

SRE LAB ASSIGNMENT 01

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(QUESTION 01)

Functional Requirements:

- Create an account and log in
- Search for restaurants or food
- Browse menus and choose items
- Place and confirm orders
- Pay online or choose cash
- Track your order live
- Restaurants manage and update orders
- Riders get assigned and update delivery status
- Rate your order and give feedback
- View your previous orders
- Edit your profile and saved addresses
- Receive important alerts and updates

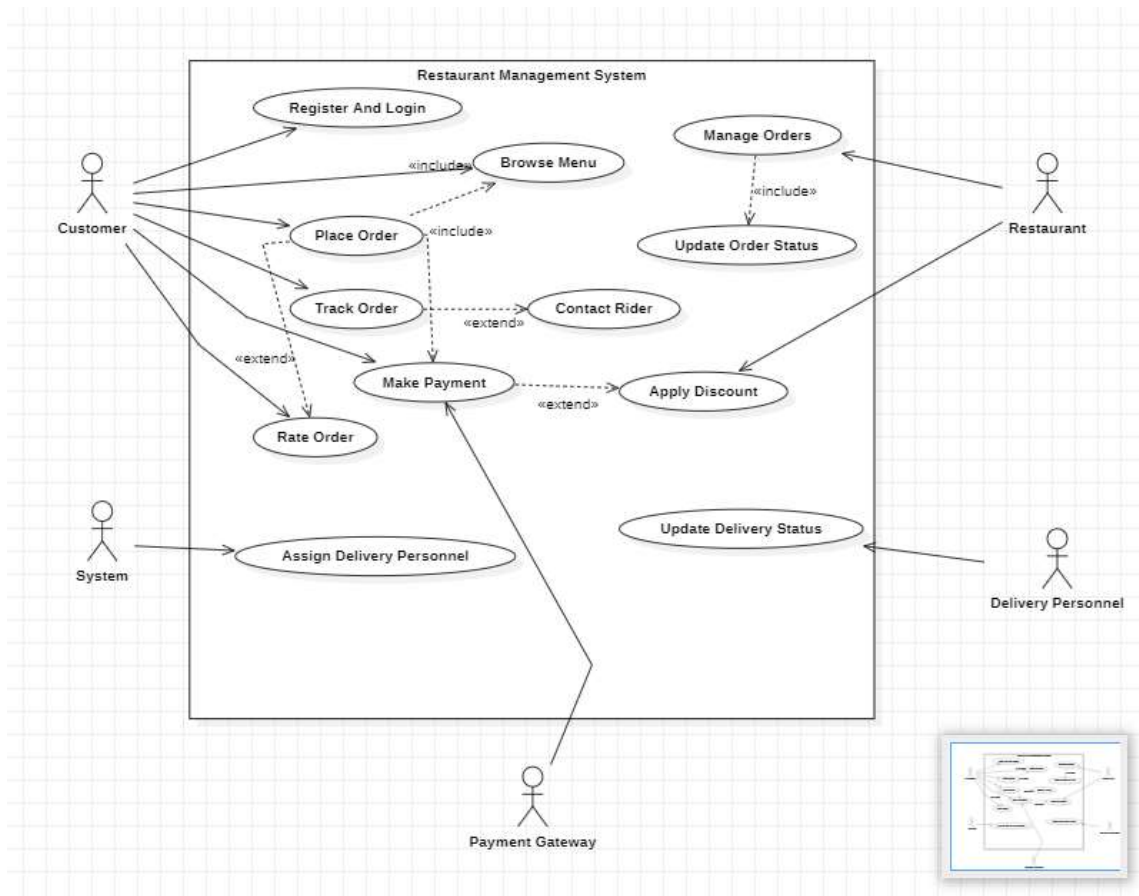
Non-Functional Requirements:

- System should respond within 2 seconds.
- User data and payments must stay fully encrypted.
- The system must run 24/7 with 99% uptime.
- Should handle more users without slowing down.
- Interface must be easy to use for everyone.
- Order and payment data must remain accurate.
- Must work smoothly on mobile, tablet, and desktop.
- Should allow quick updates and fixes.
- Must run on Windows, Android, and iOS.
- All transaction data must be stored cleanly without duplicates.

Challenges in Requirement Elicitation:

1. Different groups—customers, restaurants, and riders—want different things, so their needs often clash.
2. Real-time features like tracking or instant updates are tricky to explain clearly.
3. Many people aren't sure what they want at the start, so requirements keep changing.

(QUESTION 02)



Interaction Between Customer, Restaurant & Delivery Rider

- **Customer → System:** Browses menu, places an order, completes payment, and checks order progress.
- **System → Restaurant:** Sends new order details; restaurant confirms or declines the order.
- **Restaurant → Delivery Rider:** Once the food is ready, restaurant assigns a rider for delivery.
- **Delivery Rider → System:** Updates the delivery status (Picked up, On the way, Delivered).

- **System → Customer:** Sends real-time updates so the customer can track their order.
- **System → Customer & Restaurant:** Notifies about delays, order confirmation, or special instructions.

(QUESTION 03)

Use Case Narration: Place Order

Actor: Customer

Pre-condition:

- Customer is logged in.
- Customer has chosen a restaurant.
- Customer has at least one saved payment method (optional: cash on delivery).

Main Flow:

1. Customer looks through the restaurant's menu and selects the dishes they want.
2. Customer adds the selected items to the cart and can modify quantities or add special instructions.
3. Customer reviews the order, applies any promo codes or discounts, and confirms the order.
4. Customer chooses a payment method and completes the payment (online or cash on delivery).
5. System sends the order to the restaurant.
6. System shows an estimated delivery time and provides real-time tracking.
7. Customer receives a confirmation notification via app or email.

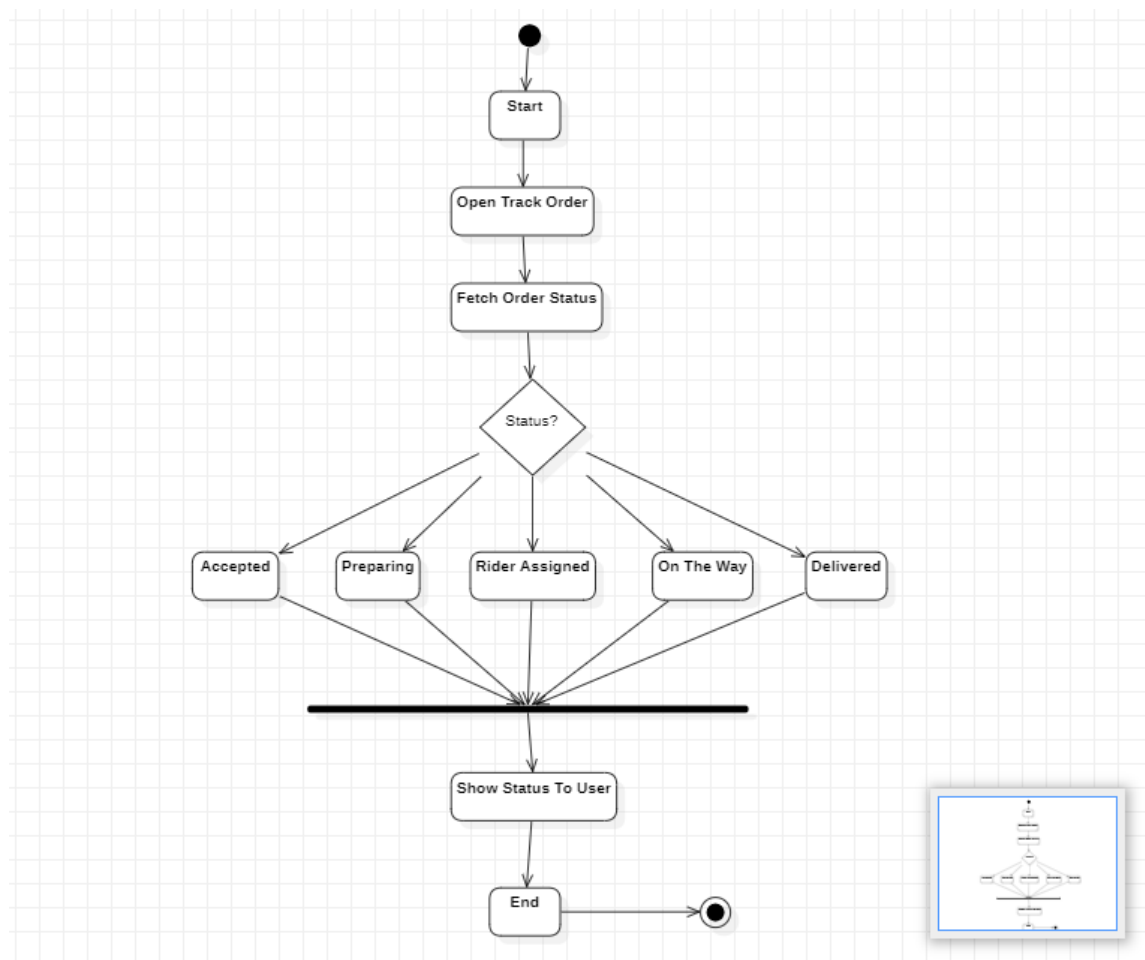
Alternate Flow:

- If payment fails, the system asks the customer to try another payment method.
- If the restaurant cannot fulfill the order (e.g., item unavailable), the system informs the customer and asks to modify the order.
- Customer can cancel the order before it is accepted by the restaurant.

Post-condition:

- Order is saved in the system and visible in the customer's order history.
- Restaurant receives the order and starts preparing it.

- Delivery rider is notified once the food is ready.
- Customer can track the order until it's delivered.



(QUESTION 04)

