FOOD MANAGEMENT SYSTEM

Stakeholder Requests

Version <1.0>

Revision History

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Stakeholder Requests

# Introduction

## Purpose

The purpose of this collection of Stakeholder Requests is:

• Specify the stakeholders of this project.

• Collect requests.

• Specify the priority of stakeholder requests.

## Scope

The scope of the Stakeholder Requests document is related to the Product Management System report that is part of the Food Management System project.

## Definitions, Acronyms, and Abbreviations

None

**1.4 References**.

## Overview

The Stakeholder Request document describes in detail about the information, the responsibilities and the rights of the individual, group or organizations that is involved in the Food Management System project.

# Establish Stakeholder or User Profile

* Name: John Company / Industry: PRODUCT restaurant
* Job Title: employee
* What are your key responsibilities?
* Manage and update information about product
* Provide customers with consultancy
* Order confirmation
* What deliverables do you produce?
* Service

For: people who have requirement to order product

* How is success measured?
* Profit
* Frequency in using service
* Satisfaction of the customers
* What problems interfere with your success?
* Do not have basic knowledge of using Internet
* Virus attach system
* What, if any, trends make your job easier or harder?
* How to built a Product Management System that easy to use for everyone
* Name: TAT Restaurant Company / Industry: Hanoi University
* Job Title: System provider
* What are your key responsibilities?
  + Providing Restaurant with Product Management System
  + System Maintenance
* What deliverables do you produce?
  + A better solution to restaurant
* For whom?
  + Restaurant
* How is success measured?
  + The efficiency of the system
  + The contract value
  + Satisfactory of Restaurant
* What problems interfere with your success?
* Users do not have basic knowledge of using the system.
* The system does not work effectively.
* What, if any, trends make your job easier or harder?
* Product Management System

# Assessing the Problem

* For which <application type> problems do you lack good solutions?
* The product management system database is not up-to-date in time
* Customer don’t know how to use this application

***For each problem, ask:***

* Why does this problem exist?
* Admin does not update the database regularly
* How do you solve it now?

Create an online management system that updates the database automatically

* How would you like to solve it?
* Create online management system online related to database

# Understanding the User Environment

* Who are the users?
* The customer, employee and manager of restaurant
* What is their educational background?
* Have background knowledge to use the system
* What is their computer background?
* Basic knowledge of using computer and Internet
* Are users experienced with this type of application?
* No information
* Which platforms are in use? What are your plans for future platforms?
* Web
* Microsoft Windows
* Future Platforms: IOS
* Which additional applications do you use that we need to interface with?
* Microsoft Office
* What are your expectations for usability of the product?
* Easy to use
* What are your expectations for training time?
* No need training time.
* What kinds of hard copy and online documentation do you need?
* The contract between the system provider and the user

# Recap for Understanding

* You have told me Lack of effective management
* Lack of real-time information
* Lack of order convenience
* Does this represent the problems you are having with your existing solution?
* Yes
* What, if any, other problems you are experiencing?

# Analyst’s Inputs on Stakeholder’s Problem (validate or invalidate assumptions)

* Which, if any, problems are associated with:
* Admin must be proficient in using the system
* Employee uses the system effectively
* For each suggested problem, ask:
* Is this a real problem?
* Yes
* What are the reasons for this problem?
* Many people do not have enough time and transportation to eat directly at the restaurant
* How do you currently solve the problem?
* No current solution yet.
* How would you like to solve the problem?
* Establish Food Management System in order to meet the demand of ordering product online of the customers.
* How would you rank solving these problems in comparison to others you’ve mentioned?
* Satisfying the customers is the most important reason that results in establishing this Food Management System.
* It is necessary at this time.

# Assessing Your Solution (if applicable)

* What if you could
* Create communication between customers and the restaurant
* Increase satisfaction and working effectiveness thank to friendly interface and easy to use.
* Provide effectively management methods
* Always update information, decision, notification,…
* Time response from server as soon as possible
* How would you rank the importance of these?
* Very important

# Assessing the Opportunity

* Who needs this application in your organization?
* Employee and Admin
* How many of these types of users would use the application?
* Most of the users would use this application.
* How would you value a successful solution?
* Every stakeholder finds this solution helpful

# Assessing Reliability, Performance, and Support Needs

* What are your expectations for reliability?
* The system is available 100% of time, 100% accurate in all functions
* Short fix time
* What are your expectations for performance?
* Fast response time
* The number of users accessing to the system is still met (200 users)
* The ready of system
* Will you or others support the product?
* Our group will support the product
* Do you have special needs for support?
* No
* What about maintenance and service access?
* Maintenance will be performed once a month.
* What are the security requirements?
* Network security methods are required.
* What are the installation and configuration requirements?
* My group is responsible for the installation and configuration
* What are the special licensing requirements?
* How will the software will be distributed?
* The software will be distributed directly to TAT Restaurant
* What are the labelling and packaging requirements?
* Not any

## Other Requirements

* Which, if any, regulatory or environmental requirements or standards must be supported?
* No
* Can you think of any other requirements we need to know about?
* No

# Wrap-Up

* Are there any other questions I should be asking you?
* No other questions.
* If I need to ask follow-up questions, may I give you a call?
* Yes. You may give me a call.
* Would you be willing to participate in a requirements review?
* I would be willing to participate in a requirements review

# Analyst’s Summary

1. Lack of effective management.
2. Lack of skill to use this application

3. Lack of real-time information.

4. Lack of ordering convenience.