

Dialogue with Stakeholder

A: Software Architect

B: Stakeholder

A: Good morning, madam. I'm the software architect of the Food Reservation and Food Delivery System that contacted you three days ago.

B: Yeah, good morning.

A: May I know your expectation on this system in terms of system performance, security aspects or any requirements you would like to have?

B: I think the system should be user-friendly, as you know most of our users are first-time users of the system. I hope our system does not confuse them or hinder them when they try to use our system.

A: We will try to maintain usability such as minimising the food order steps, keeping user interfaces in minimalist design and reducing user error impact. Moreover, we will also make sure that there is no huge difference between this system with other existing food ordering apps to ensure user learnability.

B: That's great.

A: Alright, do you have any other requirements for this system?

B: Yes, the system should have a more secured log-in interface and payment interface to ensure the security of the log-in process and payment process. In addition, the sensitive information of the users should be encrypted as well to prevent information leakage.

A: Sure madam, we will work on the system security by utilising the firewalls and other tactics. Anything else?

B: Hmm, I hope that the system is scalable enough on handling many transactions at one time, as we have gathered a lot of potential end-users now. I do not want any crashing to happen in this system because the end-users might feel frustrated and disappointed with our system.

A: Okay madam, we will increase the system's scalability. Is that all?

B: Yeah, I think that's all for now. I can't think of anything currently. I will contact you when there are any other requirements.

A: Alright, sure madam. Thank you for your time.

B: You're welcome.