

1.) Identify the functional and non-functional requirements of a new system.

→ The functional requirement of a new system are:

a.) Web-ordering system:- The customers must be provided with creating and managing their accounts navigating the restaurant's menu, selecting and customizing orders per their needs, reviewing orders and removing orders if necessary, payment and delivery location details.

2.) menu-management:- The requirement is mainly for the managers of the restaurant who will be managing the menu displayed to the customers. must receive new pop-up order from customers.

3.) Order status:- In this requirement customer must be able to navigate the status of their order which may include all the process making of food till the delivery of the order.

4.) Delivery status:- The requirement is for the employer, managers must be able to see the shifts of delivery person. The delivery person on shift must be able to receive request from the manager to deliver. The order, customer details must be clear to delivery person. Notification of online payment must be sent to delivery man and they must be able to label the progress of the order for the

customer on the order status to navigate their order.

Non-functional requirements of a new system are:-

1) Safety: System must be capable of restoring itself to its previous state in the event of system crash or power failure.

2) Security and compatibility: - System shall be able to use the application across all platforms. Authentication process for login and payment through bank card must be done along with secured payment mode. There must be encryption and decryption of data for the passwords.

3) Performance Requirements: - The server must be capable of supporting no less than 40 simultaneous connection from all devices. The server must be capable of supporting all active orders without losing any and same goes with the customer payments.

Ques 2) What are the reasons for development of new information systems?

→ Few reasons for the development of new information are:-

- Unreliable phone booking process.
- Difficulty during cash payment for returning

of the change.

- customer unaware about menu, arrival time, status of their order.
- hard for the delivery man to navigate the order location properly.

3) In which category do you categorize this interview and why?

⇒ I would categorize the interview as structured interview with few questions being open-end. From the conversation between the business analyst and the owner of the restaurant we know that the BA provided question. The owner beforehand to which the owner was confident with her answers and clear about her needs. Also, during the conversations the BA was constantly asking for suggestion and feedback on how to improve the system. We also get to know about the owner wanting to scale up her business and the need requirements from information system to help achieve her goal.

- 4) \Rightarrow If I were the business analyst taking the interview, I would have chosen certain things to make the interview effective.
- 1) First and foremost, I didn't hear the business analyst asking about the time frame of the project. The timeframe seems pretty important for resource allocation.
 - 2) Secondly, I would have 'Aspcha' about the idea on her mind. Idea in a sense if she had seen any sort of hosted website - It would have been easier - to communicate if she already seen some site for motivation.
 - 3) Thirdly, I would ask her about the digital payment gateway. I would've asked her if she wanted any payment gateway in particular. This seems important to me since different payment gateway offers different interest cut, while making transactions.