Vision and Scope Document

for

Cafeteria Ordering System

Version 1.0 approved

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Process Impact

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Revision History

Name	Date	Reason For Changes	Version
Karl Wiegers	10/13/02	initial draft	1.0 draft 1
Karl Wiegers	11/4/02	baseline following changes after inspection	1.0 approved

1. Business Requirements

1.1. Background, Business Opportunity, and Customer Needs

A majority of Process Impact employees presently spend an average of 60 minutes per day going to the cafeteria to select, purchase, and eat lunch. About 20 minutes of this time is spent walking to and from the cafeteria, selecting their meals, and paying for their meals by cash or credit card. When employees go out for lunch, they spend an average of 90 minutes off-site. Some employees phone the cafeteria in advance to order a meal to be ready for them to pick up. Employees don't always get the selections they want because the cafeteria runs out of certain items. The cafeteria wastes a significant quantity of food that is not purchased and must be thrown away. These same issues apply to breakfast and supper, although far fewer employees use the cafeteria for those meals than for lunch.

Many employees have requested a system that would permit a cafeteria user to order meals online, to be delivered to a designated company location at a specified time and date. Such a system would save those employees who use the service considerable time and it would increase the chance of them getting the food items they prefer. This would improve both their quality of work life and their productivity. Knowing what food items customers want in advance would reduce wastage in the cafeteria and would improve the efficiency of cafeteria staff. The future ability for employees to order meals for delivery from local restaurants would make a wider range of choices available to employees and provides the possibility of cost savings through volume purchase agreements with the restaurants. It might also permit Process Impact to have the cafeteria handle only individual lunches, relying on restaurants to fill orders for breakfasts, dinners, special events, and weekend meals.

1.2. Business Objectives and Success Criteria

BO-1: Reduce cafeteria food wastage by 50% within 6 months following initial release.[1]
Scale: Value of food thrown away each week by cafeteria staff.
Meter: Examination of Cafeteria Inventory System logs
Past [2002, initial study]: 30%
Plan: Less than 15%
Must: Less than 20%
BO-2: Reduce cafeteria operating costs by 15% within 12 months following initial release.
BO-3: Increase average effective work time by 20 minutes per employee per day within 3 months following initial release.

SC-1: Have 75% of those employees who presently use the cafeteria use the Cafeteria Ordering System within 6 months following initial release.
SC-2: Achieve an increase in the average rating on the quarterly cafeteria satisfaction survey of 0.5 within 3 months following initial release and 1.0 within 12 months following initial release.

[1] This example shows the use of Planguage as a way to precisely state a business objective or other requirement.

1.3. Business Risks

RI-1: The Cafeteria Employees Union might require that their contract be renegotiated to reflect the new employee roles and cafeteria hours of operation. (Probability = 0.6; Impact = 3)
RI-2: Too few employees might use the system, reducing the return on investment from the system development and the changes in cafeteria operating procedures. (Probability =0.3; Impact = 9)
RI-3: Local restaurants might not agree to offer price reductions to justify employees using the system, which would reduce employee satisfaction with the system and possibly their usage of it. (Probability = 0.4; Impact = 3)

2. Vision of the Solution

2.1. Vision Statement

For employees who wish to order meals from the company cafeteria or from local restaurants on-line, the Cafeteria Ordering System is an Internet-based application that will accept individual or group meal orders, process payments, and trigger delivery of the prepared meals to a designated location on the Process Impact campus. Unlike the current telephone and manual ordering processes, employees who use the Cafeteria Ordering System will not have to go to the cafeteria to get their meals, which will save them time and will increase the food choices available to them.

2.2. Major Features

FE-1: Order meals from the cafeteria menu to be picked up or delivered
FE-2: Order meals from local restaurants to be delivered
FE-3: Create, view, modify, and delete meal service subscriptions
FE-4: Register for meal payment options
FE-5: Request meal delivery
FE-6: Create, view, modify, and delete cafeteria menus
FE-7: Order custom meals that aren't on the cafeteria menu
FE-8: Produce recipes and ingredient lists for custom meals from cafeteria
FE-9: Provide system access through corporate Intranet or through outside Internet access by authorized employees

2.3. Assumptions and Dependencies

AS-1: Intranet-enabled computers and printers will be available in the cafeteria to permit cafeteria employees to process the expected volume of orders without missing any delivery time windows.
AS-2: Cafeteria staff and vehicles will be available to deliver all orders within 15 minutes of the requested delivery time.
DE-1: If a restaurant has its own on-line ordering system, the Cafeteria Ordering System must be able to communicate with it bidirectionally.

3. Scope and Limitations

3.1. Scope of Initial and Subsequent Releases

Feature	Release 1	Release 2	Release 3
FE-1	Standard meals from lunch menu only; delivery orders may be paid for only by pay-roll deduction	Accept orders for breakfasts and dinners, in addition to lunches; accept credit and debit card payments	
FE-2	Not implemented	Not implemented	Fully implemented
FE-3	Implemented if time permits (medium priority)	Fully implemented	
FE-4	Register for payroll deduc-tion payments only	Register for credit card and debit card payments	
FE-5	Meals will be delivered only to company campus sites, not to off-site locations	Add delivery from cafeteria to selected off-site locations	
FE-6	Fully implemented		
FE-7	Not implemented	Not implemented	Fully implemented
FE-8	Not implemented	Fully implemented	
FE-9	Fully implemented		

3.2. Limitations and Exclusions

LI-1: Some food items that are available from the cafeteria will not be suitable for delivery, so the menus available to patrons of the Cafeteria Ordering System will be a subset of the full cafeteria menus.

LI-2: The Cafeteria Ordering System shall be used only for the cafeteria at the main Process Impact campus in Clackamas, Oregon.

4. Business Context

4.1. Stakeholder Profiles

Stakeholder	Major Value	Attitudes	Major Interests	Constraints
Corporate Management	improved employee productivity; cost savings for cafeteria	strong commitment through release 2; support for release 3 contingent on earlier results	cost savings must exceed development and usage costs	none identified
Cafeteria Staff	more efficient use of staff time throughout the day; higher customer satisfaction	concern about union relationships and possible downsizing; otherwise receptive	job preservation	training for staff in Internet usage needed; delivery staff and vehicles needed
Patrons	better food selection; time savings; convenience	strong enthusiasm, but might not use it as much as expected because of social value of eating lunches in cafeteria and restaurants	simplicity of use; reliability of delivery; availability of food choices	access to corporate Intranet is needed
Payroll Department	no benefit; needs to set up payroll deduction registration scheme	not happy about the software work needed, but recognizes the value to the company and employees	minimal changes in current payroll applications	no resources yet committed to make software changes
Restaurant Managers	increased sales; marketing exposure to generate new customers	receptive but cautious	minimal new technology needed; concern about resources and costs of delivering meals	might not have staff and capacity to handle order levels; might need to get Internet access

4.2. Project Priorities

Dimension	Driver	Constraint	Degree of Freedom
Schedule			release 1 planned to be available by 3/1/03, release 2 by 5/1/03; overrun of up to 3 weeks acceptable without sponsor review
Features		All features scheduled for release 1.0 must be fully operational	
Quality		95% of user acceptance tests must pass; all security tests must pass; compliance with corporate security standards must be demonstrated for all secure transactions	
Staff	projected team size is half-time project manager, 2 developers, and half-time tester; additional half-time developer and half-time tester will be available if necessary		
Cost			budget overrun up to 15% acceptable without sponsor review