Group J

**CafeGo
Stakeholder Requests**

Version 3.0

Revision History

Date	Version	Description	Author
29/03/2023	1.0	Create doc, do 1 -> 4 index	Hồ Minh Thanh Tài
02/04/2023	2.0	Update doc	Nguyễn Nhật Quỳnh
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Stakeholder Requests

1. Introduction

Great opportunities exist in our industry to improve application development efforts. Understanding stakeholder or user needs before beginning development is crucial to improving this process. Many techniques are available to elicit stakeholder or user needs. One simple and inexpensive technique that is appropriate for use in virtually every situation is the Generic Interview. The Generic Interview can help the developer or analyst understand stakeholder or user objectives and problems. Armed with this insight, developers can create applications that fit the stakeholder's or user's real needs and increase their satisfaction.

1.1 Purpose

• Research the background of the stakeholder or user and the company ahead of time.

• Review the questions prior to the interview.

• Refer to the format during the interview to ensure the right questions are being asked.

• Summarize the top two or three problems at the end of the interview. Repeat what you learned to confirm your comprehension.

1.2 Scope

Talking about the scope of requirements collection of the project stakeholders, the team conducted requirements collection in a variety of ages, levels, occupations and educations. However, mainly the acceptors involved in the group requirements gathering process fall into the following categories (base on the result of the survey):

• Teenagers – especially students.

• People who just graduated from school and started working

Because the characteristics of the project will be associated with businesses in the field of coffee and beverage service, besides the methods of collecting requests that are common to everyone, the team has implemented special request methods. with business objects, coffee and beverage service and enjoyment space, such as:

• Interview the manager of the cafe.

• Interview customers who come to the cafe.

1.3 Definitions, Acronyms, and Abbreviations

None

1.4 References

None

1.5 Overview

Below is an interview with a customer using the space and food and beverage services at the cafe.

The questions are divided into 11 different sections, including:

1. Establish Stakeholder or User Profile.

2. Assessing the Problem.

3. Understanding the User Environment.

4. Recap for Understanding.

5. Analyst's Inputs on Stakeholder's Problem (validate or invalidate assumptions).

6. Assessing Your Solution (if applicable).

7. Assessing the Opportunity.

8. Assessing Reliability, Performance and Support Needs.

9. Other Requirements.

10. Wrap-Up.

11. Analyst's Summary.

Through the above 11 thematic sections, we show the requirements of a typical stakeholder.

2. Establish Stakeholder or User Profile

- **Name:** Nguyễn Minh Hoàng
- **Company / Industry:** Ho Chi Minh City University of Technology – HCMUT
- **Job Title:** Sinh viên
- **What are your key responsibilities?**
  Studying.
- **What deliverables do you produce?**
  Knowledge and professional competence.
- **How is success measured?**
  Good grades and passing.
- **What problems interfere with your success?**
  Not enough environment to study effectively.
- **What, if any, trends make your job easier or harder?**
  Have a public space to better support learning.

3. Assessing the Problem

- **For which <application type> problems do you lack good solutions?**
  Difficulties finding a favorite spot in a coffee shop.
- **What are they?**

  i. When I arrived at the restaurant, it was full or my ideal seat was not available.

  - **Why does this problem exist?**

  The number of customers coming to the cafe is too large compared to the space that the cafe can provide. Or is it because of the random factor that my favorite position already has someone coming first.

  - **How do you solve it now?**

  Mainly based on experience, depending on the time frame, the shop will be crowded or empty. As for the favorite seat, it depends on luck.

  - **How would you like to solve it?**

  There is an app to be able to check the status and reserve a spot online in the cafe.

ii. When there are group meetings to study, it is not possible to guarantee the seating supply of cafes.

- **Why does this problem exist?**

The number of customers coming to the cafe is too large compared to the space that the cafe can provide. There are not enough tables and chairs for the number of people in the group meeting or the location does not satisfy the needs during the group meeting. For example, there are not enough sockets for everyone to plug in to charge phones and laptops..

- **How do you solve it now?**

Mainly based on experience, depending on the time frame, the shop will be crowded or empty. As for the ideal seat, it depends on luck. Most of the current cafes do not have a service for pre-ordering tables and chairs, but only for venue reservations, but the cost is quite expensive and unnecessary.

- **How would you like to solve it?**

There is an app to be able to check the status and make an online reservation for the many people coming in the cafe.

4. Understanding the User Environment

- **Who are the users?**
  - o Those who have needs come to the cafe to enjoy drinks, study and group meetings.
  - o Coffee shops have the desire to expand their service to satisfy the needs of customers looking for a good location.
- **What is their educational background?**
  Diversity.
- **What is their computer background?**
  Medium.
- **Are users experienced with this type of application?**
  Yes.
- **Which platforms are in use? What are your plans for future platforms?**
  Not yet.
- **Which additional applications do you use that we need to interface with?**
  Online payment.
- **What are your expectations for usability of the product?**
  User-friendly.
- **What are your expectations for training time?**
  Stay for a short period of time.
- **What kinds of hard copy and online documentation do you need?**
  None.

5. Recap for Understanding

- **You have told me:**
  - o Can't find the ideal seat.
  - o Failing to meet the needs of group meetings outside the cafe.

- **Does this represent the problems you are having with your existing solution?**

  Yes.

- **What, if any, other problems you are experiencing?**

  None.

6. Analyst's Inputs on Stakeholder's Problem (validate or invalidate assumptions)

- **Which, if any, problems are associated with:**

  - *If the cafe publishes an app for customers to make reservations through the app, it is likely that the cafe will need to collect an additional fee to reserve a place.*

    - **Is this a real problem?**

      That's right. With a small surcharge, only students like me can afford it.

    - **What are the reasons for this problem?**

      Because some locations in the restaurant have beautiful locations, the demand for customers who want to have that location will also be high. So a small surcharge is reasonable.

    - **How would you like to solve the problem?**

      The shop should have special incentives for students such as free tuition for students, for example.

    - **How would you rank solving these problems in comparison to others you've mentioned?**

      Important.

  - *Because some bad actors may try to destroy the shops by making reservations but do not come, so the application will certainly limit a certain amount of time from the time of online booking and ask people to book must comply with this regulation.*

    - **Is this a real problem?**

      That's right.

    - **How would you like to solve the problem?**

      Care must be taken to ensure correct arrival within the allotted time after a table has been reserved.

    - **How would you rank solving these problems in comparison to others you've mentioned?**

      Quite important.

7. Assessing Your Solution (if applicable)

- **What if you could...**
  - Book table and seating position (1 or more people) via online application.
  - Can make food and drink orders and pay online.

- **How would you rank the importance of these?**

  Important.

8. Assessing the Opportunity

- **Who needs this application in your organization?**

  Students - teachers - staffs.

- **How many of these types of users would use the application?**

  All users can use it.

- **How would you value a successful solution?**

  Everyone has a good experience of how friendly and easy to use the app is..

9. Assessing Reliability, Performance, and Support Needs

- **What are your expectations for reliability?**

  I think the app should be highly reliable.

- **What are your expectations for performance?**

  Fast.

- **Will you or others support the product?**

  Of course.

- **Do you have special needs for support? What about maintenance and service access?**

  Not too important.

- **What are the security requirements?**

  Not too important.

- **What are the installation and configuration requirements?**

  Can be used on many different platforms.

- **How will the software will be distributed?**

  On mobile application platforms such as Android and iOS.

9.1 Other Requirements

- **Which, if any, regulatory or environmental requirements or standards must be supported?**

  None.

- **Can you think of any other requirements we need to know about?**

  None.

10. Wrap-Up

- **Are there any other questions I should be asking you?**

  No.

- **If I need to ask follow-up questions, may I give you a call?**

  Yes. I prefer using Facebook messenger or messaging via Zalo.

- **Would you be willing to participate in a requirements review?**

  Yes.

11. Analyst's Summary

1. The table cannot be set as desired.

2. It is not possible to determine the capacity of the coffee shop to provide space when there is a need for group meetings.

3. Pay an additional fee when making a reservation.

4. Make sure to go to the cafe within the limited time after you have reserved a table.