**Problem Statement:**

Q1. You are working as a Business Analyst in a company that provides online food ordering services for the customers. Further, the company is a start-up and in the past few months it has been getting a lot of users as well as a tremendous growth. So, the company wants you to make a structure for their business model in order to present it in front of various stakeholders and investors to attract them from investing in their company.

**1. As a Business Analyst your responsibility is to gather all the requirements for your company that would help them to make an effective strategy for accomplishing the task that can be presented in the form of diagrams.**

Identify stakeholders :

* Customers: users placing orders.
* Restaurants: partners providing food.
* Delivery personnel: responsible for delivering the orders.
* Administrative staff: managing the systems, menus, orders.
* Management: decision-making and strategies.
* Investors: those interested in the company’s success.

Conduct stakeholder interviews:

* Customers: understand their preferences, pain points and expectations.
* Restaurants: gather insights into menu management, order processing and customer interaction.
* Delivery personnel: learn about their challenges and needs during delivery.
* Administrative staff: discuss system management, menu updates and order fulfillment.
* Management and investors: understand their expectations, long-term goals and success metrics.

Define business objectives:

* Increase customer base : attract new users to the platform.
* Enhance user experience: improve the ease of use for customers and restaurant partners.
* Optimize operational efficiency: streamline order processing and delivery.
* Expand restaurant partnerships: increase the number of restaurants on the platform.
* Achieve financial sustainability: increase revenue and reduce costs.

Document functional requirements:

* User management:

1. Customer registration and login.
2. Restaurant partner onboarding.
3. Administrative user roles.

* Order management:

1. Place, modify and cancel orders.
2. Real-time order tracking.
3. Order history and receipts.

* Menu management:

1. Add, edit and remove menu items.
2. Set prices, descriptions and images.
3. Categorize items.

* Payments processing:

1. Secure online payments options.
2. Discounts, promotions and loyalty programs.

* Delivery management:

1. Assign and track deliveries.
2. Optimize delivery routes.
3. Communicate with delivery personnel.

Document non-functional requirements:

* Performance: ensure the system can handle peak order times.
* Security: implement secure payment processing and user data protection.
* Scalability: plan for further growth in terms of user and transaction.
* Reliability: minimize system downtime and errors.
* Usability: create an intuitive and user-friendly interface.

Prioritize requirements:

* Use the MoSCow method (must-haves, should-haves, could-haves, won’t-haves) to prioritize requirements based on importance and feasibility.

Validate requirements:

* Review requirements with stakeholders to ensure accuracy and alignment with expectations.

Document assumptions and constraints:

* Outline any assumptions made during the requirements gathering process and any constraints that might impact the implementation.

Present requirements to stakeholders:

* Create clear and mockups to illustrate key concepts.
* Conduct presentations to stakeholders for validation and feedback.

Maintain traceability:

* Establish traceability between requirements and business objectives.
* Ensure that each requirement contributes to achieving a specific business goal.

**2. Create a UML diagram using Microsoft Visio in order to represent the business model.**

Instead of microsoft visio I am using [draw.io](http://draw.io)

