Dialogue with stakeholders

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SSE4350 G1

A: Architect

B: Stakeholders

A: Good morning, sir. I am one of the software architects of the Food Reservation and Food Delivery System.

B: Good morning.

A: Okay. Sir, may I ask how the system should work in your expectation? For example, the system performance, the security aspects, any requirements, or any constraints that we need to focus?

B: User will feel easy to use the system when ordering the food desired with just few steps.

A: Ermmm, so the system should be easy learn to use the system features like view the food menu, add the food desired to cart, edit the add-ons, make payment and stuff. The system should also minimise the impact of errors such as there is undo or cancel action if needed.

B: Nice, that’s what I mean.

A: Okay, any other requirement that the system need to achieve?

B: The system should be able to handle 500 transactions per minutes efficiently. User no need to wait for the notification stated that the order is received by the restaurant for a long time. This may let them feel frustrated if the system gives low response.

A: Okay. So, let me confirm for the requirements. Is that “The system must handle 500 transactions per minutes with minimum latency of 3 seconds.” for the system performance?

B: Yeah, I think so. Besides, I think the system should be always available to use.

A: Alright. Any system will have the downtime for maintenance although it is available in most of the time. If the next requirement is “The system should have less than 1 hour downtime per month.”, is this what you wish to have?

B: Yes, I agree with that.

A: Alright. May I ask is that any constraints on the budget?

B: Yeah, to be honest, there may not have enough budget to support the expensive technologies.

A: It’s okay. Our team will take this in consideration when design the system’s architecture. We will try to use open-source technologies to lower down the budget needed to build the system.

B: Okay, Thank you for your consideration.

A: Okay, I think that’s all for today. Thank you for your time. You may speak up any new requirements or changes if you want for the next conversation.