



National University of Computer & Emerging Sciences

Department of Software Engineering

Software Requirements Engineering

In-Class Group Assignment - Fall 2024

Name	Roll No.
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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 want to view my past orders which will help to order my favorite meal.
	As a customer i want to customize my order according to my preferences.
	As a customer, I want to have multiple payment methods to choose during checkout
	As a customer I want to view my estimated delivery time
	As a customer I want notifications when my order confirmed, and out for delivery.

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Additional Restaurant Manager/Staff User Stories:

US_S_1	As a customer I want to rate and review food that which I order
	As a customer I want to add two to three delivery addresses to make more convenient for riders.
	As a customer I want to notify when offers and discount available
	As a customer I want to easily contact customer support
	As a customer I want to checkout as a guest without creating an account

Additional Deliver Personnel User Stories:

10875

US_D_1	Manage staff schedules: As a restaurant manager, I want to manage staff schedules so that I can ensure adequate staffing during peak hours.
	Track order preparation time: I want to track how long each order takes to prepare so that I can improve efficiency and meet delivery deadlines.
	Add New Menu items: As a restaurant manager, I want to add new menu items with description, photos, and prices so that customers can choose from an updated menu.
	Set Menu item Availability Based on time: As a restaurant manager, I want to set certain available menu items during specific hours so that menu is dynamic.
	View Customer Feedback: As a restaurant manager, I want to see customer reviews and ratings on menu items so I can address complaints and improve customer satisfaction.

Customer Functional Requirements (FRs)

R_C_1	manager promotions: As a restaurant manager i want to manage and create promotional offers
X	send special offers to customer: As a manager i want to send special offers or announcements
X	order fulfillment monitoring: As a restaurant staff member, i want to track each order
X	manage order Modifications: i want to approve or reject modifications to order
X	Track Delivery personnel performance: i want to track delivery personnel performance
X	manage order cancellation: As a restaurant manager i want to manage cancelled order
X	As a restaurant manager i want to monitor levels
X	As a manager i want to prioritize order
X	As a manager i want to manage discounts for specific customers
X	As a restaurant manager i want to track order history
X	As a manager i want to review staff performance
X	As a manager i want to Bulk a orders management
	As a manager i want to add a meal customizations options
	As a manager i want to manage customers complaints
	As a manager i want to track a real time delivery
	As a manager i want to manage reviews
	As a restaurant manager i want to manage seasonal menu management
	As a restaurant manager i want to update a menu
	As a restaurant manager i want to provide training resources
R_C_20	As a restaurant manager i want to track operational costs

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✓ 0.5

Restaurant Staff Functional Requirements (FRs)

R_S_1	Add menu items
	update menu items
	RS must be able to add delete
	Restaurant staff must be able to
	Restaurant staff must be able to
	staff should be able to categorized
	staff should have the availability to mark
	staff should have the availability to mark
	staff must be able to mark order as
	staff must be able to mark order as
	staff should be able to adjust inventory
	staff may need access to a list of
	staff should be able to perform cash and
	staff should received real time notifications
	staff should be noticed about any change
	staff should be able to view customer
	staff should be able to manage
	staff may have the ability to create
	staff should track their own performance
R_S_20	staff should have the ability to add
	second offer

Delivery Personnel Functional Requirements (FRs)

R_D_T	Delivery Personnel can view their assigned
✓	Delivery personnel can view customer info.
✓	Delivery personnel can accept assigned order.
✓	Delivery personnel can reject assigned order.
✓	Delivery personnel can update the status.
✓	Delivery personnel can view their order history.
✓	Delivery personnel can get turn by turn direction to delivery locations.
✓	The system provides optimized routes for delivery personnel.
✓	The system provides real time traffic updates.
✓	Delivery personnel can send notifications to customer to confirm delivery details.
✓	Delivery personnel can process payments using mobile payment terminal.
✓	Delivery personnel can manage tips.
✓	Delivery personnel can update tip status.
X	Delivery personnel must encrypt sensitive data.
X	Delivery personnel must use a secure payment.
R_D_20	

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Non-Functional Requirements (NFRs)

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NFR1	The system should
✓	response to user within 2 seconds.
✓	be able to process 100 orders per minute
✓	be available at least 99.9% of time
✓	encrypt all sensitive data
✓	use secure authentications methods
✓	implement role based control.
✓	provide user friendly interface.
✓	provide clear and consistent navigations.
✓	handle errors and exception,