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| Passport Meals Web App |
| Project Vision Document | |
| Author: Armen Levon Armen  9/28/2021  Last Revised: 9/30/2021  **Version 1.0** | |
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**Revision History**

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# Introduction

We hope to create software that will be used by restaurants to store customer information and to aid in contact tracing. We want this software to be able to target all the needs of a restaurant in the covid era and help business comply with covid regulations.

## Scope

### In Scope

This vision document applies to the Passport Meals program. Our team will produce this web app to handle customer information and other restaurant functions. The Passport Meals program will receive customer information to be used for contact tracing and reservations. The customer will choose if they wish to store their information so that next time, they will not have to re-fill the form. The program will then show the customers the restaurant menu. This system will also handle reservations and other information restaurant needs for operations such as recommendations etc.

### Out of Scope

This program will not be handling payment transactions or ordering of any kind. Business management and other functions will not be in our scope beyond providing customer information services.

## Definitions, Acronyms, and Abbreviations

|  |  |
| --- | --- |
| Term | Explanation |
| Passport Meals | The name of our program. |
| Contact tracing | Covid-19 prevention protocol that requires restaurants to collect customer contact information in order to notify them in the event of covid. |
| Customer profile | A profile with the contact information of a client |
| Vaccine status | Whether the customer has met the vaccine requirement. Yes = vaccinated or has an exception. No = not fully vaccinated. |
| Covid | The disease caused by SARS-CoV2, also known as covid-19. |
| QR code | Type of code that can be scanned by a smart device that will link to our program. |
|  |  |
|  |  |

## References

| Reference File Name | Version | Description |
| --- | --- | --- |
| High level requirements | 1.0 | High level requirements |
|  |  |  |

|  |  |
| --- | --- |
| Name | Link |
| Ontario covid requirements | https://covid-19.ontario.ca/index.html |
| NCBI list of contact tracing apps | https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8042619/ |
| Example of existing program | https://www.ikkousha.ca/keep-our-community-safe-tonkotsu |
|  |  |
|  |  |

# Positioning

## Business Opportunity

Handling customer data is a crucial business function in the digital age. Many restaurants still have no way of effectively collecting and storing basic customer information. Because of the covid pandemic, restaurants are now required to store ever more customer data. Our program is designed to efficiently collect customer information and make it helpful to both the customer as well as the restaurant owner. The customer benefits by saving time with every future visit. The restaurant benefits by having an integrated reservation and contact tracing system that will store customer information for future use.

## Problem Statement

Effectively storing customer information is a problem for restaurants and affects their business in a negative way. Passport Meals will solve this by providing effective information storage as well as other functionality to make the restaurant experience faster.

|  |  |
| --- | --- |
| The Problem of | Storing customer information |
| affects | Restaurants |
| the impact of which is | Inefficiency in doing business and inconvenience to their customers. |
| a successful solution would be | An efficient customer information handler that can easily store basic contact information and details regarding their vaccination and reservation. This information will be re-called at each visit. |

Table 1 Problem Statement

## Product Position Statement

< A product position statement communicates the intent of the application and the importance of the project to all concerned personnel >

|  |  |
| --- | --- |
| For | Restaurant owners |
| Who | Feel the need for an integrated system that can store customer information and handle reservations. |
| Passport Meals | is a software program |
| That | Provides an integrated customer information solution. |
| Unlike | Open table, |
| Our product | Vaccination status and contact tracing. |

Table 2 Product Position Statement

## SWOT Analysis

|  |  |
| --- | --- |
| Strengths | Weaknesses |
| Team members’ expertise | Restaurant demand |
| Ease of use | New idea – may face resistance |
| Low cost |  |
| **Opportunities** | **Threats** |
| Lack of established competition | Changing business landscape |
| Emerging need for information systems in restaurants. | Changing laws and regulations |
| Covid pressure | Competition |

# Stakeholder and User Descriptions

The target market includes all restaurants that are in urbanized cities. Users are expected to use our easy system to provide necessary information to meet the requirements regulated by the city and then served in the restaurant. Restaurant will provide users with QR code to access the web application and follow the instructions to be able to find seats or placed in a queue. Administrator will be able to add/edit new features and promotions. Staff will interact with the app to ensure proper contact tracing information is recorded. Also, item menu is provided through a QR code. We are distinguishing ourselves by making our system easy and smooth to use and not sophisticated to keep customers engaged and feel less intimidated compared to available systems in the market.

## Stakeholder Summary

| Stakeholder Name | Represents | Role |
| --- | --- | --- |
| System Analyst | This is a stakeholder that works with the stakeholders to gather their needs | Leads and coordinates requirements elicitation and use-case modeling by outlining the system’s functionality and delimiting the system; for example, identifying what actors exist and what use cases they will require when interacting with the system. |
| Requirement’s Specifier | This is a stakeholder that works with Analysts to correctly translate requests/needs into requirements to be used for design | Specifies the details of one or more a part of the system’s functionality by describing one of the aspects of the requirements, this will include functional and non-functional. |
| Technical Reviewer | This is a stakeholder that must be involved regularly to maintain the development cycle | Responsible for contributing feedback to the review process. This role is involved in the category of review that deals with the technical review of project artifacts. This role is responsible for providing timely, appropriate feedback on the project artifacts being reviewed. |
| Software Architect | This is a stakeholder that is primary for leading the system development | Responsible for the software architecture, which includes the key technical decisions that constrain the overall design and implementation for the project.  Ensures that the system is going to be maintainable, and the architectural solution supports the functional and non-requirements. |
| Project Manager | This is a stakeholder that is primary for leading the system development | Plans, manages and allocated resources, shapes priorities, coordinates interaction with customers and users, and keeps the project team focused. Also, establishes a set of practices that ensure the integrity and quality of project artifacts. |
| Market Analyst | This is a stakeholder that will assist our abilities to position our product successfully | Ensures that there is going to be a market demand for the product’s features and for the new service. |

Table 3 Stakeholder Summary

## User Summary

| User Name | Description | Responsibilities | Stakeholder |
| --- | --- | --- | --- |
| Business Owner | Primary end user of the system | Add, edit, delete, items and promotions. Review and reply to customer. Provide permissions to staff. | Self |
| Administrator | Administrative user of the system | Maintain the applications, send notifications of changes and policies, take administrative actions against those in term of services. | Self |
| Staff | End user of the system | Attend customers, monitor queue list, and confirm green light with customers that have all information provided correctly. | Self |
| Customer | End user of the system | Upload necessary information required by city bylaw, browse the menu, contact tracing, vaccine, and leave a review if desired. | Self |

Table 4 User Summary

# Stakeholder Requirements

< Categorize and list the requirements from the perspective of the business stakeholder and potential system users >

| ID | Requirement | Stakeholder |
| --- | --- | --- |
| 1001 | QR Scanning | Market Analyst/Customer |
| 1002 | Covid protocols | Requirement’s specifier/Business owner |
| 1003 | Customer Information DB | Software Architect |

Table 5 Stakeholder Requirements

# System Features

< List and briefly describe the system features. Features are the high-level capabilities of the system that are necessary to deliver benefits to the users. Avoid design. Keep feature descriptions at a general level. Focus on capabilities needed and why (not how) they should be implemented >

| ID | Feature | Stakeholder Requirement ID |
| --- | --- | --- |
| 1001 | QR Menu | 1001 |
| 1002 | Reservation | 1003 |
| 1003 | Contact tracing | 1002 |
| 1004 | Customer profile Data Base | 1003 |

Table 6 System Features

# Assumptions

The following assumptions were made in preparing the Project Plan:

* Restaurant will provide QR code for menu
* proof of vaccine must be presented to staff by customers.
* Failure to identify changes to draft deliverables within the time specified in the project timeline will result in project delays.
* Project Team will adhere to the communication plan.
* Project Plan (features) are subject to change based on law
* All project participants will abide by the guidelines identified within this plan.
* The Project Plan may change as new information and issues are revealed.

# Constraints

The following represent known project constraints:

* Project funding sources are limited, with no contingency.
* Due to liability concerns customers must present physical or digital proof of vaccine to staff.
* Customer has freedom of choice to consent to storing their information.