

# As – Is Work System Snapshot Diagram

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| <div>Customers</div> <div>Remote customers<br/>Drive through customers<br/>Walk in customers</div>   | <div>Products &amp; Services</div> <div>Delivering the food<br/>Provide ordered food<br/>Collecting payment<br/>Receive feedback<br/>Quality assurance</div> |  |
| <div>Business process</div> <div><ul style="list-style-type: none"><li>Place the order<ul style="list-style-type: none"><li>if remote (internet)</li><li>if drive through (online/in person)</li><li>walk in (in person)</li></ul></li><li>The request is processed in the system availability of stock<ul style="list-style-type: none"><li>if available, the order will be passed to cook (prepare the food)</li><li>if unavailable, system prompts to choose different order</li></ul></li><li>Payment is made by the customer<ul style="list-style-type: none"><li>if remote, online payment</li><li>drive through or walk-in, card or cash</li></ul></li><li>Food is prepared<ul style="list-style-type: none"><li>remote (deliver)</li><li>drive through (window)</li><li>walk in (table)</li></ul></li><li>Walk in customer eat and leave</li></ul></div> |  |  |
| <div>Participants</div> <div><ul style="list-style-type: none"><li>Customer</li><li>Employee</li><li>Store manager</li><li>Delivery boy</li><li>Bank and financial department</li></ul></div>  | <div>Information</div> <div><ul style="list-style-type: none"><li>Detailed menu</li><li>Banking details</li><li>Customer information</li></ul></div>         | <div>Technology</div> <div><ul style="list-style-type: none"><li>Computer</li><li>Internet</li><li>Phone</li></ul></div> |