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# **Vision and Scope Document**

**for**

# **Прийшли З'їли**

**Version 1.0 approved**

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## Revision History

Name	Date	Reason For Changes	Version
Taras Panychok	3/28/2018	Initial Draft	1.0 draft 1
Yaroslav Holub	3/28/2018	Add Business Requirements	1.0 draft 2
Sofiya Padus	3/28/2018	Add Vision of the Solution	1.0 draft 3
Taras Panychok	3/28/2018	Add Scope and Limitations	1.0 draft 4
Andrii Skolotiany	3/28/2018	Add Business Context	1.0 approved

# 1. Business Requirements

## 1.1. Background

Our pizza chain is very popular and often is not able to serve and host each customer especially on holidays and special occasions. People come and strive to relax and eat nice dishes but often they face huge queues and have to wait a lot to have their pizzas ready. Those queues take a lot of time to wait and people tend to consider different places to eat. In a big picture, pizza place loses approximately 6% of its customers each month because of fully crowded space. Obviously, it is not that simple to change location in favor of the bigger one so any other more flexible solution is definitely worth considering.

## 1.2. Business Opportunity

Restaurant businesses have tendency to lose its potential revenue because of limitation of how many people they can host at a time. Providing a system that decreases time that average people spend in the pizza house can lead up to +6% profits each month and major advantage among other restaurants in the long run. Portion of customers plan to order dishes without having to look on the menu, and when they do, they usually sit around waiting for their order. There should be a way of avoiding the useless sitting around part and let newcomers have enough place to land thus increasing the pizza place capacity.

## 1.3. Business Objectives and Success Criteria

**BO-1:** Increase pizza place capacity by 6%

Plan: 6%

Must: 3%

**BO-2:** Reduce average time customers spend in the pizza place.

**SC-1:** Achieve an increase of 3% on the pizza place capacity within 3 months following initial release and 6% within 12 months following initial release.

## 1.4. Customer or Market Needs

Average pizza place visitor definitely would appreciate service where he could order pizza in advance. In that way if he orders pizza he does not need to wait until it is done but instead, only come to the pizza place when pizza is ready. Plus in situations when not all pizzas are available he can find that out simply using some website without having to go to the pizza place and getting angry that the desired pizza can not be ordered due to lack of some products etc..

## **1.5. Business Risks**

There is a risk that implementation quality of such solution can be poor and customers simply would not use it.

## **2. Vision of the Solution**

### **2.1. Vision Statement**

"Прийшли 3'їли" is a service for pizza chain, which makes it possible to order pizza in advance. The customer can choose a variety of pizzas, place and time of delivery. The client does not have to wait for the order because it is ready before his arrival.

The key feature - rejection of the usual model "Come - Order - Wait - Eat" in favor of innovational - "Order - Come - Eat."

### **2.2. Major Features**

**FE-1:** View existing pizzas, choose pizza

**FE-2:** Order pizza from the available menu (add to the cart)

**FE-3:** Create, view, modify and delete pizza by moderator

**FE-4:** Order pizza in a particular pizza house and at a specific time

**FE-5:** Credit card payment option

**FE-6:** Define pizza house working hours and time to cook pizza

**FE-7:** Ability to confirm / reject user's order by moderator

**FE-8:** Order custom pizza: ability to add ingredients to pizza, change their quantity

**FE-9:** Ability to register users with a statement of bonus account

**FE-10:** Receive bonus points after the order

**FE-11:** Use and view accumulated points to get discounts

**FE-12:** Save custom pizza configuration for quick future orders

### **2.3. Assumptions and Dependencies**

**AS-1:** Computers with internet access will be available in pizza house to allow pizza house manager to process all orders.

**AS-2:** Pizza house manager will set correct amount of pizzas which can be produced by this pizza house per hour. There will be enough employees and ovens to cook this amount of pizzas.

**AS-3:** Customers will come right on time to pick up their orders.

**DE-1:** If some ingredients are out of stock, pizza house manager must set this ingredient as “out of stock”. Then program will automatically block all pizzas with such ingredient and block it in ingredients list for custom pizza.

## 3. Scope and Limitations

### 3.1. Scope of Initial and Subsequent Releases

Feature	Release 1	Release 2	Release 3
FE-1	<i>Fully implemented</i>		
FE-2	<i>Implemented with payment restricted to cash-only</i>	<i>Fully implemented</i>	
FE-3	<i>Fully implemented</i>		
FE-4	<i>Not implemented</i>	<i>Fully implemented</i>	
FE-5	<i>Fully implemented</i>		
FE-6	<i>Not implemented</i>	<i>Fully implemented</i>	
FE-7	<i>Order is automatically confirmed</i>	<i>Fully implemented</i>	
FE-8	<i>Not implemented</i>	<i>Fully implemented</i>	
FE-9	<i>Registration of user without bonus account</i>	<i>Add bonus account if time permits (medium priority)</i>	<i>Fully implemented</i>
FE-10	<i>Not implemented</i>	<i>Not implemented</i>	<i>Fully implemented</i>
FE-11	<i>Not implemented</i>	<i>Not implemented</i>	<i>Fully implemented</i>
FE-12	<i>Not implemented</i>	<i>Fully implemented</i>	

### 3.2. Limitations and Exclusions

**LI-1:** Solution will not provide opportunity to deliver pizza directly to user's address.

**LI-2:** User will not be able to select day for his order: all orders must be placed for the current day.

**LI-3:** Bonuses are unique to each user: transfer between accounts, merging into shared/family account, etc. will not be possible.

## 4. Business Context

### 4.1. Stakeholder Profiles

<b>Stakeholder</b>	<b>Major Value</b>	<b>Attitudes</b>	<b>Major Interests</b>	<b>Constraints</b>
<i>Corporate Management</i>	<i>increased profit</i>	<i>support for release 1, support for release 2 based on usage results and customers feedback</i>	<i>profit should exceed development costs in 1 year</i>	<i>none identified</i>
<i>Pizza House Staff</i>	<i>higher customer satisfaction due to increased speed of service</i>	<i>concerns about possible waiters downsizing; though number of cooks could be increased, otherwise receptive</i>	<i>job preservation</i>	<i>training for the new job position (moderator) to support the web app is required</i>
<i>Patrons</i>	<i>time savings; a cheaper way to order food in advance, convenience</i>	<i>complete approval, though usage will be based on service quality</i>	<i>simplicity of use; meals being already prepared and yet hot by the time of deadline;</i>	<i>access to Internet to use the web app is required</i>
<i>Pizza House Managers</i>	<i>marketing exposure to generate new customers</i>	<i>receptive but cautious</i>	<i>concerns about resources and costs of scheduling and preparing meals in timely fashion</i>	<i>might not have staff and capacity to handle order amounts; might need to get Internet access</i>

## 4.2. Project Priorities

<i>Dimension</i>	<i>Driver</i>	<i>Constraint</i>	<i>Degree of Freedom</i>
<i>Schedule</i>			<i>release 1 planned to be available by 01/10/18, if requested, release 2 should be available by 01/02/19</i>
<i>Features</i>		<i>All features scheduled for release 1.0 must be fully operational</i>	
<i>Quality</i>		<i>stress testing should be performed, all security tests concerning account and payment transactions must pass;</i>	
<i>Staff</i>	<i>projected team size is full time project manager, 4 developers and one half-time tester</i>		
<i>Cost</i>		<i>Budget overrun not acceptable without sponsor review.</i>	

## 4.3. Operating Environment

- All users and pizza places are located in Lviv.
- Most requests will be performed between 6 p.m and 11 p.m.
- Continuous access to the web app and fast requests' responses are critical for customers satisfaction.
- Secure credit card payment systems should be provided.