



National University of Computer & Emerging Sciences

Department of Software Engineering

Software Requirements Engineering

In-Class Group Assignment - Fall 2024

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Time allowed: 1 hour

Total Marks: 15

Marks Obtained:

Scenario: Online Food Delivery System

You have been approached by PopularDesiFood chain to help transition to an online food delivery system. Your requirements engineering team agrees to design an **Online Food Delivery System (OFDS)** that serves three primary user groups: **Customers**, **Restaurant Managers**, and **Delivery Personnel**. The system aims to make the process of ordering, preparing, and delivering food seamless and efficient.



Description of the System:

Customers can browse menus, place orders, and track delivery status in real time. Restaurant managers receive order notifications, update menu availability, and manage operational reports. Delivery personnel can access optimized delivery routes, update order statuses, and receive push notifications about order assignments. The system integrates with third-party services like payment gateways, map APIs, and SMS notification systems.

User Stories

Customer User Stories:

1. As a customer, I want to browse restaurant menus categorized by cuisine and price so I can decide what to order.
2. As a customer, I want to place an order with multiple items so that I can buy a complete meal in one go.



Instructions for the Activity

Duration: 1 hour

Read the scenario and user stories provided. Can you think from the perspective of customer, restaurant manager/staff, and delivery personnel and add more user stories?

First, add more user stories.

Identify **Functional Requirements (FRs)** for the system against user stories for each user group.

Identify **Non-Functional Requirements (NFRs)** such as performance, security, and usability etc.

BE CREATIVE! BRAINSTORM!

Use of AI is strictly not allowed. There is a second part to this activity. To ensure that the second part of the activity is successful all requirements must be manually generated.

Additional Customer User Stories:

US-C-1	As a customer I will be able to login with email and password. so that
US-C-2	As a customer I want to pay my bills through credit card and cash.
US-C-3	As a customer I want to receive notification about my order confirmation.

Additional Restaurant Manager/Staff User Stories:

US-S-1	I want As a restaurant manager, I want to view all incoming order real time. So that I can assign them to
US-S-2	As a staff manager, I want to update the status of an order, so that customer are informed about the progress.
US-S-3	As a restaurant manager, I want to add, update or remove items on menu, so that customers always see the most accurate and up to date offerings
US-S-4	As a restaurant manager, I want to monitor the availability of ingredients and be alerted when stocks are low, so that I can restock items.

Additional Deliver Personnel User Stories:

US-D-1	As a delivery personnel, I want to view the list of orders assigned to me, so that I can plan and deliver them efficiently.
US-D-2	As a delivery personnel, I want to access optimized routes, so that I can deliver orders quickly.
US-D-3	As a delivery personnel, I want to update the delivery status, so that customers are informed.
US-D-4	As a delivery personnel, I want to contact the customer, so that I can clarify delivery details.
US-D-5	As a delivery personnel, I want to be notified when a customer has paid.

Customer Functional Requirements (FRs)

✓	R_C-1	Customers shall be able to create an account using mail
✓	R_C-2	customers shall be able to securely log in and logout
✓	R_C-3	customers shall be able to update their personal information
✓	R_C-4	customers shall be able to search for restaurant ^{name & location}
✓	R_C-5	customers shall be able to filter restaurant by delivery ^{time}
✓	R_C-6	customers shall be able to view the menu of selected ^{restaurant}
✓	R_C-7	customer shall be able to add items to cart with ^{option}
✓	R_C-8	customer shall be able to update quantity or remove
✓	R_C-9	customers shall be able to confirm and place an order ^{by select payment method}
✓	R_C-10	customer shall be able to pay using multiple ^{payment method}
✓	R_C-11	customers shall be able to receive confirmation notification
✓	R_C-12	customer shall be able to track the live status of ^{their order}
✓	R_C-13	customers shall be able to provide with ^{estimated delivery time}
✓	R_C-14	customers shall be able to save multiple delivery addresses ^{and choose for an order}
✓	R_C-15	customer shall be able to contact customer support for issues ^{like re}
✓	R_C-16	customer shall be able to leave rating and review for restaurant
	R_C-20	

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Restaurant Staff Functional Requirements (FRs)

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dup	✓	R-S-1	staff shall be able to view incoming customers order.
		R-S-2	staff shall be able to see detailed information about order.
		R-S-3	staff shall be able to update the order status.
dup	✓	R-S-4	staff shall be able to cancel an order, provide reason.
		R-S-5	staff shall be able to mark specific orders as high priority.
	✓	R-S-6	staff shall be able to add new items.
	✓	R-S-7	staff shall be able to update existing menu.
dup	✓	R-S-8	staff shall be able to remove items from menu.
	✓	R-S-9	staff mark certain items as unavailable.
	✓	R-S-10	staff able to add or modify promotion.
	✓	R-S-11	Staff will be able to track inventory level of items.
dup	✓	R-S-12	staff will be able to alert when stock level.
		R-S-13	staff will be able to manually adjust stock level.
?		R-S-14	staff will be able to see and handle special requests?
✓		R-S-15	staff will be able to contact customers through the system.
		R-S-20	

Delivery Personnel Functional Requirements (FRs)

[illegible]

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Non-Functional Requirements (NFRs)

NFR1	The system shall respond to user action in 2 sec.
-2	The system shall support up to 10000 concurrent users.
-3	All sensitive data must be encrypted during transmission.
-4	The system shall provide secure login with two factor.
-5	The system must ensure 99.9% availability.
-6	Services shall be restored within 30 min of failure.
-7	The interface should be simple.
-8	The system should support Bengali.
-9	The system should have modular design.
-10	The system must comply with data protection.
-11	
-12	