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BUSINESS REQUIREMENT DOCUMENT

Abstract

A modern, user-friendly, and seamless online shopping experience for our valued customers.

*Online Order System*

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Attachments Included:

Patient Data Request Exercise.xlsx

**Executive Summary:**

In the online ordering system, the customer selects items to add to their cart, with the option to remove any items before finalizing the purchase. Once the order is submitted, an order clerk retrieves it from the system and assigns it to a delivery person. The delivery person then delivers the order directly to the customer.

**Problem Statement**

The workflow of the current system is manual and inefficient, which can lead to order delays. There is a need for a better solution to make ordering easy for customer, faster order retrieval for order clerk and efficient assignment of order to the delivery person.

**Project Goal**

Develop an online order system that allows customers to easily add, remove, and submit items.

Implement an efficient order retrieval process for clerk to quickly access customer orders.

Create an automated system to efficiently allocate orders to available delivery people.

Ensure customers receive their orders within a specific time, without any issues.

**Business Impact**

Improved customer satisfaction in terms of adding, removing items and submitting the order.

Faster order retrieval for clerks, resulting in swift order processing.

Efficient assignment of order to delivery person based on location.

Speeds up order delivery to customers.

**Risk Register**

This Risk Register identifies and evaluates the potential risks related to the implementation and deployment of the online order system. It serves as a key resource for recognizing, assessing, and managing risks that may affect the successful execution of the project.

The main goal of this document is to facilitate proactive risk identification and the development of mitigation strategies throughout the project lifecycle.

| **No** | **Risk Description** | **Probability (H/M/L)** | **Impact (H/M/L)** | **Mitigation Plan** | **Contingency Plan** | **Owner** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Order retrieval delays due to system issues | M | H | Ensure system has high uptime and regular maintenance | Backup system for order retrieval or manual process to assign orders | IT |
| 2 | Order submission failures | L | H | Implement real-time validation checks; use reliable payment gateways | Manual order entry | IT |
| 3 | Incorrect order assignments | L | M | Regular validation of order assignment with strict rules | Manual reassignment by clerk | Management |
| 4 | System Failure | L | H | Backup of data on server | Switch to backup server and manual processing during downtime | IT |
| 5 | Delivery delays or errors in fulfilling the order | M | M | Set clear delivery timelines and tracking | Use alternative delivery people or refund customers if necessary | Delivery |
| 6 | Incorrect pricing for items or total order amount | L | H | Regular reviewing for pricing and tax calculations | Manual order correction by clerk, Immediate correction to reflect correct prices | IT |

**Stakeholders:**

This Stakeholder Analysis identifies and evaluates the key stakeholders involved in the development and implementation of the patient data request system. It offers insights into each stakeholder’s role, level of interest, and influence on the project’s success.

The main objective is to create a communication and engagement plan that is tailored to the needs and priorities of stakeholders, ensuring alignment between business and technical teams.

| **Functional/ Team Involved** | **Role** | **Interest (Level of Concern in Project Outcomes)** | **Power (Ability to Influence Project Decisions)** |
| --- | --- | --- | --- |
| Sponsors | Funds the project | H | H |
| Clerks | Retrieve, process and assign orders to delivery people | L | L |
| IT | Develop and maintain the system | L | L |
| Delivery | Deliver orders to customers | L | L |
| Customers | Submit orders by adding and removing items | H | L |

**RACI Matrix:**

This RACI Matrix outlines the roles and responsibilities of key stakeholders involved in the implementation, and deployment of patient data request. The goal is to clearly define who is Responsible, Accountable, Consulted, and Informed for major project activities to avoid confusion, overlaps, or gaps in ownership.

The RACI framework provides a structured approach to stakeholder collaboration and decision-making throughout the project lifecycle. It ensures efficient execution of tasks, timely approvals, and effective communication across cross-functional teams.

**(R = Responsible, A = Accountable, C = Consulted, I = Informed)**

| **Project Deliverable (or Activity)** | **Sponsors** | **Clerks** | **IT** | **Delivery** | **Customers** |
| --- | --- | --- | --- | --- | --- |
| Submit orders |  |  |  |  | **R** |
| Retrieve and process orders |  | **R/A** | **C** |  |  |
| Assign orders to delivery person |  | **R/A** |  | **C** |  |
| Deliver orders to customer |  | **C** |  | **R** | **I** |
| Implementing and maintaining system | **C** |  | **R/A** |  |  |

**Project Scope:**

| **In Scope Id** | **In Scope Features** | **Moscow** |
| --- | --- | --- |
| IS001 | Add and remove items to/from order | Must have |
| IS002 | Submit order | Must have |
| IS003 | |  | | --- | |  |   Retrieve order | Should have |
| IS004 | Assign order to delivery person | Should have |
| IS005 | Deliver the order | Must have |

| **Out of Scope Id** | **Out of Scope Features** | **Reason** |
| --- | --- | --- |
| OS001 | Support for sorting and filtering items by name, category and prices. | Customer may want to quickly find selective items from a list of items. |
| OS002 | Modifying the order items before the clerk retrieves and processes the order | Customer may want the flexibility to update their order due to a mistake or some other reason. |
| OS003 | Specifying the exact quantities of items in the order | Instead of adding an item multiple times, its efficient if its quantity can be added. |
| OS004 | Restricting adding more items than available in stock | Could lead to incorrect order and errors in processing and delivery |
| OS005 | Removal of all items with a single action | Easy option to delete all items together instead of single items, if customer wants to restart the order. |

**Process flow Diagram:**

**Activity Diagram:**

**Functional Requirements:**

This Functional Requirements Document (FRD) defines the functional specifications for the online order system.

It explains how the system is expected to operate in alignment with business requirements. The FRD serves as a link between business objectives and technical solutions by detailing how each requirement will be addressed through specific system features and workflows.

| **Functional Requirement Id** | **Functional Requirement** |
| --- | --- |
| F001 | The system shall allow patients to access, fill and submit out a patient data request form. |
| F002 | The system shall allow the department to filter and review the submitted form. |
| F003 | The system shall allow Admin to approve data. |
| F004 | The system shall provide patients access to requested data upon approval. |
| F005 | The system shall send a rejection notice if a request is denied. |

**User Stories:**

This User Story captures a comprehensive list of user-centric requirements for the implementation of patient data request. Each story is written from the perspective of various end users, to ensure that the final product delivers a seamless, intuitive, and value-driven experience.

The purpose is to translate business goals into functional expectations using the format:

"As a [user], I want [feature], so that [benefit]."

| **User Story ID** | **User Story** |
| --- | --- |
| [U001](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A2) | As a patient, I want to fill and submit a data request form, so I can access my personal medical data. |
| U002 | As a reviewer, I want to filter if the requested data is sensitive or not, so I can forward it for approval. |
| U003 | As an admin, I want to approve or reject sensitive data requests, so I can control data disclosure. |
| U004 | As a patient, I want to receive my approved data in a convenient format (physical or email), so I can use it when needed. |
| U005 | As a patient, I want to receive a clear rejection notice if my request is denied, so I understand the reason. |

**Non-Functional Requirements:**

This Non-Functional Requirements (NFR) outlines the essential system-level attributes and operational capabilities for patient data request system. While functional requirements define how the system should work, this document defines how well the system must perform under various conditions.

Given the large user base and high transaction volume system handles, these non-functional requirements are critical for ensuring the platform is reliable, secure, fast, and scalable during both regular and peak usage periods.

| **Non-Functional Requirement Id** | **Non-Functional Requirement** |
| --- | --- |
| NF001 | Data should be encrypted during storage and transmission for security. |
| NF002 | Requests should be processed within 3 business days for better performance. |
| NF003 | The system should be scalable to handle an increasing number of patient requests. |
| NF004 | The interface should be user-friendly and accessible to users for usability. |
| NF005 | Maintain each request, review, approval/rejection, and delivery for Audit Compliance. |