cost and terms are defined as part of the project plan. This section provides an initial estimate of project team resource utilization for the Online Food Delivery System documentation project.

Year	Month	Project Manager	Documentation Lead	System Analyst	Risk & QA	Team Member 1	Team Member 2	Total Hours
2025	December	40	60	50	20	30	30	230
2025	January	50	70	60	30	40	40	290
2025	February	30	50	40	20	20	20	180
2025	March	20	30	20	10	10	10	100
Total		140	210	170	80	100	100	800

Table 12:BUDGET

QUALITY ASSURANCE

TESTING PLAN

The table below lists the tests that will be carried out with estimated dates for the Online Food Delivery System project

Test Type	Test Description	Dates	Location	Tester(s)	Issue Resolution
Unit	Review of individual document sections (requirements, scope, risks) for correctness and clarity.	Ongoing (Aug – Sept)	Team workspace / Online	Project Team	Project Manager

Functional	End-to-end review of system workflows (order placement, payment flow, delivery process) in documentation.	Sept	Classroom / Online	System Analyst	Project Manager
Integration	Validation of documented interactions between system components (customer, restaurant, delivery, admin).	Late Sept	Classroom / Online	Project Team	Project Manager
UAT (User Acceptance Testing – Documentation Review)	Review of system documentation from a user perspective (customer, restaurant, delivery personnel).	Early Oct	Classroom / Online	Instructor/ Sponsor	Project Manager
Admin Review	Review of admin-related documentation (restaurant management, order management, reporting).	Early Oct	Classroom / Online	Instructor	Documentation Lead
Final System Review	Full review of all project documents for completeness and alignment with Project Charter.	Mid Oct	Classroom / Online	Review Team	Project Manager
Submission Readiness Test	Final quality check for formatting, consistency, and	Late Oct	Team workspace	QA Lead	Documentation Lead

	compliance with academic template.			
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Table 12:**TESTING PLAN**

TESTING METHOD :

Testing will be conducted using predefined test scripts for unit, functional, and user acceptance reviews, with issues logged and tracked, pass criteria clearly defined, and results validated through comparison against documented requirements and existing workflows

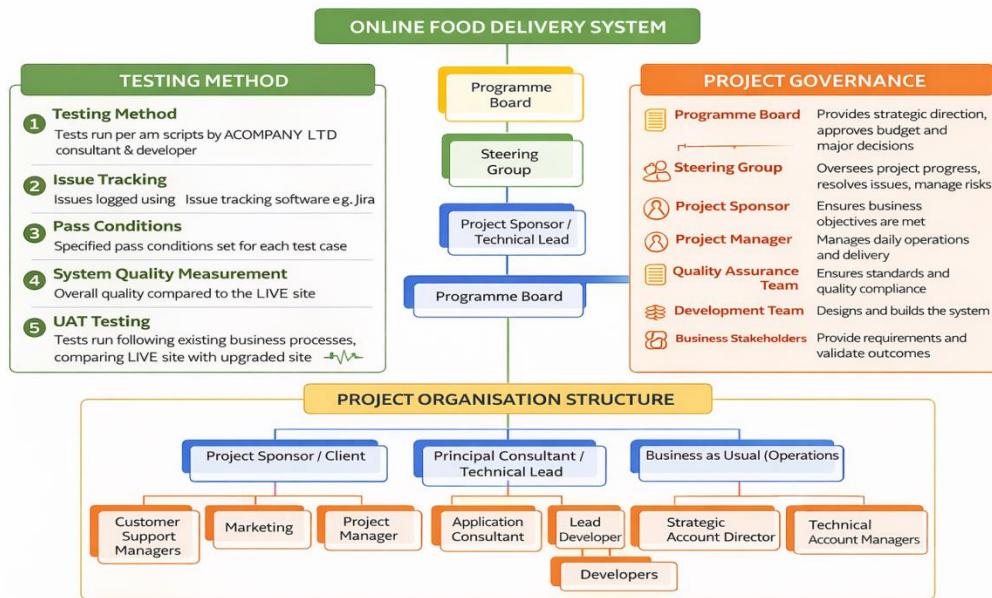


Figure 1:project organization structure

PROGRAMME BOARD :

The Programme Board provides overall direction and authority for the Online Food Delivery System project, ensuring the project meets its defined business objectives and approving final completion. It oversees value delivery and approves major change requests or exceptions that exceed Steering Group authority.

STEERING GROUP :

The Steering Group provides day-to-day oversight and direction for the Online Food Delivery System project and reports to the Programme Board. It has delegated authority to approve the Project Charter, Statement of Work, and change requests within agreed time and scope tolerances. The group ensures adequate project resources are available and is responsible for maintaining the quality of all project deliverables. It also serves as the first point of escalation for risks, issues, and exceptions, meeting regularly to review progress and decisions.

PROJECT TEAM ROLES AND RESPONSIBILITIES:

Project Team Role & Responsibility	Name / Title	Contact Information
Project Sponsor: Provides overall direction, approves objectives, scope, and major changes. Member of Steering Group.	Course Instructor/ Supervisor	gondacity@gmail.com
Project Manager: Primary contact for the project; plans, coordinates, monitors progress, manages risks and change requests.	Project Manager	dagimgis mie@gmail.com
System Analyst: Gathers and documents business and system requirements; defines workflows and user roles.	System Analyst	ehabitie9@gmail.com
Documentation Lead: Responsible for preparing, formatting, and version-controlling all project documents.	Documentation Lead	tesfazerfu@gmail.com
Quality Assurance Lead: Reviews documentation for accuracy, completeness, and compliance with templates and standards.	QA Lead	azanawdegu@gmail.com
Risk Manager: Identifies, tracks, and manages project risks and mitigation actions.	Risk Manager	maruyitbark@gmail.com
Training Coordinator: Coordinates conceptual training and knowledge-sharing sessions among team members.	Training Coordinator	ehabitie9@gmail.com
Team Members: Support analysis, documentation, reviews, and project activities as assigned.	Project Team	Direct via Project Manager

Table 13:PROJECT TEAM ROLES AND RESPONSIBILITIES:

CHANGE MANAGEMENT PROCESS :

During the Online Food Delivery System project, changes to requirements, scope, schedule, or deliverables may be identified and must be formally documented. Any proposed change will require a Change Request detailing the requested modification and its impact on scope, timeline, and effort, and must be reviewed and approved by the Project Manager and relevant stakeholders. Once approved, the change will be incorporated into the project plan and documentation in accordance with agreed schedules.

APPENDIX 1:

SAMPLE CHANGE REQUEST – ONLINE FOOD DELIVERY SYSTEM

General Information

Field	Details
Client Name	University / Course Project – Online Food Delivery System
Statement of Work	OFDS_SOW_001
Client Project Manager Contact Info	Name: gondacity Email: gondacity@gmail.com Phone: _____

Table 14:General Information.

Change Request Information

Field	Details

Change Request Number	CR#_OFDS_SOW_001
Contract Type	<input checked="" type="checkbox"/> Fixed Price <input type="checkbox"/> Time & Materials
Date Requested	15/01/2026
Priority	<input checked="" type="checkbox"/> Critical <input type="checkbox"/> Important <input type="checkbox"/> Desirable
Title	Correction and Alignment of Project Documentation Schedule
Description of Proposed Change	Update and align all project documentation dates, including the Project Charter, training schedule, and critical project milestones, to reflect the approved academic timeline and ensure consistency across all project documents.
Reason for Change	The existing documentation contains dates that are not aligned with the current academic calendar. This change is required to ensure document accuracy, consistency, and compliance with course submission requirements.
Implications of Not Making Change	Failure to implement this change may result in inconsistent or incorrect dates, leading to confusion during review, reduced documentation quality, possible grading penalties, and non-compliance with academic standards.

Table 15:Change Request Information

Status

Status	Date
<input checked="" type="checkbox"/> Approved	16/01/2026
<input type="checkbox"/> Rejected	—
USC's – Hours Used	6 hours

Table 16:Status

Approval:

Title	Name	Signature	Date
Project Manager	Dagim Gismie	Dagim Gismie	16/01/2026

Project Sponsor/ Instructor	Gondar city	Gondar city	16/01/2026
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Table 17:Approval:

Change Details:

Item	Description
Schedule Change	The project end date is adjusted to 30/01/2026, with an estimated additional effort of 6 hours.
Effort / Cost Impact	This change impacts project effort but does not involve any financial cost, as this is an academic documentation-only project.
Description of Agreed Service and Deliverable Changes	The project team will provide the following additional or revised deliverables: <ul style="list-style-type: none"> • Updated Project Charter with corrected and aligned dates • Revised Training Schedule and Critical Project Dates tables
Terms and Conditions	Except for the changes documented above, all other terms and conditions of the original Statement of Work remain unchanged.

Table 18:Change Details:

SCHEDULE MANAGEMENT PLAN:

DOCUMENT CONTROL:

DOCUMENT INFORMATION:

Information	Details
Document ID	OFDS_SMP_001
Document Owner	Project Manager
Issue Date	15/01/2026
Last Saved Date	16/01/2026
File Name	OFDS_Schedule_Management_Plan.docx

Table 19:DOCUMENT INFORMATION:

DOCUMENT HISTORY:

Version	Issue Date	Changes
1.0	15/01/2026	Initial version

Table 20:DOCUMENT HISTORY:

DOCUMENT APPROVALS:

Role	Name	Signature	Date
Project Sponsor	Course Instructor (Gondar City)	Gondar City	16/01/2026
Project Review Group	Project Team	Project Team	16/01/2026
Project Manager	Dagim Gismie	Dagim Gismie	16/01/2026
Quality Manager	QA Lead	QA Lead	16/01/2026

Table 21:DOCUMENT APPROVALS:

TEMPLATE GUIDE

This Schedule Management Plan defines how the project schedule for the [Online Food Delivery System \(OFDS\)](#) will be planned, monitored, and controlled. The sections included reflect standard project management practices and may be adjusted to suit academic or project requirements. All guidance text has been replaced with finalized content suitable for submission.

SCHEDULE METHOD AND TECHNIQUE

The OFDS project will use a [Work Breakdown Structure \(WBS\)](#) combined with [Critical Path Method \(CPM\)](#) to identify, sequence, and schedule project activities. [Rolling wave planning](#) will be applied, allowing detailed planning of near-term tasks while high-level planning is maintained for later stages.

SCHEDULING SOFTWARE

The project schedule will be developed and maintained using [Microsoft Project](#) and [Microsoft Excel](#). Non-working days will align with the academic calendar, and tasks will not be scheduled during official holidays or non-instructional periods.

ESTIMATE TOLERANCES

If any task or work package is forecast to exceed its planned schedule by more than 10%, the Project Manager will review the variance and initiate corrective actions through the project's change management process.

SCHEDULING MEASUREMENTS

The following units of measurement will be used to track scheduling and progress:

- Human resource effort: Hours and days
- Task duration: Days
- Documentation deliverables: Number of completed sections or pages
- Review activities: Completion status (planned vs actual)

Item	Unit of Measurement
Human resources effort	Hours and days. Minimum 2 hours and maximum 5 days per task. Larger tasks must be further decomposed for scheduling accuracy.
Human resources cost	Effort-based (hours × standard academic workload). No monetary cost applied for this project.
Documentation deliverables	Number of pages or sections completed.
Review and approval activities	Review cycles completed (planned vs actual).
Risk management activities	Number of risks identified, reviewed, and closed.
Training and knowledge sharing	Number of sessions conducted and attendance recorded.
Project milestones	Milestone completion status (on-time / delayed).

Table 22:SCHEDULING MEASUREMENTS

RELATED ORGANISATIONAL PROCEDURES

The Online Food Delivery System (OFDS) project follows the university's project management guidelines, academic calendar, and documentation standards. Schedule control and updates will align with course submission rules and agreed working days. Non-working periods, including weekends and academic holidays, will be predefined in the scheduling tools to prevent tasks from being planned during unavailable periods.

SCHEDULE MAINTENANCE

The project schedule will be owned and maintained by the Project Manager. It will be reviewed and updated on a weekly basis based on progress reported during project team meetings. Version control will be applied to all schedule updates, and a baseline schedule will be established at the start of the project to measure performance. Task status will be tracked using planned versus actual start and finish dates.

SCHEDULE TOLERANCES

The project allows a schedule variance of up to **5%** or a maximum delay of **five (5) days** without escalation. Any variance exceeding these tolerances will require corrective action and escalation to the Project Sponsor for review and approval.

MEASURING PROGRESS

Progress will be measured by comparing actual task completion against the approved baseline schedule. Actual start and finish dates will be recorded, and in-progress tasks will be measured using percentage completion. Schedule performance will be monitored using schedule variance and milestone achievement.

SCHEDULING AND REPORTING FORMAT

The project schedule will be maintained using **Gantt Charts** developed in Microsoft Project or Excel. Progress reporting will be provided through weekly status reports and milestone timelines, with summary views presented using simple timeline diagrams where required.

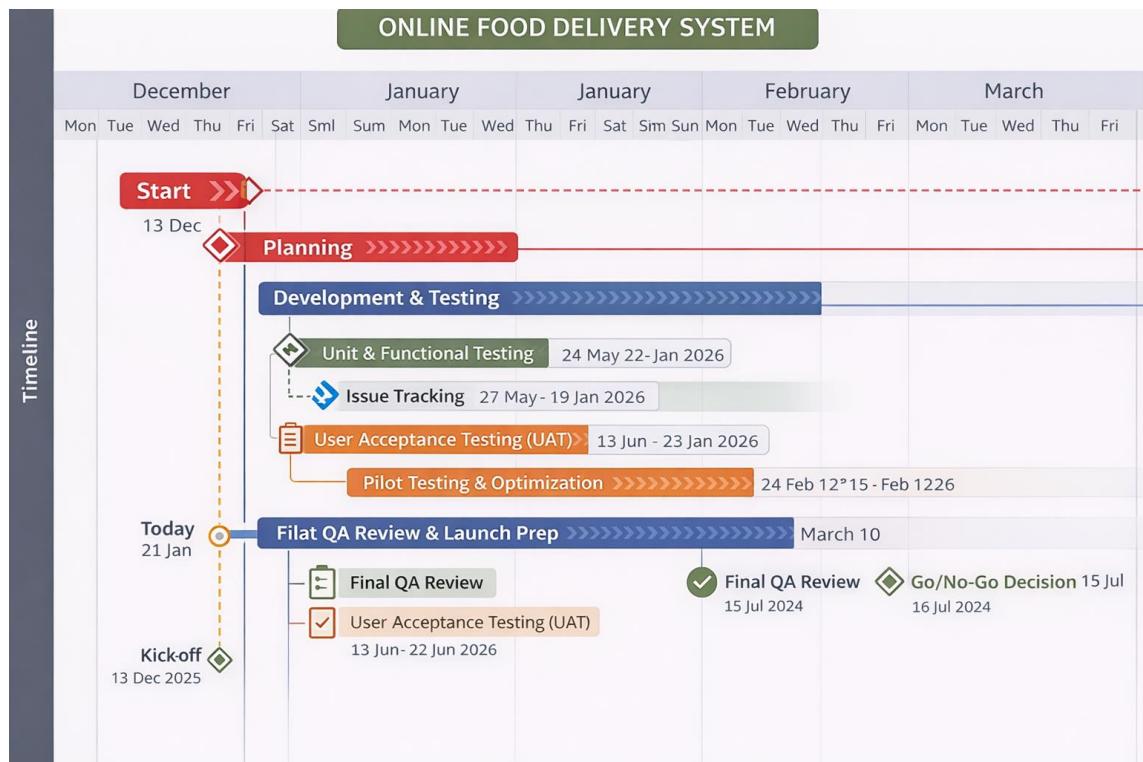


Figure 2 :Online Food Delivery System work flow

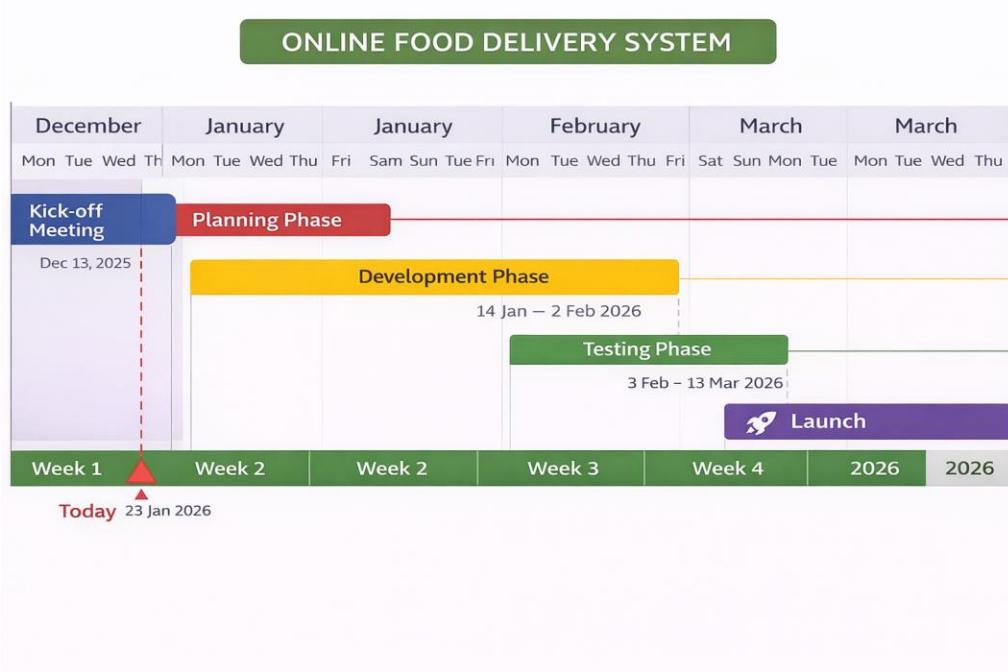


Figure 3: Timeline built in PowerPoint

STATEMENT OF WORK

Business Challenges

The rapid growth of online food ordering has increased customer expectations for speed, accuracy, and reliability. Traditional food ordering methods, such as phone calls or in-person visits, often result in delays, order inaccuracies, limited tracking, and poor customer experience. Restaurants face challenges in managing multiple orders simultaneously, coordinating with delivery personnel, and maintaining accurate menu and pricing information.

Customers also expect real-time order tracking, multiple payment options, and transparent delivery status updates. Without a centralized system, restaurants and delivery partners struggle to coordinate efficiently, leading to missed orders, delayed deliveries, and reduced customer satisfaction. Additionally, management lacks consolidated data and reports to analyze order trends, customer behavior, and operational performance.

The Online Food Delivery System (OFDS) is proposed to address these challenges by providing a centralized, digital platform that connects customers, restaurants, delivery personnel, and administrators in a single system.

Solution Overview

The Online Food Delivery System (OFDS) is a web-based and mobile-enabled platform designed to streamline the food ordering and delivery process. The system enables customers to browse restaurants, view menus, place orders, make payments, and track deliveries in real time. Restaurants can manage menus, receive and process orders, and update order status, while delivery personnel can view assigned deliveries and update delivery progress.

This project focuses on analysis, planning, and documentation of the OFDS. Any new requirements or changes identified after approval of the Project Charter or Statement of Work will be managed through the defined Change Management Process.

The solution will comprise:

- Centralized food ordering and delivery workflows
- Role-based access for customers, restaurants, delivery staff, and administrators
- Order tracking and status updates
- Reporting and management information for administrators

Functional Scope

The functional scope of the Online Food Delivery System includes:

- Customer registration, login, and profile management
- Restaurant listing and menu management
- Online food ordering and order confirmation
- Payment method documentation (cash on delivery, online payment – conceptual)
- Order assignment to delivery personnel
- Real-time order status tracking
- Administrative monitoring and reporting

Proposed Delivery Approach

The proposed process for delivering the OFDS project documentation includes:

- Project Management
- System Analysis and Design
- Documentation Development
- Quality Assurance and Review
- Stakeholder Review and Approval

Project Deliverables

This section defines the key deliverables for the Online Food Delivery System project.

Project Management

The Project Manager will be responsible for planning, coordinating, and monitoring all project activities defined in the Project Charter and Statement of Work. The Project Manager will develop and maintain the Project Plan,

manage risks and issues, and provide regular progress updates. Weekly status reports will be prepared to track milestones and deliverables.

The Project Sponsor will designate a single point of contact to support coordination and approvals. The project team will be responsible for providing timely inputs to ensure adherence to the academic schedule.

System Analysis and Design

The system analysis phase will document business requirements, user roles, and system workflows. This includes customer ordering processes, restaurant order management, delivery assignment workflows, and administrative oversight functions. Diagrams and structured descriptions will be used to clearly represent system behavior.

Quality Assurance

Quality assurance activities will ensure that all project documents are complete, accurate, and aligned with the Project Charter. Reviews will be conducted against defined requirements, and feedback will be incorporated prior to final submission. The system documentation will be validated for clarity, consistency, and academic compliance.

Administration Support

The project team will provide conceptual administrative support documentation, including system configuration descriptions, user role definitions, and reporting requirements. This ensures that administrators can understand how the OFDS would be managed in a real-world environment.

Management Reports

The OFDS will include documented management reports to support decision-making. These reports may include:

Sample Report – Order Summary Report

Filters:

- Order Date Range
- Restaurant
- Order Status
- Payment Method

Columns (Summary Level):

- Order ID
- Customer Name
- Restaurant Name
- Order Date
- Order Status
- Total Amount

Columns (Detail Level):

- Item Name

- Quantity
- Item Price
- Delivery Status

Drill-down functionality will allow administrators to view order details from summary-level reports, supporting operational analysis and performance monitoring

Risks

Risk assessment is the process of identifying, analyzing, and managing risks that may affect the implementation of the Online Food Delivery System (OFDS). The following risks have been identified along with mitigation strategies.

Risk	Mitigation
User adoption of the system	Provide user-friendly design and basic user training
System deployment issues	Conduct testing before deployment and monitor go-live
Resource availability	Obtain management approval and assign dedicated project resources

Table 23:Risks

Assumptions

Assumptions are factors considered true for planning and estimating the project scope, effort, and timeline.

Overall Project Assumptions

1. The OFDS will be developed as a web-based system.
2. Project activities will be carried out offsite.
3. Stakeholders will provide timely approvals and feedback.
4. One project manager will represent the client side.
5. Weekly progress updates will be provided.
6. Acceptance testing will be performed by the client.

Technology Assumptions

1. Users will have access to internet-enabled devices.
2. Hosting infrastructure will be provided by the client or institution.
3. Third-party payment services are outside implementation scope.
4. Required system data will be provided in correct format.

Exclusions

The following items are out of scope for the OFDS project:

1. Development of third-party payment gateways.
2. Advanced server, network, or security configuration.
3. Mobile application development (Android/iOS).
4. Integration with external logistics or accounting systems.
5. Formal end-user training beyond basic documentation.

Roles and Responsibilities

Project roles and responsibilities are defined in the Project Charter and will be followed throughout the project lifecycle.

Onsite Requirements

The project is planned as an offsite engagement. If onsite support is required, the client will provide:

1. Internet access
2. Access to relevant systems and documentation
3. Workspace for project-related activities

Rates (Indicative – Academic Purpose)

Role	Rate
Project Manager	Fixed academic rate
System Analyst	Fixed academic rate
Developer	Fixed academic rate
Tester	Fixed academic rate

Table 24:Rates (Indicative – Academic Purpose)

Rates

Work shall be based on standard consulting rates as listed below:

Role	Rate
Project Manager	€1,200 / day
System Analyst	€1,200 / day
Software Developer	€1,200 / day
Quality Assurance (Tester)	€1,200 / day
UI/UX Designer	€1,200 / day
Training & Support Specialist	€1,200 / day

Table 25:Rates

Fees Summary

The estimated project effort and associated fees are summarized below.

This estimate excludes travel and incidental expenses.

CONSULTING SERVICE	DAYS	FEE
Deliverable 1 – Project Management	8	€ 9,600
Deliverable 2 – System Development	6	€ 7,200
Deliverable 3 – Quality Assurance Testing	4	€ 4,800
Deliverable 4 – Administration & Deployment Support	4	€ 4,800
Deliverable 5 – Reporting & Documentation	6	€ 7,200
TOTAL	28	€ 33,600

Table 26:Fees Summary

Payment Terms

This project is delivered on a **Fixed Fee basis**. Payment shall be made within **30 days** of invoice issuance. The service provider reserves the right to suspend services if payments are overdue.

Expenses

Travel and out-of-pocket expenses are **not included** in this estimate and will be invoiced separately if applicable.

Terms & Conditions

All services are governed by standard project terms and conditions. Any change to scope, cost, or schedule will be managed through the approved **Change Management Process**.

Signatures:

For Service Provider	For Client
Name: _____	Name: _____
Title: Project Lead	Title: Project Sponsor
Date: _____	Date: _____

Table 27:Signatures:

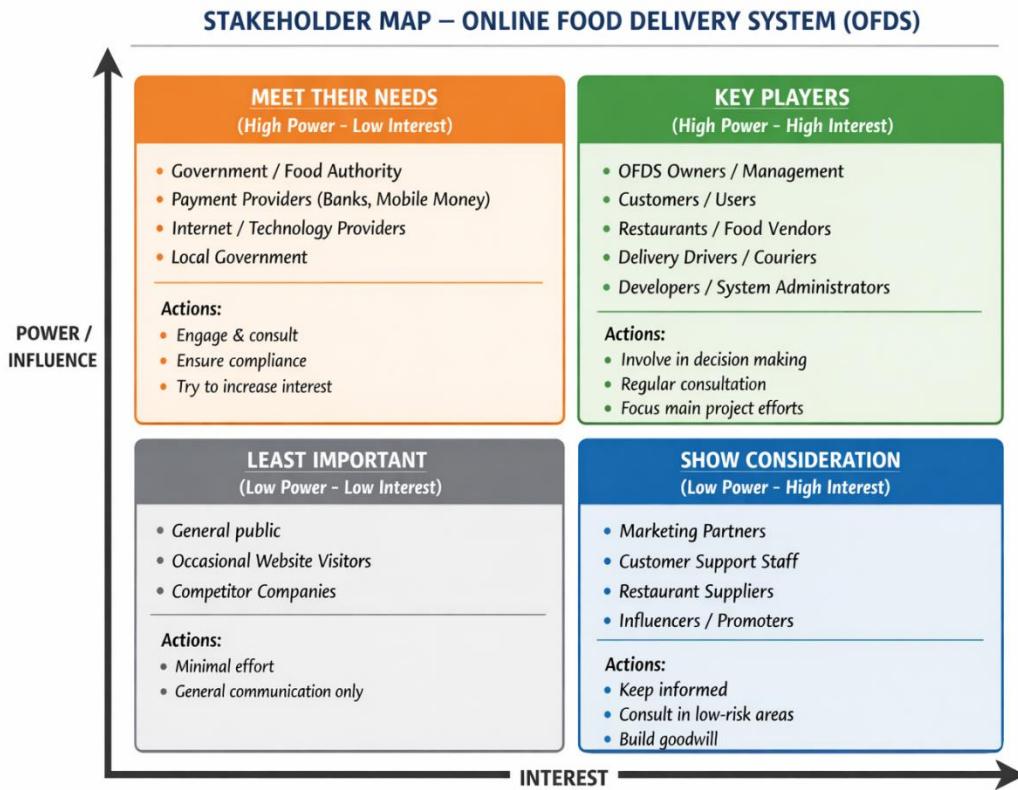


Figure 4:Stakeholder map

Risk Log:

ID	Date Raised	Risk Description	Likelihood	Impact	Severity	Owner	Mitigating Action	Contingent Action	Progress on Actions
1	20/12/2025	There is a risk that the system server may crash during peak order time, causing service interruption.	High	High	High	System Admin	Upgrade server capacity, use cloud hosting, load testing	Switch to backup server immediately	Load testing completed – 22/12/2025
2	20/12/2025	There is a risk of data breach affecting customer personal information.	Medium	High	High	Security Manager	Implement encryption, firewall, regular security audits	Inform users, isolate system, restore from backup	Firewall installed – 23/12/2025
3	21/12/2025	There is a risk that delivery drivers may	High	Medium	High	Operations Manager	Recruit standby drivers,	Delay delivery time, inform customers	Additional drivers hired

		not be sufficient during high demand.					demand forecasting		– 24/12/2025
4	21/12/2025	There is a risk of payment gateway failure causing transaction issues.	Medium	High	High	Finance Manager	Use multiple payment gateways, system monitoring	Switch to alternative gateway	Backup gateway added – 25/12/2025
5	22/12/2025	There is a risk of poor mobile app performance on older devices.	Medium	Medium	Medium	Development Lead	Optimize app, compatibility testing	Release emergency patch update	Optimization ongoing
6	22/12/2025	There is a risk that restaurants delay order preparation.	Medium	Medium	Medium	Vendor Manager	SLA agreement with restaurants, monitoring	Notify customer, assign alternative restaurant	Monitoring system deployed – 26/12/2025
7	23/12/2025	There is a risk of inaccurate GPS tracking for drivers.	Low	Medium	Low	Technical Lead	Integrate better mapping API, testing	Manual driver communication	GPS testing completed – 26/12/2025
8	24/12/2025	There is a risk of customer dissatisfaction due to late delivery.	Medium	High	High	Customer Support Manager	Improve routing, performance tracking	Offer refund/discount	Support policy updated – 26/12/2025

Table 28:Risk Log

Severity table aka risk matrix:

Impact \ Likelihood	Low	Medium	High
Low	Low	Low	Medium
Medium	Low	Medium	High
High	Medium	High	High

Table 29:Severity table aka risk matrix:

CONCLUSION

This document has presented a comprehensive project management framework for the Online Food Delivery System (OFDS), focusing on planning, analysis, and documentation rather than system implementation. Through the preparation of the Project Charter, Statement of Work, Schedule Management Plan, Risk Register, Quality Assurance Plan, and supporting sections, the project demonstrates the practical application of standard project management principles in an information technology context.

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