PRODUCT DESCRIPTION

**Product Title : Food Delivery System**

**Product Scope**

The food market is something that is going to run forever, so investing in a food delivery business with a mobile app solution is a great idea. Nowadays, people love to order food and want to get it delivered to their doorstep. After the pandemic of 2020, on-demand delivery businesses got a rise in the market as per the scenarios and what customers were looking for too.

**Stakeholders**

**Customers**

|  |  |  |
| --- | --- | --- |
| **Customer Class** | **Expectation** | **Represented By** |
| **Guest** | Order food and pay online | People who use food delivery service |
| **Business partner** | Sign contract and share 20% for the service | Small stores and large F&B chains |
| **Investors and operators** | ... | ... |

**Users**

|  |  |  |
| --- | --- | --- |
| **User Class** | **Expectation** | **Represented By** |
| **Food store** | Selling on our app | People who use online selling service |
| **Shipper** | App run smoothly  Easy to use | People who are application’s employee |

**Functional Requirements**

Actor: Guest

|  |  |  |
| --- | --- | --- |
| **Requirement #** | **Description** | **Related Requirements** |
| **R1** | Sign Up | None |
| **R2** | Sign In | R1 |

Actor: User

|  |  |  |
| --- | --- | --- |
| **Requirement #** | **Description** | **Related Requirements** |
| **R3** | View item | None |
| **R4** | Search item | None |
| **R5** | Select item | None |
| **R6** | Order item | R5 |
| **R7** | Order History | R5 |
| **R8** | Rating order | R12 |
| **R9** | View delivery schedule | R5 |

Actor: Food Store

|  |  |  |
| --- | --- | --- |
| **Requirement #** | **Description** | **Related Requirements** |
| **R10** | Manage store | None |
| **R11** | Manage item | None |

Actor: Shipper

|  |  |  |
| --- | --- | --- |
| **Requirement #** | **Description** | **Related Requirements** |
| **R12** | Receive order | R6 |

**Non-functional Requirements**

**1) Targeted Platforms**

**2) Performance**

The software must always work stably on both web and mobile platforms, limiting congestion when there is a large amount of requests in a short time (namely, peak hours when people have a break to eat and rest).

**3) Availability**

The system must always operate 16/7, upgrade up to 1 time in a quarter, downtime per year no more than 1 hour

**4) Reliability**

**5) Scalability**

Each business model gives the utmost importance to the creation of the business, resulting in higher transaction volume and its consequent increase in operations. Scale operations to handle incremental business that is inherent and integrated into the system design. Scalability can be classified into two categories: Physical and non-physical.

When working BA needs to have an overview of the market, have enough data to make a forecast. Usually, BA will need to have questions and answers related to the current situation, forecast future figures, business goals, business orientation to make appropriate forecasts about the expansion of the system

**Release Method**