Subject:		Lab1 Homework
Group:		ANTS
Class:		Software Engineering '14
Date:		24.09.2014
	NTO.	
CONTE	NIS:	1 Interview protocols
		2 List of user roles
		3 Functional requirements the software must support
		4 SMART requirements for usability and performance
1		Interview protocols
Question	to Waiter	1 Would it be matter to you if the components in the window moved, let's say, due to window size changes?
Answer	from Waiter	1 I guess it would be better if they'd stay in place. Easier to learn for me.
	to Waiter	2 Do you have a preference as to how the items would be presented?
Answer	from Waiter	2 I don't know. Probably buttons with short and easy text or icons. Or maybe items listed by category and alphabetically.
Question	to Waiter	3 If you've used a POS system before, do you find search option useful during work?
Answer	from Waiter	3 if you've used a PLOS system better, do you line is search option is search upon a search option is search option is search option is search option in search option in one of a debate, because depending on the system (louch or not), the search option could be troublesome. Walters remember the location of items quite easily.
7 1101701	rranci	The second department of the system (about or may), the second operation of the system (about or may), the second operation of the system (about or may) and second or mail a system (about or mail a system).
Question	to Waiter	4 Do you need tips to be considered in the program?
Answer	from Waiter	4 Not really, we get tips to ourselves.
	to Waiter	5 Please explain how the waiters manage their tables and if your POS has helped you with it.
Answer	from Waiter	5 We have our own sections so each client is easily seen by their waiter. So we haven't needed the help of the program for it.
0 "		
	to Waiter from Waiter	6 in your opinion, would it be necessary for all the items to be accessible at the same location?
Answer	Irom waiter	6 As I said before, I think categories would make it quicker for me to work during peak hours, but within categories, yes, I do think that all the same category items should be in the same place.
Question	to Waiter	7 Do you need an additional calculator option or is it enough for the system to compute all the necessary actions?
Answer	from Waiter	7 We have a separate calculator aswell.
Question	to Waiter	8 Do you need separate bill types for immediate payment and open bills?
Answer	from Waiter	8 No, it would be more comfortable for there to be separate options for payment when the bill is opened. I would not prefer to have to separate bill types.
	to Waiter	9 Do you need an option, where you can reopen a customer's bill? 9 That would be most useful for when it is needed.
Answer	from Waiter	9 I nat would be most useful for when it is needed.
Question	to Waiter	10 Do you need an option to cancel the bill?
Answer	from Waiter	10 Yes, of course. An option to cancel a bill is a must. You never know what might happen.
Question	to Waiter	11 Do you think an option to switch between a physical and virtual keyboard would be useful for the waiters?
Answer	from Waiter	11 Yes, sometimes if think that the virtual keyboard can be a hassle when we have to type things in posthaste.
Question	to Waiter from Waiter	12 Do you think the waiter should be able to give discounts? 12 Yes, if the client has a discount card or something similar. Sometimes we want to order something for ourselves after work and our discounts are larger than the clients'.
Ariswer	Irom waiter	12 Tes, if the crient has a discount card of sometiming similar. Sometimes we want to order sometiming for ourseives after work and our discounts are target than the crients.
Question	to Waiter	13 Should the system show when the bill was opened and closed?
Answer	from Waiter	13 Yes, that would be useful.
Question	to Waiter	14 Should the system show who opened the bill and who closed it?
Answer	from Waiter	14 Yes, of course.
0 "	to Waiter	41
Question	from Waiter	15 How happy are you with your current POS system 15 It's ok, does its job. I wouldn't exactly say I'm happy with it.
Allswei	nom water	10 its UK, Ques its Jou. I wouldn't exacuty say I'll nappy with it.
Question	to Waiter	16 What would you want from the new POS system
Answer	from Waiter	16 I want it to be easy to use.
	to Waiter	17 Can you tell me what easy to use means to you?
Answer	from Waiter	17 I should be able to use it with very little training, all interface choices should be obvious.
Question	to Maitor	18 What functionality do you need from the system to do your job well?
	from Waiter	18 What functionally oo you need from the system to oo your joo weir? 18 What sunctionally oo you need from the system to oo your joo weir? 18 What was ordered, is the order fulfilled, do we have ordered items.
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Question	to Waiter	19 What do you do if the system crashes?
	from Waiter	19 We go back to pen and paper to manage orders. It would be useful if the order could be printed out immediately after its taken.
Question		20 How many orders you need to handle simultanously?.
Answer	from Waiter	20 Ive had up to 20 orders at the same time.
Ougation	to Hood Woiter	1 Would you need to move orders between waiters?
	to Head Waiter from Head Waiter	1 yours you need to move oriest between waters? 1 Yes, there have been occasions where it's been necessary, so such an option would a plus

Question Answer				_								
Answer	to Head Waiter	2 What about removing items from orders?										
	from Head Waiter	2 Of course, customers constantly change items around.										
	monificad traiter	2 of source, sourcement constantly strange terms dround.		_								
Question	to Head Waiter	3 Are there cases where order has been lost?										
Answer	from Head Waiter	3 Yes, on occasion, a waiter might accidentally close the program. We really need to prevent it. One or two doesn't cost much, but a lot of such mistakes do.										
Question	to Head Waiter	4 At restaurants it's normal to present a receipt to the customer. What about beer restaurants?										
Answer	from Head Waiter	4 We are obligated to give the customer the receipt when asked.										
				_		_			-			
Question	to Head Waiter	5 Do you have any kind of classes on teaching beginner waiters about using the program?										
Answer	from Head Waiter	5 No, it's usually me or one of the senior waiters that have to hang around for the first week with the rookie.										
		.,,										
Question	to Head Waiter	6 Did your previous POS run smoothly?										
Answer	from Head Waiter	6 Mostly yes, but during peak hours it sometimes completely froze during the receipt printing. It was frustrating!										
101101	nom ricud vidici	billions y year, but during year hours it contentions completely more during the receipt primary. It was made during.										
Question	to Head Waiter	7 What do you think might've caused it?										
Answer	from Head Waiter	7 We run some pretty old computers and the program had images and other effects everywhere. Completely unnecessary.										
Question	to Head Waiter	8 Do you think that a tablet extension could be useful for the POS?										
Answer	from Head Waiter	8 The tablet could be useful for me, when i want to check the open orders but I am not near the register.										
Question	to Head Waiter	9 Should the option to pay the bill partly in cash and partly with a credit card be an option?										
Answer	from Head Waiter	9 Yes of course, there are times where a customer has counted on that kind of option.										
					+	1						
				-								
Question	to Head Waiter	10 Do you need reservation management for the system?										
Answer	from Head Waiter	10 Yes that would be quite useful.										
		******			1							
Question	to Head Waiter	11 Would it be necessary for the system to show the amount of items in stock?										
Answer	from Head Waiter	11 That would be quite useful aswell.										
				-					1			
Question	to Head Waiter	12 Do novice waiters need access to all of the system's functionalities?										
Answer	from Head Waiter	12 No, novice waiters should not have access to all of the fuctions, e.g. discounts. The discounts are fairly strictly handled.										
11101101	monificad vidici	12 No. notice waters alload not have accept to all of the acceptance. The acceptance are tally strong national.										
Question	to Head Waiter	13 How are the discounts handled?										
Answer	from Head Waiter	13 All discounts must have my approval as I am the head waiter. If we have happy hour discounts or regular client discounts I should be able to set them up an	nd waiters are th	en able annly the	em							
MIIOWOI	IIOIII I lead Walter	To All discounts must have my approval as familie nead water. If we have happy four discounts of regular dient discounts is should be able to set them up as	ind waiters are th	err able apply till	an.							
Question	to Head Waiter	14 Should the Head Waiter have a way of changing anything the waiters have done?										
Answer	from Head Waiter	14 Yes, and it should notify them of the change. This would simplify some of the processes.										
Allowei	IIOIII rieau vvaltei	14 res, and it should holly them of the change. This would simplify some of the processes.										
Question	to Head Waiter	15 Does the Head Waiter require access to all of the orders opened by all of the waiters?										
Answer	from Head Waiter	15 Yes, most definitely. I need to keep an eye on everything that is going on.										
Allowei	IIOIII rieau vvaltei	15 Tes, most definitely. There to keep an eye on everything that is going on.										
Question	to Head Waiter	16 How often would you use the POS system?										
Answer	from Head Waiter	16 As i like to keep an eye on everything, I would have it open all the time.										
MIIOWEI	IIOIII I IEad Walter	To As hince to keep all eye off everyuning, I would have it open all the time.		_	_	_			-			
Question	to Head Waiter	17 How exactly will you use it?										
Answer	from Head Waiter	17 I will keep an eye on how many orders we have, how long are they open if they are open for a long time I will check with the waiter. I want to see how many	v customers wait	ers have served	And I want to see	cash renisters' st	ate at any given t	me				
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Question	to Head Waiter	18 How else can the new system help you to fulfill your duties?										
Answer	from Head Waiter	18 I need to prepare reports for restaurant manager about shifts, so some automated report would be nice.										
MIIOWEI	IIOIII I lead Walter	The to brepare reports for restaurant manager about smits, so some automated report would be rice.										
	to Head Waiter											
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	from Head Waiter	·										
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Answer from Restaurant Ma	ger 8 I would prefer for it to be together, because then we can accurately see how the client has paid.					
0 0 0 0 0 0						
Question to Restaurant Mana						
Answer from Restaurant Ma	ger 9 We'd need both types supported.					
Question to Restaurant Mana	r 10 What kinds do you want it to support?					
	,					
Answer from Restaurant Ma	ger 10 Visa, Mastercard, Maestro, American Express and Diners Club would be great.					
Question to Restaurant Mana	r 11 Do you give out gift certificates?					
	1,7.0					
Answer from Restaurant Ma	ger 11 Yes we do and I would like for it to have a separate section in the discounts section, where the waiter can enter the number of the gift certificate.					
Question to Restaurant Mana	12 Do you need an overview of the transactions done?					
	·					
Answer from Restaurant Ma	ger 12 Tes, and I would like to be able to entire the time period for it.					
Question to Restaurant Mana	r 13 Do you need an option to organize the staff?					
Answer from Restaurant Ma	ger 13 It would be nice to have, but it is typically handled by the head waiter.					
7 II ON COLUMN INC	get 10 k House of his to, but k to typically hallold by the house Hallet.					
Question to Restaurant Mana	r 14 Do you want the system to keep track of valued customers?					
Answer from Restaurant Ma	ger 14 Yes, but only if they agree to it.					
Question to Restaurant Mana						
Answer from Restaurant Ma	ger 15 Full name, e-mail and phone number should suffice.					
Question to Restaurant Mana	r 16 How would you keep track of them?					
Answer from Restaurant Ma	ger 16 We would give out customer cards, card like that should automatically apply loyal customer discount and save purchase info when run through system.					
Question to Restaurant Mana	r 17 What is done with that information?					
Answer from Restaurant Ma	ger 17 System should allow to get list of emails or phone numbers who might be interested in special offers of certain items.					
Question to Restaurant Mana	r 18 What else do you need from the system?					
Answer from Restaurant Ma						
Answer Irom Restaurant Ma	ger 16 i need to track restoran inventory.					
Question to Restaurant Mana	r 19 What exactly you need to be tracked?					
Answer from Restaurant Ma	ger 19 Every item must have item description, inventory quantity, quantity received, total, quantity sold and remaining quantity in the system.					
Question to Restaurant Mana						
Answer from Restaurant Ma	ger 20 I need to be able check if the inventory list matches the physical items in restoran after every shift. Also, I'll then know what to order from the warehouse.					
Question to Restaurant Mana	r 21 How will the ordering work?					
Answer from Restaurant Ma	gger 21 Our warehouses are in the system, I need to see which warehouse has the needed items and then I can order them via the system interface.					
Question to Company Admini	ation 1 Do you need a multilingual option for the program?					
Answer from Company Adm	stratio 1 Wouldn't hurt, but we mainly need it to be in English. All our waiters have a requirement to understand conversational English.					
Question to Company Admini						
Answer from Company Adm	2 That is not necessary. Each staff member has their own computer access passwords which log their movement and the staff is required to log in at the beginning of the shift and log out when leaving at the end of the day.					
Question to Company Admini	ation 3 Is there any limit per order you'd like to have?					
			_			
Answer from Company Adm	3 To limit losses in case of customers not paying, we do need to have a limit. Around 250€ is good. Waiter can always start another order after payment.					
Question to Company Admini	ation 4 Is there anything else that pops to mind when thinking of loss limits?					
Answer from Company Adm	tstratio 4 Empty orders. We do not sell anything for under one euro, but waiters rarely mess up the decimal place.					
Question to Company Admini	ation 5 Usually we make sure that the program follows a single style. Therefore we will find the best font for your program and continue to use it throughout the program. Do you have any objections to that?					
Answer from Company Adm	istratio 5 No, I do not.					
Overting to 0	No. have applicable and all 100 returned to 10					
Question to Company Admini						
Answer from Company Adm	6 That's a tough one. Since we are expanding a lot, we spend a lot of resources on training. It should be as easy as possible to get from starting the program to paying for the completed order.					
Question to Company Admini	ation 7 How would you like the performance reports to be grouped?					
Answer from Company Adm			-	-		
Answer Irom Company Adri	7 by country and by restaurant would be line. And also I would like a general report of the whole company penormance.					
Question to Company Admini	ation 8 Should complaints and suggestions be seen by the administrator?					
Answer from Company Adm	8 Yes, if a client has a complaint or a suggestion, then I would like to see if the complaint is reasonable and if the suggestion is feasible.					
			+			
Question to Company Admini						
Answer from Company Adm	stratio 9 Atleast 6 months and up to a year.					
				Î		
Question to Company Admini	ation 10 Do you need a real-time overview of the restaurants		1			
Answer from Company Adm	stratio 10 No, the performance reports should suffice.					
Question to Company Admini	ation 11 What information about staff do you think is necessary for you to see?					
Answer from Company Adm	to Destinately the amount of staff lifety, and flew filles and rayons, but the during to see everything about the Staff Would De good.					
Question to Company Admini	ation 12 What details do you want to see when accessing the reports?					
Answer from Company Adm						
Answer from Company Adm	, , , , , , , , , , , , , , , , , , , ,					
Question to Company Admini	ation 13 What information exactly?					
	ation 13 What information exactly?					

	to Company Administration	14 Can everybody see that information?		
Answer	from Company Administratio	14 No, this should be accessible to users who have company administration rights.		
0	to Company Administration	15 What rights should users have?		
Question Answer	from Company Administration		and can generate reports for single restaurant and groups of restaurants. Restaurant managers should have info about their own restaurant only. Head walters can access bills and inventory of their own restaurant and waiters can access only bill they have created or ha	has been perced to the
Allowei	IIOIII Company Auministratio	15 There should be 4 main groups. Company administrators who can see an information	and can generate reports for single restaurant and groups or restaurant managers should have into about their own restaurant only, nead waters can access only or their own restaurant and waters can access only on their own restaurant and waters can access on the contract of their own restaurant and their own restaurant an	.as been passed to the
Question	to Company Administration	16 Who and how will administrate users?		
Answer	from Company Administration	16 Restaurant managers should be able to deal with waiters' and head waiters' account	s and commany administrators have rights in all user grouns	
7 11 10 11 10 1	nom company ruminouduc	To recolar thin age to choose be able to deal with waters and need waters account	A microshipul deliminated on the digital of all social groups.	
Question	to Company Administration	17 Do you want system to work differently on different countries?		
Answer	from Company Administratio		ent countries we need to have have different taxes customizable in the taxes part of the system.	
		,,		
Question	to Company Administration	18 Do you want the program to be locally installed or web based system?		
Answer	from Company Administratio	18 Billing should of course work in case of connection outage and be locally installed but	t it should be possible to sync information from web.	
	to Company Administration	19 How do you want to apply system updates?		
Answer	from Company Administratio	19 Updates should be downloadable through a web connection.		
	to Company Administration	20 Where should you be able to run the program?		
Answer	from Company Administratio	20 It should run on any software platform that would support the actions we need and b	ling must run on tablets also of course.	
2		List of user roles		
		1 Waiter		
		2 Head waiter		
		Restaurant Manager		
		4 Company adminstration		
_		Constitution of the consti		
3		Functional requirements the program must support		
		REQ_F1 Program window size shall be a fixed 640x480px		
		REQ_F2 The program shall contain categorized lists of items, which will be displayed alphabe	tically in the user interace.	
		REQ_F3 The program shall contain a search option to quickly retrieve the item code.		
		REQ_F4 The program shall have an option to create a backup log of orders. REQ_F5 Each item shall have a corresponding numerical code		
		REQ_F6 The program shall be able to import an order from a saved log.		
		REQ_F7 The program shall allow the user to add an unspecified item to the order. Filling of pr	ice and name are mandatory	
		REQ_F8 The program shall be able to remove items from the order that is in use.	ce and name are manuacky.	
		REQ_F9 The program shall invoke an error when an order under one euro is placed.		
		REQ_F10 The user shall have the ability to add new items to the item list in the program.		
		REQ_F11 The program shall require the user to fill all fields when adding a new item.		
		REQ_F12 The program shall have a limit of 3-15 characters for the item names.		
		REQ_F13 The program should request a confirmation from the user before adding new item to	the database.	
		REQ_F14 The program should request a confirmation from the user before exiting the program		
		REQ_F15 The program shall have the option for printing the receipt.		
		REQ_F16 The program shall have the font Arial in size 10 throughout the program.		
		REQ_F17 The elements on the screen shall fit within the fixed screen without scrolling.		
		REQ_F18 The system shall support different credit card types: visa, mastercard, maestro, ame	ican express, diners club.	
		REQ_F19 The system shall support the currency of the country it is being used in		
		REQ_F20 The head waiter shall be able to view the real-time situation concerning the restaura		
		REQ_F21 The program shall give waiters the right to give discounts concerning the situation (n		
		REQ_F22 The program shall show warehouse stock in real-time (item cannot be sold if it is out	of stock)	
		REQ_F23 The program shall show statements about the restaurants to the managers		
		REQ_F24 The program shall show the staff information of the restaurants to the managers REQ_F25 The managers shall have the ability to replenish stock and update lists		
		REQ_F25 The managers shall have the ability to replenish stock and update lists REQ_F26 The program shall preserve the reports for atleast 6 months		
		REQ_F27 Head waiters shall have the ability to write comments on the performance on waiters		-
		REQ_F28 The program shall have the functionality to be used through a tablet (by the head wa		
		REQ F29 The program shall allow waiters to add client complaints and suggestions		
		REQ_F30 The program shall notify the waiters of changes made by the Head waiter		
		REQ_F31 The program shall handle valued customer information (e-mail, full name, phone nur	nber)	
		REQ_F32 The program shall give the head waiter and the manager the right to organize staff w		
		REQ_F33 The program shall help manage reservations		
		REQ_F34 The program shall only allow the manager and the administrator to see the financial	statements of the restaurant(s)	
		REQ_F35 The program shall require name and password for use.		
		REQ_F36 The program shall have 4 different user roles. Waiter, Head waiter, Restorant mange	л, Company administration.	
		REQ_F37 Restorant manager shallt be able to create and delete users for waiters and head wa	iters.	
		REQ_F38 Company administration users can create and delete restorant manager users.		
		REQ_F39 The program shall be able to identify customers with client cards.		
		REQ_F40 The program shall work on Microsoft Windows operating system.		
		REQ_F41 The program shall work on Linux operating system.		
		REQ_F42 The program shall work on Mac OS operating system.		
		REQ_F43 The program shall have option to choose taxes by country.		
		REQ_F44 The program shall allow to edit existing taxes.		
		REQ_F45 The program shall allow to add new taxes. REQ_F46 The program shall allow to split existing bill.		

	REQ_F47 The program shall allow to pay with credit card and cash simultanously.
	REQ_F48 The program shall update restoran inventory automatically when items are sold.
	REQ_F49 The program shall allow to set alert, when it's time to re-order items.
	REQ_F50 The program shall write log information automatically to database.
	REQ_Fst The program shall log order opening and closing time.
	REQ_F52 The program shall log waiter_ld who served the order.
	REQ_F53 The program shall be able to generate customized views from database.
4	SMART requirements for usability and performance
•	The state of the s
	REQ_U1 Any needed action included in the program shall be found within 10 seconds by a novice user.
	Any necessary included operations shall be possible to be executed at a maximum of three levels. REQ_UZ
	REQ_U3 The program shall contain a Help option with information about the program and how to use it.
	REQ_U4 The program shall give users the access depending on their user level of access
	REQ_US The program will only have horizontal scroll for easy understanding of the systrem
	REQ_U6 The program shall contain large buttons for easy accessibility
	REQ_U7 Error messages should explain how to recover from error.
	REQ_U8 Undo shall be available for most actions.
	REQ_P1 The program shall have a response time of 5s or less on a computer with 8MB RAM and up, 500MB hard drive, 33MHz processor and 24-bit accelerated video.
	REQ_P2 The program shall not have incorporated more than 100kb of images in total.
	REQ_P3 The program will not lose more than 10% of performance speed when up to 5 users access it at one time
	REQ_P4 Only one person is allowed to update the system and system files at one time
	REQ P5 The program menu options shall response in 0.2s or less