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Order/Delivery System Project Plan

Panucci’s Pizza

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# Scope

1. Customer Record
   1. Name
      1. First name
      2. Last name
   2. Phone Number
   3. Address
      1. Subdivision Name
      2. Closest Major Intersection
   4. Payment Type
2. Payment Processing
   1. Payment Type
      1. Checks
      2. Cash
      3. Credit Cards
   2. Amount
3. Customer Database
   1. Customer Record
      1. Address
      2. Delivery Information
   2. Transaction History
      1. Order
      2. Date
      3. Time
      4. Customer Record
4. Receipts
   1. Printing
   2. Signature
   3. Customer Record
   4. List of Items Ordered
   5. Delivery / Pickup
   6. Amount Due
5. Menu
   1. Items
      1. Pizza Sizes
      2. Number of Toppings
      3. Toppings
      4. Crust Options
      5. Sides
      6. Drinks
   2. Ordering

# Schedule

## Work Breakdown Structure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Task ID | Work breakdown structure | Planned start | Planned finish | Progress |
| 1 | **Planning** | **09/10/21** | **09/28/21** | Completed |
| 1.1 | Design | 09/20/21 | 09/24/21 | Completed |
| 1.2 | Data | 09/25/21 | 09/28/21 | Completed |
| 2 | **Execution** | **10/01/21** | **10/15/21** |  |
| 2.1 | Develop customer records | 10/06/21 | 10/10/21 |  |
| 2.2 | Develop payment systems | 10/11/21 | 10/15/21 |  |
| 2.3 | **GUI** | **10/16/21** | **11/15/21** |  |
| 2.3.1 | Menu items | 10/19/21 | 10/21/21 |  |
| 2.3.2 | Cart | 10/22/21 | 10/25/21 |  |
| 2.3.3 | Payment | 10/26/21 | 10/29/21 |  |
| 2.3.4 | Customer database | 10/30/21 | 11/15/21 |  |
| 3 | **Finishing** | **11/16/21** | **11/27/21** |  |
| 3.1 | Compound program | 11/17/21 | 11/20/21 |  |
| 3.2 | Test program | 11/21/21 | 11/27/21 |  |

Gantt Chart**Timeline

Description automatically generated**

# Team Organization

## Team Roles:

Manager:

* + - * + Leads team
        + Manages team
        + Assigns tasks
        + Establishes schedule
        + Develops plan
        + Communicates between team members
        + Oversees production and provision of services
        + Improves processes and policies
        + Communicates between customers, employees, and team members

Developers:

* + - * + Codes
        + Works with designer

Designers:

* + - * + Designs UI
        + Works with developer

# Technical Description

### User Interface

The opening screen will feature a pizza as the loading animation and the restaurant name. Users will log in by entering their phone numbers and selecting “confirm”.

The menu screen will feature tabs for pizzas, sides, and drinks. In the pizza tab, users will see different types of pizzas with different topping combinations. They will be able to view their last order and quickly add it to their cart. They will also be able to create their own from scratch and select the toppings in which they are interested. The sides tab will feature things such as pasta, breadsticks, and cheese sticks. The drinks tab will feature the available drinks and drink types, such as a one-liter bottle of Coke, or a twenty-ounce cup of sweet tea.

Upon checking out, the user will be presented with their order to review, pick-up or delivery, and payment method. If pick-up is selected, the pizza’s shop address will appear, and the user will be allowed to finalize the order and payment. If delivery is selected, the user will be prompted to enter their address, and will be allowed to tip, finalize order, and finalize payment. Upon finalizing the order and payment the user will be able to track the status of their order. They will be able to view the stage of their order from preparing and packaging to order ready for pickup or in transit. An hour after they receive their order, they will be able to provide feedback on their order and just rate the overall experience.

### Hardware and Software Requirements

A PC running Windows 10 or macOS Big Sur will be required to run the application. A keyboard or some form of text entry will be required to enter information. A mouse, touchscreen, or other form of selection input will be required to interact with the application.

### Development Restrictions

#### Schedule Requirements

The expected deadline given by the client is November 29th. The expected date to start the testing phase is November 21st. The date we are expected to finish the testing phase is November 27th. That gives our team approximately six days to find any errors and discrepancies in the program, fix them and tweak the program to the clients' needs. After the testing phase, we have two days to get the product deployed to the client.

#### Platforms

The program will be able to run on desktop and mobile devices using the Windows 10 or macOS Big Sur operating systems. The system will be required to handle the cross-compatibility between the two platforms and operating systems. The GUI must resize to adapt with resolution when using mobile devices. The program will ultimately be required to run without error if the user is using a desktop or mobile device with Windows 10 or macOS Big Sur.

### Design

The program will be built around high ease of use and simplicity. It needs to be easy to operate by both customers and employers to increase efficiency and minimize frustration. Ordering will be straightforward with menu items being selectable with a running total shown alongside the items that have already been ordered and with the amount that has been ordered. Customer information will be easily accessible by employees through a search bar that brings up matching results and allows them to be selected. The area for entering new customer information will be laid out with each category labeled to make things as smooth as possible.

### Coding Methods

To store the records of customers, the records themselves must first be created, such as a list of objects containing the customer’s phone number, name, address, information for locating the address, and type of charge account. The program must include methods in order to process and store previous purchases, including the type of purchase and amount of each purchase. There must also be a method to allow customers to access their older transactions along with the details of it. Once the customer makes a transaction, a method must be implemented where the transaction is not only stored, but if a credit card is used, the ability to print out a receipt and a place to sign. The receipt must include the details of the order. Finally, to allow all this to occur, a GUI must be developed with the ability to access all the menu items with diverse choices and quick access to desired orders, and a way to acquire what the most desirable orders have previously been. By fulfilling this in the appropriate order, it will allow for the most efficient and simplest operations on a day-to-day basis.

# Data Management Plan

The customer will be able to access their complete customer profile and their past orders. They will be able to view and update their first name, last name, phone number, address, and transaction type. Data will be viewable as a table in the software. Customers will be able to delete their data upon request, however transaction history will remain in the system.

At any time, a manager will be able to view and update a customer’s subdivision name and closest major intersection. A manager will also be able to view a customer’s address and phone number in case they need an emergency contact. This will ensure that the information is most helpful to the employees. Upon request from a customer, a manager will be allowed to view and update a customer’s profile, with the exception of the customer’s transaction details.

Data will be stored, synced, and backed-up through dedicated servers. Customer data will not be accessible by third parties. Any attempt to access data through a third party or trusted source will result in a user prompt confirming awareness of their involvement. Any attempt to access data from an unknown or unauthorized source will be denied.

# Test Plan

Individual components will be tested during development by the developers working on them, and components made by integrating individual components will be tested for issues by the developers of the individual components being combined. Complete system testing will include employees and select customers of Panucci’s Pizza. These customers will be given coupons in exchange for ordering through the app. Users will be trained through short instructional videos. User involvement will include testing of the interface, creation of an account, creation of a managerial account for employees, and a test of the user feedback feature.

Employees will be trained through management. The management will report any issues or suggestions to developers in order to improve the software. Employee test features will include testing of the scheduling interface, clocking in, clocking out, and reporting sick, absentee, or vocational absences. Continuous improvements will be made until the employees and management note their satisfaction with the system. System reliability will take precedence over feature improvements. Testing will be terminated upon the software’s official release.