Korean Food Restaurant Management

Stakeholder Requests

Version 1.0

Revision History

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Stakeholder Requests

# Introduction

[Stakeholder requirements](http://sebokwiki.org/wiki/Stakeholder_Requirement_(glossary)" \o "Stakeholder Requirement (glossary)) represent the views of those at the business or enterprise operations level—that is, of [users](http://sebokwiki.org/wiki/User_(glossary)), [acquirers](http://sebokwiki.org/wiki/Acquirer_(glossary)), [customers](http://sebokwiki.org/wiki/Customer_(glossary)), and other [stakeholders](http://sebokwiki.org/wiki/Stakeholder_(glossary)) as they relate to the problem (or opportunity), as a set of requirements for a solution that can provide the services needed by the stakeholders in a defined environment. Using enterprise-level life cycle concepts as guidance, stakeholders are led through a structured process to elicit stakeholder needs (in the form of a refined set of system-level life-cycle concepts). Stakeholder needs are transformed into a defined set of Stakeholder Requirements, which may be documented in the form of a model, a document containing textual requirement statements or both.

## Purpose

The purpose of this artifact is to capture all requests made on the project, as well as how these requests have been addressed. Although the system analyst is responsible for this artifact, many people will contribute to it: marketing people, users, customers-anyone who is considered to be a stakeholder to the result of the project.

In other words, The purpose of the Stakeholder Requirements definition activities are to elicit a set of clear and concise needs related to a new or changed mission for an enterprise (see [mission analysis](http://sebokwiki.org/wiki/Business_or_Mission_Analysis) (MA) for information relevant to identifying and defining the mission or operation), and to transform these stakeholder needs into verifiable stakeholder requirements.

## Scope

The scope of the Stakeholder Requests relates only to the Korean Food Restaurant Management. This document is used in the requirement analysis phase of the project management.

## Definitions, Acronyms, and Abbreviations

Stakeholder Requests: A request of various specialized types-for example, [change request](http://home.iscte-iul.pt/~hro/RUPSmallProjects/core.base_rup/guidances/termdefinitions/change_request_cr_A773F3AC.html), [enhancement request](http://home.iscte-iul.pt/~hro/RUPSmallProjects/core.base_rup/guidances/termdefinitions/enhancement_request_BEC94147.html), request for a requirement change, [defect](http://home.iscte-iul.pt/~hro/RUPSmallProjects/core.base_rup/guidances/termdefinitions/defect_E2871AD3.html)-from a [stakeholder](http://home.iscte-iul.pt/~hro/RUPSmallProjects/core.base_concepts/guidances/termdefinitions/stakeholder_4A6A8AED.html).

Stakeholder: A person, group or organization that has interest or concern in an organization.  
Stakeholders can affect or be affected by the organization's actions, objectives and policies. Some examples of key stakeholders are creditors, directors, employees, government (and its agencies), owners (shareholders), suppliers, unions, and the community from which the business draws its resources.  
Not all stakeholders are equal. A company's customers are entitled to fair trading practices but they are not entitled to the same consideration as the company's employees.An example of a negative impact on stakeholders is when a company needs to cut costs and plans a round of layoffs. This negatively affects the community of workers in the area and therefore the local economy. Someone owning shares in a business such as Microsoft is positively affected, for example, when the company releases a new device and sees their profit and therefore stock price rise.

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## Overview

One of the most critical aspects of [project management](http://www.corpedgroup.com/courses/scedesc.asp?CID=8525) is doing what's necessary to develop and control relationships with all individuals that the project impacts. By successfully [managing your stakeholders](http://www.corpedgroup.com/courses/scedesc.asp?CID=16444), you will be better able to keep a lid on scope creep, ensure project requirements are aligned, understand tolerance for risk, and mitigate issues that would otherwise delay the project. Good stakeholder management is a testimony to your influence in an organization, and a key component to a healthy project environment.

# Establish Stakeholder or User Profile

* Name: Bell Company / Industry: Ha Noi University
* Job Title: Accountant
* What are your key responsibilities?
  + Development and management of facilities and services.
  + Managing departmental staff and resources.
* What deliverables do you produce?
  + Frames for budget and plans.

For whom?

* + For Ha Noi University.
* How is success measured?
  + Growth and profit.
  + Turnover.
  + Efficiency.
* Which problems interfere with your success?
  + Users who do not have minimum knowledge of how to use Internet.
* Which, if any, trends make your job easier or harder?
  + New technologies.
  + Online Banking System.

# Assessing the Problem

* For which <application type> problems do you lack good solutions?
  + The Accountant database is not up to date.
  + The flow from order to delivery is not efficient.
  + The communications between the members is not working

For each problem, ask:

* Why does this problem exist?
  + No common database.
  + No real-time based information flow.
* How do you solve it now?
  + Making the Accountant System as Online System that updates the database automatically.
  + Making the Online Accountant System available to the users on the Internet.
  + Very few problems may not be solved.
* +How would you like to solve it?
  + A computer based information flow. Real-time based.
  + Less documents and need information on a regular bases, without having to ask for it.

# Understanding the User Environment

* Who are the users?
  + The employees and students of Ha Noi University. The Accountant will be using the system. Every staff, students and members of the university use the system.
* What is their educational background?
  + None that we know of.
* What is their computer background?
  + The bills is using a computer to update the Accountant database and keeps track of the property. Every stakeholder, seems to have used or using a computer more fluently.
* Are users experienced with this type of application?
  + Not that we know of.
* Which platforms are in use? What are your plans for future platforms?
  + Microsoft Office applications.
  + Online Accountant System, which is in development.
  + Internet Information Services (IIS) Server.
* Which additional applications do you use that we need to interface with?
  + Microsoft Office.

# Recap for Understanding

* You have told me (list stakeholder described problems in your own words):
  + The database list is not up to date.
  + The flow from order to delivery is not efficient.
  + The communications between members is not working.
  + No real-time information flow.

1. Does this represent the problems you are having with your existing solution?

* Yes.

# Analyst’s Inputs on Stakeholder’s Problem (validate or invalidate assumptions)

* Which, if any, problems are associated with:
* The confirmation of the bills delivery is sometimes sent before the notices have arrived to the customer.
* Ask for each suggested problem:
* Is this a real problem?
  + Yes.
* What are the reasons for this problem?
  + No connection between Accountant department and delivery department.
* How do you currently solve the problem?
  + We don’t.
* How would you like to solve the problem?
  + Delivery department knows when the bills have exactly sent. Then first, can the confirmation be sent.

# Assessing Your Solution (if applicable)

* What if you could... [summarize the key capabilities of your proposed solution]
  + Get information directly after input.
  + Get all information without contacting other sections of the accountant.
  + Have an accurate database list every minute.
  + Shorten the time from order to delivery.
  + Give an accurate delivery date of the requested bills to the customer, during request fill-out.
  + Make a final order during discussions with the customer.
  + Have a precise database of all the customers.
  + Have reports automatically filled out (delivery note, order confirmation, etc)

# Assessing the Opportunity

* Who needs this application in your organization?
* Every employee of the Library
* How many of these types of users would use the application?
* How would you value a successful solution?
* Every stakeholder finds a successful solution useful, in different degrees

# Assessing Reliability, Performance, and Support Needs

* What are your expectations for reliability?
* What are your expectations for performance?
* Will you or others support the product?
* Do you have special needs for support? What about maintenance and service access?
* What are the security requirements?
* What are the installation and configuration requirements?
* What are the special licensing requirements?
* How will the software will be distributed?
* What are the labelling and packaging requirements?

## Other Requirements

* Which, if any, regulatory or environmental requirements or standards must be supported?
* Can you think of any other requirements we need to know about?

# Wrap-Up

* Are there any other questions I should be asking you?
* If I need to ask follow-up questions, may I give you a call?
* Would you be willing to participate in a requirements review?

# Analyst’s Summary

1. Communication between employees.

2. Flow of information and documentation is not set to maximum efficiency.

3. Database is not up to date (need of direct information updated for every single minute).