BA MOCK- Assignment



**Business Requirement Document (BRD) for Ice-Cream and Milk Products Manufacturing Company**

**Document Title**:  
**Business Requirement Document (BRD) for Inventory Management & Delivery System**  
**Version**: 1.0  
**Date**: February 12, 2025

**Prepared By**: [Shaik Javid]  
**Client**: [Henry]  
**Project Name**: Ice-Cream and Milk Products Inventory and Delivery System

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**1. Document Revisions**

|  |  |  |
| --- | --- | --- |
| Date | Version Number | Document Changes |
| 05/02/2024 | 0.1 | initial draft |
| 10/09/2024 | 0.6 | Revised Document |
| 09/11/2024 | 0.9 | full-fledged document |
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**2. Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Name | Title | Signature | Date |
| Project Sponsor | Williamson | Project Sponsor |  |  |
| Business Owner | Peter parker | Business Owner |  |  |
| Project Manager | Henry | Project Manager |  |  |
| System Architect | Tony stark | System Architect |  |  |
| Development Lead | Nicholas | Development Lead |  |  |
| User Experience Lead | Charlie | User Experience Lead |  |  |
| Quality Lead | Andrea | Quality Lead |  |  |
| Content Lead | Swapna | Content Lead |  |  |

**3. RACI Chart for This Document**

Codes Used in RACI Chart

\*Authorize Has ultimate signing authority for any changes to the document.

R – Responsible Responsible for creating this document.

A --Accountable Accountable for accuracy of this document (for example, the project manager)

S –Supports Provides supporting services in the production of this document

C –Consulted Provides input (such as an interviewee).

I –Informed Must be informed of any changes.

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| --- | --- | --- | --- | --- | --- | --- |
| Position | Name | R | A | S | C | I |
| Project Sponsor | Williamson | YES |  |  |  |  |
| Business Owner | Peter parker |  | YES | YES |  |  |
| Project Manager | Henry |  |  |  | YES |  |
| System Architect | Tony stark |  |  |  | YES | YES |
| Development Lead | Nicholas |  | YES |  |  |  |
| User Experience Lead | Charlie |  |  |  | YES |  |
| Quality Lead | Andrea |  |  | YES |  |  |
| Content Lead | Swapna | YES |  |  |  |  |

**4.1 Business Goals**

* The overarching goals for the business may include:
  + Streamlining inventory management across manufacturing plants and warehouses.
  + Enhancing delivery speed to meet customer expectations.

**4.2 Business Objectives**

* Specific, measurable outcomes like:
  + Reducing stock-outs and overstocking by implementing more accurate inventory forecasting.
  + Reducing delivery times to customers by optimizing routes and delivery processes.

**4.3 Business Rules**

* Policies for managing inventory and deliveries, such as:
  + Each warehouse must maintain a minimum inventory level.
  + Orders must be fulfilled in the order they are received unless prioritized.

**4.4 Background**

* The company has multiple manufacturing plants and warehouses spread across the country. These plants produce ice cream and milk-based products. The company seeks to optimize its operations and provide better service to customers through an integrated software solution.

**4.5 Project Objective**

* The goal of this project is to build software that helps manage the inventory and enables the fastest delivery times possible, ensuring customer satisfaction.

**4.6 Project Scope**

* Defining what the project will and will not address.
  + **In-Scope Functionality**:
    - Real-time inventory tracking.
    - Automatic stock level alerts.
    - Optimized delivery routes for the quickest customer delivery.
  + **Out of Scope Functionality**:
    - Manufacturing process optimization.
    - Customer support features.

**5. Assumptions**

**Access to Real-Time Data:**

The company has the capability to gather and provide real-time data from all manufacturing plants and warehouses regarding inventory levels, production schedules, and order statuses. This is essential for the new system to function optimally.

**Existing Infrastructure:**

The company already has an operational IT infrastructure, including ERP and/or warehouse management systems, which will be integrated with the new software solution. This system will need to be compatible with the current IT architecture.

**Sufficient Internet Connectivity:**

All plants and warehouses are equipped with reliable and secure internet connections to enable the software to operate smoothly across all locations, including real-time communication and data updates.

**Customer Delivery Expectations:**

Customers expect fast, reliable delivery, particularly for perishable goods like ice cream and milk. The company assumes that the software solution must prioritize and optimize delivery routes to ensure quick delivery times without compromising product quality.

**Adequate Staff and Skills:**

The company has sufficient personnel with the necessary skills to operate and maintain the new software solution. This includes IT staff, warehouse managers, and logistics coordinators who are familiar with the technology being implemented.

**Regulatory Compliance:**

The company assumes compliance with all local, state, and national regulations for food production, transportation, and storage, particularly those that pertain to perishable goods, health, and safety standards.

**No Major Overhaul of Production Facilities:**

It is assumed that there will be no major changes to the production processes or facilities during the software implementation. The software will work within the existing manufacturing and storage setups.

**Product Demand Forecasting:**

The company assumes they have reliable forecasting models or historical data on customer demand, which will be integrated into the inventory management system to avoid stock-outs or overstocking.

**Integration with Third-Party Suppliers:**

The system is assumed to be capable of integrating with third-party suppliers (e.g., for raw materials) to keep inventory levels up to date, improving overall supply chain management.

**Supply Chain Stability:**

The company assumes that the supply chain will remain stable throughout the project implementation. This includes timely delivery of raw materials to the manufacturing plants and no significant disruptions in logistics operations.

**Data Security and Privacy:**

The company assumes that the new software will comply with relevant data security and privacy regulations, particularly concerning customer and transaction data. Sensitive business data will be protected through encryption and secure access control.

**Scalability for Future Growth:**

The software solution should be scalable to accommodate future growth, including adding new manufacturing plants, warehouses, or regions without significant additional investment.

**Customer Base and Delivery Locations:**

The company assumes that their primary customer base is located in urban or suburban areas where delivery can be completed within a reasonable time frame, ensuring the software’s delivery optimization works effectively.

**No Major Changes to Customer Preferences:**

The company assumes that there will be no drastic changes in customer preferences or demand patterns during the project lifecycle. Customer preferences are assumed to remain relatively stable.

**Availability of Vendor Support:**

It is assumed that the software vendor or development team will provide adequate support during and after implementation, including training for staff, troubleshooting, and system upgrades.

**6. Constraints**

1. **Budget Limitations**:
   * The company has a fixed budget for the project, which may limit the scope of the software features, technology upgrades, or additional resources that can be invested in the project. The solution must be developed within these financial constraints.
2. **Legacy System Integration**:
   * The existing IT infrastructure, such as the ERP and warehouse management systems, may have compatibility issues with the new software. This could limit how quickly and seamlessly the new system can be integrated into current operations and may require additional time or resources for troubleshooting.
3. **Geographic Distribution**:
   * The company operates across multiple geographic locations, including remote areas, which may present logistical challenges for both inventory management and delivery optimization. Internet connectivity issues or delays in data synchronization between plants and warehouses can complicate the implementation of a centralized system.
4. **Regulatory Compliance**:
   * The company must ensure that the software complies with local, state, and national regulations governing food safety, transportation, and storage, particularly with perishable goods like ice cream and milk. This constraint may affect the software's design and the need for additional features, such as temperature tracking or certification management.
5. **Cold Chain Requirements**:
   * Given that the company produces perishable products, maintaining a strict cold chain (temperature control throughout storage and transportation) is essential. The system must accommodate the unique challenges of monitoring temperature-sensitive inventory and deliveries, which may require additional hardware and software features.
6. **Employee Training and Adaptation**:
   * There may be resistance or a learning curve for employees who are accustomed to existing systems and processes. The implementation of the new software may require extensive training for staff across different plants and warehouses, potentially delaying adoption and impacting efficiency during the transition period.
7. **Infrastructure Limitations in Certain Locations**:
   * Some manufacturing plants or warehouses in remote areas may not have the necessary infrastructure (e.g., high-speed internet, power backup, etc.) to support advanced technology solutions. These limitations may affect the performance of the software or require significant upgrades to existing infrastructure.
8. **Data Availability and Accuracy**:
   * The accuracy and timeliness of the data being input into the system are crucial for successful inventory management and delivery optimization. The company may face challenges in ensuring data accuracy, especially if manual data entry is involved or if real-time tracking systems are not yet fully implemented.
9. **Supply Chain Disruptions**:
   * External factors, such as supply chain disruptions (e.g., raw material shortages, transportation delays, or unforeseen weather events), may impact the company's ability to meet customer delivery timelines. While the software can help optimize delivery routes, it cannot fully mitigate external disruptions, which may affect its effectiveness.
10. **Scalability Limitations**:
    * The initial version of the software may be designed for current needs, with limited scalability for future growth. If the company expands or diversifies its product line in the future, the software might require significant updates or additional development to accommodate new requirements.
11. **Security and Data Privacy**:
    * With the integration of multiple systems and real-time data sharing, ensuring data security and privacy is a critical constraint. The company will need to invest in secure communication channels, encryption protocols, and access control mechanisms to prevent data breaches or unauthorized access, particularly given the sensitive nature of business and customer data.
12. **Resource Availability**:
    * The company may face limitations in terms of the availability of internal resources (e.g., IT staff, project managers) to oversee and implement the project. This could affect timelines and the ability to address issues as they arise during the project lifecycle.
13. **Vendor Availability and Support**:
    * The success of the software implementation is partially dependent on the vendor’s ability to deliver the solution on time and provide ongoing support. The company may be constrained by the vendor’s availability for troubleshooting, training, and future system upgrades.
14. **Environmental Impact**:
    * As the company manufactures ice cream and milk products, transportation and refrigeration play significant roles in the environmental footprint of its operations. The software solution must consider environmental impact constraints, particularly when optimizing delivery routes to reduce fuel consumption and greenhouse gas emissions.
15. **Customer Expectations**:
    * The company must consider the demand for quick, reliable delivery of perishable products, which imposes time constraints. The software must be capable of providing real-time delivery tracking and ensuring the freshest products are delivered within short time frames, without compromising on product quality or temperature control.

**7. Risks**

**Technological Risks**

1. **System Integration Issues**:
   * Integrating the new software with existing ERP systems, warehouse management systems (WMS), or other legacy software may present challenges. Compatibility issues could result in delays or data inconsistencies, especially since the company operates in multiple locations.
2. **Data Accuracy and Integrity**:
   * The accuracy of real-time data is crucial for the success of the system. If data from production lines, warehouses, or delivery routes are inaccurate or inconsistent, it could lead to poor decision-making and inefficient inventory management, ultimately affecting customer satisfaction.
3. **Cybersecurity Vulnerabilities**:
   * As the company implements a more connected system, cybersecurity becomes a significant concern. Breaches in security could lead to loss of sensitive business data (e.g., inventory levels, order data, customer information) or unauthorized access to critical systems.
4. **Hardware or Network Failures**:
   * The reliance on hardware (e.g., barcode scanners, RFID systems) and network infrastructure (e.g., internet connectivity, servers) means any malfunction or downtime could halt operations, delaying inventory tracking or delivery fulfillment.
5. **Technology Obsolescence**:
   * The company must ensure the software solution and underlying infrastructure are scalable and adaptable to evolving technological trends. If the technology becomes outdated quickly, it could necessitate costly upgrades sooner than anticipated.

**Skills Risks**

1. **Lack of In-House Expertise**:
   * The company may face challenges in effectively managing and utilizing the new software if the existing workforce lacks sufficient knowledge or expertise in using advanced technology or handling new systems.
2. **Training and Change Management**:
   * Employees across the company’s multiple plants and warehouses will need to be trained on the new system. Resistance to change, especially among long-standing employees, could slow down the implementation process, leading to potential disruptions in day-to-day operations.
3. **Dependency on External Vendors**:
   * If the company relies heavily on an external vendor for system maintenance, updates, or troubleshooting, any vendor-related delays or issues could jeopardize the smooth operation of the software and disrupt business activities.
4. **Insufficient Resource Allocation**:
   * Inadequate staffing for critical phases of the project, such as implementation, training, or ongoing system support, could lead to bottlenecks and delays, affecting overall productivity.

**Political Risks**

1. **Regulatory Changes**:
   * Changes in government regulations related to food safety, transportation, or data privacy laws could require significant adjustments to the software solution. For example, new rules on cold chain management could necessitate updates to tracking features or reporting capabilities.
2. **Local Government Restrictions**:
   * The company may face region-specific challenges, such as restrictions on the transportation of perishable goods, supply chain disruptions caused by political instability, or the imposition of tariffs on raw materials.
3. **Tax and Importation Policies**:
   * Fluctuating tax rates or import/export tariffs for raw materials needed to manufacture the products could affect operational costs and logistics, complicating inventory management and delivery scheduling.

**Business Risks**

1. **Customer Demand Fluctuations**:
   * Fluctuations in customer demand, especially seasonal spikes (e.g., summer for ice cream), could lead to overstocking or stockouts. The software must help the company predict and respond to demand patterns, but inaccurate forecasting could result in missed opportunities or increased costs.
2. **Supply Chain Disruptions**:
   * Unexpected disruptions in the supply chain, such as delays in the delivery of raw materials or transportation issues, could affect the company’s ability to meet customer orders on time, impacting the success of the delivery optimization system.
3. **Financial Constraints**:
   * The company may face financial pressure during the implementation of the new software, potentially limiting the scope of the project or delaying the timeline. Additionally, unexpected costs during development or integration could impact profitability.
4. **Competitive Market Pressures**:
   * Competitors in the ice cream and dairy industry may develop or adopt similar technologies, reducing the company’s competitive advantage. This could lead to additional pressures to innovate, leading to a higher risk of failure if the software doesn’t meet market expectations.

**Requirements Risks**

1. **Unclear or Changing Requirements**:
   * Ambiguous or constantly evolving requirements for the software could result in scope creep, delays, and misaligned expectations. If the project stakeholders fail to clarify or agree on specific features, it could lead to the development of a system that does not fully meet business needs.
2. **Incomplete Requirement Gathering**:
   * If the company does not thoroughly capture all the needs of different departments (manufacturing, inventory, logistics, sales, etc.), the software may fail to address critical areas. This could result in operational inefficiencies or the need for costly future modifications.
3. **Overly Complex System Design**:
   * If the system becomes too complex or feature-heavy, it might make it difficult for employees to use effectively. Overcomplicating the system to try and cover every conceivable use case could result in reduced user adoption and operational inefficiencies.

**Other Risks**

1. **Environmental and Weather Risks**:
   * The delivery of ice cream and milk products is highly sensitive to weather conditions. For instance, unexpected extreme weather (e.g., heatwaves or snowstorms) could affect transportation logistics, product quality, and delivery times.
2. **Third-Party Service Disruptions**:
   * If third-party logistics providers or suppliers (e.g., raw materials, packaging, transportation services) experience disruptions, it could impact the company’s ability to deliver products on time or manage inventory properly.
3. **Natural Disasters**:
   * Events such as earthquakes, floods, or fires could disrupt operations at manufacturing plants, warehouses, or transportation routes, potentially delaying deliveries or damaging inventory. Business continuity plans will need to be in place to address these risks.
4. **Market and Economic Shifts**:
   * Economic downturns, changes in consumer preferences, or market saturation could affect the demand for ice cream and milk products, impacting the company’s operations and the software’s effectiveness in optimizing deliveries.

**8. Business Process Overview**

**8.1 Legacy System (AS-IS)**

The current **AS-IS** process represents how the company operates before the implementation of the new software. The existing system, likely a mix of manual processes, older systems, and perhaps some digital tools, may have limitations in managing inventory and optimizing delivery times. Here’s an overview of the legacy processes:

**Inventory Management (AS-IS):**

* **Manual Tracking**: Inventory levels across different plants and warehouses are likely tracked manually or with basic software tools (spreadsheets or standalone applications). Employees manually update inventory as goods are produced, received, or dispatched, which can lead to human error or outdated information.
* **Lack of Real-Time Data**: Inventory updates happen sporadically, and there’s no real-time tracking of goods. This means that the company may not have an accurate view of stock levels or order statuses across all locations, leading to stockouts or overstocking.
* **Order Processing**: Orders are processed manually in the system, and there is no integrated system to track customer orders from placement to delivery. Manual entry and handling of orders are prone to errors, delays, and inefficiencies.
* **Cold Chain Management**: Given that the company manufactures ice cream and milk products, maintaining a cold chain is critical. However, current cold chain monitoring may be limited, with no automation for temperature monitoring and no alerts if products are exposed to temperature risks during storage or transportation.

**Delivery and Logistics (AS-IS):**

* **Manual Route Planning**: Delivery routes are planned manually, potentially based on historical data or intuition. This can result in inefficiencies, longer delivery times, and increased fuel costs.
* **Lack of Delivery Tracking**: Once a product is dispatched, the company has limited visibility into the delivery status. There’s no real-time tracking for deliveries, and customers might not receive accurate delivery windows.
* **Centralized Warehousing**: Warehouses may be organized in a way that doesn’t account for optimal proximity to customers, leading to longer delivery times. Products may be stored in centralized warehouses that are distant from end customers, which increases transportation costs.

**Production and Manufacturing (AS-IS):**

* **Limited Forecasting and Production Planning**: The company might rely on historical data to forecast production needs, which can be inaccurate and lead to either overproduction (resulting in waste) or underproduction (leading to stockouts).
* **Manual Inventory Replenishment**: Manufacturing plants may manually calculate and order raw materials for production, with no integration to inventory management systems. This could lead to production delays or interruptions due to missing materials.

**8.2 Proposed Recommendations (TO-BE)**

The **TO-BE** process reflects how the business processes will evolve after implementing the new software system, aimed at improving inventory management and delivery optimization.

**Inventory Management (TO-BE):**

* **Real-Time Inventory Tracking**: The new system will integrate real-time inventory data across all manufacturing plants and warehouses. With the use of technologies like RFID, barcode scanning, and IoT devices, inventory will be automatically updated as items are received, sold, or moved between locations.
* **Automated Stock Replenishment**: The software will automatically track inventory levels and trigger replenishment orders when stock falls below predefined thresholds. This ensures that there’s always enough inventory without overstocking, thus reducing storage costs and waste.
* **Cold Chain Monitoring**: Advanced sensors and IoT-enabled devices will continuously monitor the temperature of perishable goods (ice cream and milk). Alerts will be sent in case of any temperature anomalies during storage or transit, ensuring that the products remain within safe temperature ranges throughout the supply chain.

**Delivery and Logistics (TO-BE):**

* **Route Optimization**: The software will integrate delivery management tools to optimize delivery routes using real-time data. This system will take into account factors like traffic, weather, delivery windows, and the priority of orders, ensuring the fastest and most cost-effective delivery routes.
* **Real-Time Delivery Tracking**: Customers will have access to real-time tracking of their orders. The company will also benefit from end-to-end visibility into the status of deliveries, allowing for proactive intervention if delays occur.
* **Decentralized Warehousing**: To reduce delivery times, the software will recommend optimized warehouse locations closer to key customer hubs. By positioning warehouses strategically, the company can shorten delivery times and reduce transportation costs.

**Production and Manufacturing (TO-BE):**

* **Demand Forecasting and Production Planning**: The system will use advanced analytics and historical data to accurately forecast demand for ice cream and milk products. This allows the company to adjust production schedules to meet demand more effectively, reducing waste and ensuring adequate supply.
* **Automated Production Monitoring**: The system will be able to monitor production rates and product quality in real time. Any issues that arise during the manufacturing process can be identified immediately, ensuring consistent product quality and reducing the risk of defects.
* **Just-in-Time (JIT) Production**: The system will help the company implement a just-in-time inventory strategy by synchronizing raw material procurement with production schedules. This reduces the need for large amounts of raw material storage, lowers costs, and ensures that fresh ingredients are always available when needed.

**Data-Driven Insights (TO-BE):**

* **Business Intelligence and Reporting**: The software will include robust reporting and business intelligence (BI) tools, enabling the company to analyze inventory performance, delivery efficiency, customer satisfaction, and other critical metrics. This data can be used to refine processes, improve decision-making, and enhance operational performance.
* **Customer Relationship Management (CRM)**: The new system will include integrated CRM functionality, allowing the company to track customer orders, preferences, and feedback. By leveraging this data, the company can improve customer service and personalize delivery offerings.

**Scalability and Flexibility (TO-BE):**

* **Scalable Architecture**: The software will be designed with scalability in mind, allowing the company to expand its operations and add more production plants, warehouses, and delivery regions as needed without major system overhauls.
* **Cloud Integration**: The software will be cloud-based, enabling real-time updates and allowing for remote access, ensuring that data is available to key stakeholders regardless of location.

**Summary of Key Benefits (TO-BE)**

* **Improved Inventory Accuracy**: Real-time inventory management will drastically reduce human error and allow for better stock control, helping avoid stockouts and overstocking.
* **Optimized Delivery Times**: Route optimization, real-time tracking, and decentralized warehousing will allow the company to offer quicker delivery times to customers, leading to improved customer satisfaction.
* **Cost Efficiency**: The automated systems will reduce manual labor, optimize routes, and prevent overproduction, helping to cut down operational costs.
* **Enhanced Cold Chain Management**: The integration of temperature-sensitive tracking will help maintain the integrity of perishable products, ensuring they are delivered in optimal condition.

**9. Business Requirements**

The **Business Requirements** section outlines the key needs and expectations that the new software system must address in order to support the company in achieving its goals of efficient inventory management and quick delivery to customers. These requirements are crucial for defining the scope of the software project and ensuring that it aligns with the business objectives.

**10. Appendices**

**10.1 List of Acronyms**

* **ERP**: Enterprise Resource Planning
* **WMS**: Warehouse Management System
* **CRM**: Customer Relationship Management
* **IoT**: Internet of Things
* **BI**: Business Intelligence
* **RFID**: Radio Frequency Identification
* **JIT**: Just-in-Time
* **API**: Application Programming Interface

**10.2 Glossary of Terms**

* **Cold Chain**: A supply chain for perishable products that maintains a constant, low temperature from production through storage and transportation to preserve product quality.
* **Inventory Replenishment**: The process of restocking inventory to maintain an optimal level based on current sales and demand forecasts.
* **Route Optimization**: The process of determining the most efficient delivery paths based on variables like distance, traffic, weather, and delivery windows.
* **Demand Forecasting**: Predicting future customer demand based on historical data, trends, and external factors to ensure inventory and production levels are aligned with future needs.

**10.3 Related Documents**

* **Project Plan**: A detailed timeline and action plan outlining milestones and deadlines for software development and implementation.
* **System Design Document**: A technical document that outlines the system architecture, database design, user interfaces, and other technical specifications.
* **Data Security Policy**: A policy outlining the measures taken to protect sensitive business and customer data, ensuring compliance with data protection laws.
* **User Training Manual**: A comprehensive guide to training employees on how to use the new software effectively, including system features and troubleshooting tips.

These **Business Requirements** are essential to the development and implementation of the new software. They provide clear objectives for the project, guiding the design and execution of a solution that can effectively manage inventory and enable the quickest delivery to customers.

**2. Process Flow Diagram:**

Raw Material Supply | | (Milk, Sugar, Flavours, | | Packaging Materials)

Local Manufacturing | | (Milk and Ice Cream | | Production)

Production Line 1: Milk | | (Processing, Pasteurizing)

Production Line 2: Ice | | Cream (Mixing, Churning, | | Freezing)

Quality Control & Testing| | (Checking Quality & Safety)

Packaging (Milk Bottles, | | Ice Cream Tubs, etc.)

Central Warehouse | | (Storing Finished Goods)

Regional Ware- | | | | house 1 | | (Shipping, Inventory, | | (Storage & Local | | Distribution)

| Distribution Center | | house 1 | | (Shipping, Inventory, | | Order Management) | |

Regional Warehouse| | 2| | (Storage & Local | Distribution)

Retail & Wholesale | | (Supermarkets, Shops, Online Orders, etc.)

End Consumers | | (Households, Cafes, etc.)

**Assignment -2**

**1.**

**Subject**: Introduction and Collaboration for Business Analysis

Dear [Peter],

I hope this message finds you well.

My name is [Shaik Javid], and I am the Business Analyst assigned to your project. I am excited to have the opportunity to work with you and your team as we embark on the journey of understanding and defining the business requirements for your inventory management and delivery system.

As part of my role, I will be collaborating closely with you and the relevant stakeholders to gather and analyse the key business processes, goals, and challenges you are looking to address with the new system. My goal is to ensure we capture the full scope of your needs and deliver a solution that aligns with your vision, ultimately driving operational efficiency and enhancing customer satisfaction.

Over the next few weeks, I will be coordinating meetings and discussions to gather essential information and answer any questions you may have along the way. I look forward to engaging with your team to ensure we create a clear and actionable roadmap for the development of your system.

Please feel free to reach out to me directly if you have any questions or if there's anything you'd like to discuss before our first meeting. I’m here to support you through this process and am committed to ensuring that we achieve success together.

Thank you for the opportunity, and I look forward to working with you.

Best regards,

[Shaik Javid Afreed ]

Business Analyst

contact no. 7981405137

2.

**Business Requirement Document (BRD) for Online Store**

**Document Title**:  
**Business Requirement Document (BRD) for Inventory Management & Delivery System**  
**Version**: 1.0  
**Date**: February 12, 2025

**Prepared By**: [Shaik Javid]  
**Client**: [Henry]  
**Project Name**: Online store

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| 10/09/2024 | 0.6 | Revised Document |
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| Project Sponsor | Williamson | Project Sponsor |  |  |
| Business Owner | Peter parker | Business Owner |  |  |
| Project Manager | Henry | Project Manager |  |  |
| System Architect | Tony stark | System Architect |  |  |
| Development Lead | Nicholas | Development Lead |  |  |
| User Experience Lead | Charlie | User Experience Lead |  |  |
| Quality Lead | Andrea | Quality Lead |  |  |
| Content Lead | Swapna | Content Lead |  |  |

**3. RACI Chart for This Document**

Codes Used in RACI Chart

\*Authorize Has ultimate signing authority for any changes to the document.

R – Responsible Responsible for creating this document.

A --Accountable Accountable for accuracy of this document (for example, the project manager)

S –Supports Provides supporting services in the production of this document

C –Consulted Provides input (such as an interviewee).

I –Informed Must be informed of any changes.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Position | Name | R | A | S | C | I |
| Project Sponsor | Williamson | YES |  |  |  |  |
| Business Owner | Peter parker |  | YES | YES |  |  |
| Project Manager | Henry |  |  |  | YES |  |
| System Architect | Tony stark |  |  |  | YES | YES |
| Development Lead | Nicholas |  | YES |  |  |  |
| User Experience Lead | Charlie |  |  |  | YES |  |
| Quality Lead | Andrea |  |  | YES |  |  |
| Content Lead | Swapna | YES |  |  |  |  |

**4. Introduction**

This section introduces the purpose and scope of the online store project, outlining the goals and the problems it aims to solve.

**4.1 Business Goals**

The business goals for the online store focus on ensuring operational efficiency, customer satisfaction, and market competitiveness. Key goals include:

* **Maximize Sales Revenue**: Create a seamless and engaging shopping experience that increases online sales through ease of navigation, personalization, and promotions.
* **Enhance Customer Experience**: Provide customers with a user-friendly, fast, and secure platform to browse, select, and purchase products. The goal is to provide a superior online shopping experience that encourages repeat customers.
* **Optimized Inventory Management**: Streamline inventory processes to minimize stockouts, overstocking, and ensure products are always available to customers in real time.
* **Faster Delivery and Logistics**: Implement a delivery system that ensures timely delivery to customers while minimizing costs and maintaining the quality of products.
* **Data-Driven Insights**: Use data analytics to understand customer behavior, predict trends, and optimize product offerings and marketing strategies.

**4.2 Business Objectives**

These objectives are specific, measurable, achievable, relevant, and time-bound goals that the online store should strive to meet:

* **Increase Conversion Rate**: Improve the percentage of website visitors who make a purchase by implementing personalized recommendations, easy checkout processes, and targeted promotions.
* **Improve Customer Retention**: Implement loyalty programs, easy returns/exchanges, and exceptional customer support to ensure customers return for repeat purchases.
* **Reduce Operational Costs**: Automate inventory management, customer service, and logistics, reducing manual intervention and improving overall efficiency.
* **Achieve Same-Day/Next-Day Delivery**: Establish an optimized logistics network capable of fulfilling orders within 24 hours for key products or regions, enhancing customer satisfaction and competitiveness.
* **Increase Market Share**: Expand the online store's reach to new geographic regions and customer segments, capitalizing on the growing trend of online shopping.

**4.3 Business Rules**

Business rules for the online store will guide its day-to-day operations, ensuring consistency and alignment with the business goals:

* **Inventory Availability**: Products listed on the website must reflect real-time availability, with updates from inventory systems to prevent overselling or understocking.
* **Pricing and Discounts**: Pricing should be automated based on market conditions, product demand, and promotional schedules. Discounts must be applied based on specific rules (e.g., a discount for first-time customers or for purchases over a certain value).
* **Shipping Costs**: Shipping costs should be calculated dynamically based on order weight, shipping location, and delivery method. Free shipping may be offered for orders exceeding a specified threshold.
* **Order Fulfillment**: Orders should be fulfilled automatically by the nearest warehouse or distribution center to reduce delivery time.
* **Return Policy**: The store will offer returns within a certain time frame (e.g., 30 days) and must process returns quickly to ensure customer satisfaction.
* **Payment Gateway Integration**: Payments must be processed securely through certified gateways (e.g., Stripe, PayPal) to maintain customer trust and comply with security regulations.

**4.4 Background**

The company behind the online store operates in a competitive e-commerce market and is aiming to streamline its operations and improve customer service. The business currently faces challenges such as inefficient inventory management, delayed deliveries, and difficulties in tracking customer preferences. The goal of building a new online store is to address these issues by implementing a comprehensive, scalable e-commerce platform.

**4.5 Project Objective**

The primary objective of this project is to build a fully functional online store that integrates seamlessly with existing systems for inventory management, order processing, and delivery. The project will focus on:

* Building an intuitive and responsive e-commerce platform that enhances user experience.
* Integrating real-time inventory tracking and automated order fulfillment.
* Developing a robust logistics system that supports fast delivery and customer satisfaction.

**4.6 Project Scope**

The project scope will define the boundaries of what is to be included and excluded in the development of the online store.

**4.6.1 In Scope Functionality**

* **Product Catalog Management**: Creation of a searchable product catalog with product details, images, reviews, and related items.
* **Shopping Cart and Checkout**: Development of a user-friendly shopping cart system that allows customers to easily manage products and proceed to checkout.
* **Order Management**: Automation of order processing from purchase to fulfillment, including tracking orders and customer notifications.
* **Payment Integration**: Integration with various payment gateways (credit card, digital wallets, etc.).
* **Customer Accounts**: Allow customers to create accounts, track their orders, and view purchase history.
* **Mobile Compatibility**: Ensuring the store is fully functional across different devices, including mobile phones and tablets.
* **Shipping and Delivery Integration**: Implement a shipping module to calculate shipping costs, delivery options, and automate the delivery process.

**4.6.2 Out of Scope Functionality**

* **Physical Store Integration**: The online store will not be integrated with physical retail operations (if applicable).
* **International Shipping**: Initially, the store will only handle domestic deliveries, with international shipping excluded from the scope.
* **Advanced Marketing Features**: While basic promotions and discounts will be included, advanced features like complex CRM integration or AI-driven personalization will be outside the scope.

**5. Assumptions**

* **Stable Internet Connectivity**: The online store assumes that customers will have reliable internet access for optimal browsing and purchasing experiences.
* **Customer Payment Readiness**: Customers are assumed to have access to online payment methods such as credit cards or digital wallets.
* **Inventory Data Accuracy**: It is assumed that the inventory system used will provide accurate, real-time data to prevent order mismatches.

**6. Constraints**

* **Budget Limitations**: There may be budgetary constraints that limit the scope of some features, such as advanced AI integration or international shipping capabilities.
* **Platform Compatibility**: The online store must be compatible with multiple browsers and devices, but there may be limitations on specific legacy systems.
* **Data Privacy Regulations**: The platform must comply with data protection laws such as GDPR or CCPA, which could constrain data collection and use.

**7. Risks**

**Technological Risks**

* **System Downtime**: A risk exists that the platform may experience outages during high traffic periods, leading to lost sales or customer dissatisfaction.
* **Integration Failures**: The integration of third-party tools for payments, inventory management, or shipping might encounter issues that disrupt operations.

**Skills Risks**

* **Lack of Expertise**: There could be a lack of internal expertise for managing the e-commerce platform post-launch, requiring significant training or external support.

**Political Risks**

* **Regulatory Changes**: Changes in online sales or data protection laws could impact the store’s operations or require additional compliance efforts.

**Business Risks**

* **Customer Acquisition**: The store may face difficulties in attracting and retaining customers in a competitive market.

**Requirements Risks**

* **Scope Creep**: There is a risk of expanding the project scope beyond the original plan, leading to delays and increased costs.

**Other Risks**

* **Cybersecurity**: Data breaches or cyberattacks could jeopardize customer trust and safety.

**8. Business Process Overview**

**8.1 Legacy System (AS-IS)**

Before the new online store, the company may have relied on traditional methods like physical retail stores, manual inventory tracking, and in-person order fulfillment. These methods led to inefficiencies and lack of customer engagement.

**8.2 Proposed Recommendations (TO-BE)**

The new e-commerce platform will address these inefficiencies by providing:

* **Automated Inventory Tracking** to ensure real-time product availability.
* **Seamless Customer Experience** with easy browsing, personalized recommendations, and secure checkout.
* **Efficient Delivery System** for fast, reliable deliveries and real-time tracking for customers.

**9. Business Requirements**

* The **Business Requirements** section identifies the necessary features, functionalities, and specifications needed to meet the project goals. These requirements will guide the development and implementation of the online store.
* The new online store must meet several functional and non-functional requirements, including user-friendly interfaces, secure payment gateways, real-time inventory updates, and fast shipping.

**10. Appendices**

The appendices provide additional supporting materials that help clarify terms, acronyms, and documents related to the online store project.

**10.1 List of Acronyms**

* **API**: Application Programming Interface
* **SSL**: Secure Sockets Layer
* **PCI-DSS**: Payment Card Industry Data Security Standard
* **SEO**: Search Engine Optimization
* **CRM**: Customer Relationship Management
* **CMS**: Content Management System
* **UX/UI**: User Experience/User Interface
* **SKU**: Stock Keeping Unit
* **CRO**: Conversion Rate Optimization

**10.2 Glossary of Terms**

* **Checkout**: The process through which a customer completes their purchase by providing payment and shipping information.
* **Inventory Management**: The process of tracking and managing stock levels, replenishments, and product availability.
* **Order Fulfillment**: The entire process of picking, packing, and shipping customer orders.
* **Product Catalog**: A listing of all available products in the store, including descriptions, images, and pricing.
* **Shipping Carrier**: A company responsible for transporting goods from the seller to the buyer (e.g., UPS, FedEx).
* **Payment Gateway**: A service that processes payments for online transactions (e.g., PayPal, Stripe).

**10.3 Related Documents**

* **E-commerce Platform Architecture**: A technical document outlining the infrastructure, databases, and system components of the online store.
* **User Manual**: A document that provides customers with instructions on how to navigate the online store, manage accounts, and complete purchases.
* **Security Policy**: A document that outlines the measures taken to ensure the security of customer data, including encryption, secure payment processing, and compliance with privacy laws.
* **Business Continuity Plan**: A strategy document detailing how the online store will continue operations in case of disruptions (e.g., system downtime, data breaches).

These sections outline the essential **Business Requirements** and supporting **Appendices** for building a successful online store. Let me know if you'd like to explore any specific part in further detail or need any additional information!

**B. Software Requirements Specification (SRS) Document for Online Store**

This document outlines the Software Requirements Specification (SRS) for an online store system, detailing the system's features, functionality, and performance criteria. The SRS serves as a reference for developers, project managers, and stakeholders involved in the development and deployment of the online store.

**1. Introduction**

**1.1 Purpose**

The purpose of this Software Requirements Specification (SRS) is to define the requirements for the online store system. This document provides a detailed description of the system’s functionality, performance, and design constraints. It will serve as a guide for developers and stakeholders to ensure that the online store meets both business and technical needs.

**1.2 Scope**

The online store will provide a platform for customers to browse, select, and purchase products online. The system will manage product catalogues, customer orders, payments, inventory management, and user accounts. It will be accessible via both desktop and mobile devices.

**1.3 Definitions, Acronyms, and Abbreviations**

* **SRS** – Software Requirements Specification
* **UI** – User Interface
* **API** – Application Programming Interface
* **SEO** – Search Engine Optimization
* **CMS** – Content Management System

**2. Goals and Objectives**

**2.1 Goals**

* Provide a seamless online shopping experience.
* Ensure secure payment processing and data handling.
* Streamline order management, inventory, and customer service.
* Allow for scalability to handle future product additions and user growth.
* Provide rich reporting and analytics for business performance insights.

**2.2 Objectives**

* **Customer-Friendly Interface:** A clean, easy-to-navigate website that allows users to browse, filter, and purchase products with minimal effort.
* **Secure Transactions:** Secure payment options such as credit cards, PayPal, etc.
* **Account Management:** Users should be able to create accounts, view order history, and track shipments.
* **Mobile Compatibility:** The online store should be responsive and work seamlessly across both desktop and mobile devices.
* **Real-Time Inventory Management:** Integration with inventory systems to automatically update product availability.
* **Shipping and Tracking:** Integration with third-party logistics providers for real-time shipping rates and order tracking.

**3. Use Case Diagram**

The following diagram illustrates the primary use cases for the online store system. It shows how users interact with different parts of the system:

**Use Case Diagram**

****

**4. Use Case Specifications**

**4.1 Use Case 1: Browse Products**

* **Actor:** Customer
* **Description:** A customer can browse the product catalog by navigating through categories, filtering based on attributes (e.g., price, size), and searching for specific products.
* **Preconditions:** The user must be on the homepage or category page.
* **Postconditions:** The customer can view a list of products matching their filter or search query.
* **Basic Flow:**
  1. Customer selects a category or enters a search term.
  2. The system filters and displays matching products.
  3. Customer can click on a product to view more details.
* **Alternate Flow:**
  1. If no products are found, the system displays a "No products found" message.

**4.2 Use Case 2: Add Product to Cart**

* **Actor:** Customer
* **Description:** A customer can add products to their shopping cart to proceed to checkout.
* **Preconditions:** The customer has browsed at least one product.
* **Postconditions:** The product is added to the cart and is available for review during checkout.
* **Basic Flow:**
  1. Customer clicks "Add to Cart" on a product page.
  2. The system confirms that the product is added to the cart.
  3. The cart is updated with the product.
* **Alternate Flow:**
  1. If the item is out of stock, the system notifies the customer.

**4.3 Use Case 3: Checkout**

* **Actor:** Customer
* **Description:** A customer can review their cart, enter shipping information, and complete the purchase by making a payment.
* **Preconditions:** The customer has at least one item in the shopping cart.
* **Postconditions:** The order is placed, and the customer receives an order confirmation.
* **Basic Flow:**
  1. Customer clicks "Proceed to Checkout."
  2. Customer enters shipping and payment details.
  3. System processes payment and confirms order.
  4. Customer receives an email confirmation of the order.
* **Alternate Flow:**
  1. If payment fails, the customer is prompted to retry or select an alternative payment method.

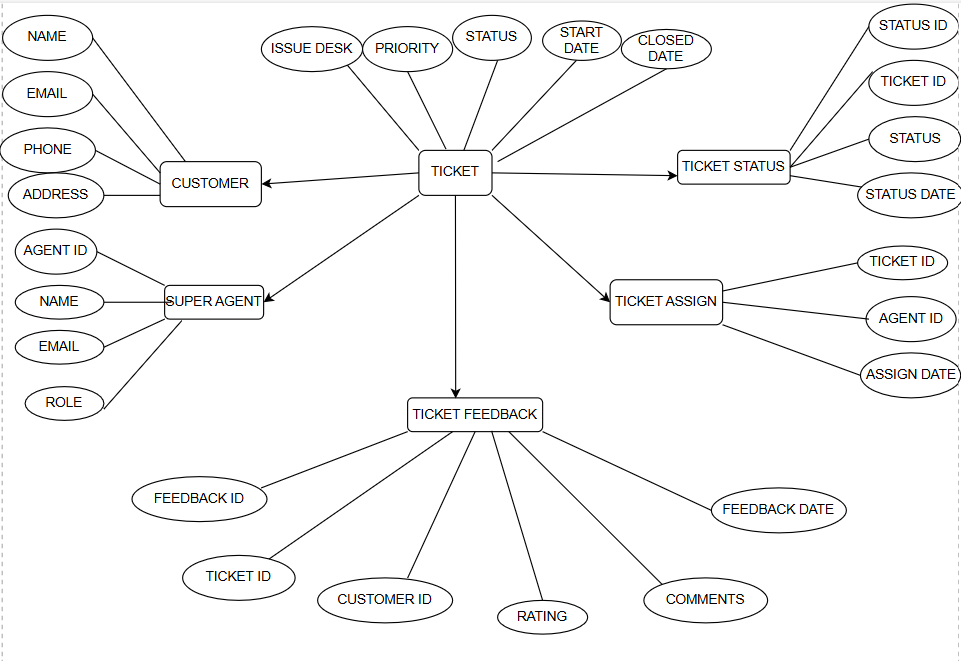
**5. Functional Requirements**

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| --- | --- | --- | --- | --- |
| ID | REQUIREMENT | DESCRIPTION | PRIORITY | DEPENDENCIES |
| R1 | Product Management | The system should allow for adding, removing, and modifying product listings (e.g., description, images, price). | High | CMS, Admin Interface |
| R2 | Search and Filters | The system should enable customers to search for products and filter by category, price range, and other attributes | High | Product Catalog |
| R3 | Shopping Cart | Customers should be able to add, remove, and modify items in their cart before checkout. | High | Product Catalogue, User Accounts |
| R4 | Checkout Process | A secure and simple checkout process with the ability to handle different payment methods. | High | Payment Gateway Integration |
| R5 | Customer Accounts | Customers should be able to create and manage their accounts, track orders, and store shipping details. | Medium | User Interface |
| R6 | Order Management | The system must generate order confirmations, manage order statuses, and send notifications. | High | Payment Gateway, Inventory System |
| R7 | Inventory Management | The system should update inventory in real-time and prevent selling out-of-stock items. | High | Warehouse System, Order Management |
| R8 | Payment Integration | The system should support multiple payment methods (credit cards, PayPal, digital wallets). | High | Payment Gateway |
| R9 | Shipping and Delivery | The system should allow for different shipping methods, calculate costs, and provide tracking information. | High | Shipping API |
| R10 | Reporting and Analytics | The system must provide sales, order, and customer reports for internal use | Medium | Admin Interface, Data Analytics |
| R11 | Product Reviews and Ratings | Customers should be able to submit product reviews and ratings. | Medium | Product Management |
| R12 | Customer Support | The system should provide live chat support and a self-service help centre | Low | Customer Service System |

**NON-FUNCTIONAL REQUIREMENTS**:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ID | REQUIREMENT | DESCRIPTION | PRIORITY | DEPENDENCIES |
| NR1 | Performance | The system should handle high traffic loads, especially during sales or peak shopping periods. | High | Infrastructure, Hosting |
| NR2 | Scalability | The system must be scalable to accommodate increased traffic and product listings | High | Database, Infrastructure |
| NR3 | Security | The system must adhere to PCI-DSS standards and encrypt sensitive data (SSL, payment details). | High | Payment Gateway, Web Security |
| NR4 | Usability | The system should have an intuitive, responsive design that works seamlessly on both desktop and mobile devices. | High | User Interface, Frontend Development |
| NR5 | Availability | The system must maintain 99.9% uptime to ensure continuous access for customers. | High | Hosting, Backup Systems |
| NR6 | Compliance | The system must comply with relevant data privacy and protection regulations (e.g., GDPR, CCPA). | High | Data Security, Legal Team |
| NR7 | Backup and Recovery | The system must have a backup mechanism to restore data in case of failure or loss. | Medium | Database, Infrastructure |
| NR8 | Compatibility | The system should be compatible with multiple browsers (Chrome, Firefox, Safari, etc.) and devices (PC, mobile). | Medium | Frontend Development |
| NR9 | Localization | The system should support multiple languages and currencies based on the region. | Low | Content Management, Translation Systems |
| NR10 | Speed | The system should load pages within 3 seconds to ensure a good user experience. | High | Frontend Optimization, Hosting |
| NR11 | Accessibility | The system should adhere to WCAG 2.1 guidelines to make it accessible for users with disabilities | Low | Frontend Development |

**3. Make an ERD of creating a support ticket/Ticketing life cycle.**



**4. User story of shopping from ecommerce**.

|  |  |  |
| --- | --- | --- |
| **User story: 1** | Task:2 | **Priority: highest** |
| AS A DELIVERY BOYI WANT TO REGISTER IN SCRUM FOODSSO THAT ICAN DELIVER ORDER | | |
| **BV:500** |  | **CP:02** |
| **Acceptance criteria** : Registration Screen Text Boxes for  1.User Name,  2.Password,  3.Nation ID-Mobile No, 4.Email,  5.Address,  6.Phone Number  7.Click on Register Button Send Successful Notification to the user | | |

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| --- | --- | --- |
| **User story: 2** | Task:2 | **Priority: highest** |
| AS A RESTAURANT OWNERI WANT TO VIEW ORDERSSO THAT I CAN VIEW THE LIST OF ORDERS | | |
| **BV:500** |  | **CP:02** |
| **ACCEPTANCECRITERIA** :  1.View Order,  2.Display List of orders in the tabular Form | | |

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| --- | --- | --- |
| **User story: 3** | Task:2 | **Priority: highest** |
| As a customer I want to add the Address So that I can get the order to the address | | |
| **BV500** |  | **CP:02** |
| **ACCEPTANCE CRITERIA** :  1.Text Box to enter.  2.Business Rules: Within the radius of 5km | | |

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| --- | --- | --- |
| **User story: 4** | Task:2 | **Priority: highest** |
| As a customer I want to select the payment mode So that can make payment of my choice | | |
| **BV:500** |  | **CP:03** |
| **Acceptance criteria**  1.Display payment modes,  2.radio buttons to select payment modes, payments button. 3.Business Rule Can select only one payment mode | | |

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| --- | --- | --- |
| **User story: 5** | Task:1 | **Priority: highest** |
| As an admin i want to view the restaurants So that I can approve their registration | | |
| **BV:200** |  | **CP02** |
| **Acceptance criteria**  1. Register in the platform with the details  2.So that to approve their registration easily | | |

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| **User story: 6** | Task:2 | **Priority: highest** |
| As a customer  I want view the price So that I can order the food | | |
| **BV:50** |  | **CP01** |
| **Acceptance criteria**  1.Display price in the list of menu items.  2. So it could be easy to the customer  3.To select the item | | |

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| --- | --- | --- |
| **User story: 7** | Task:2 | **Priority: highest** |
| As a customerI want the contact number of delivery boy So that I can contact delivery boy for the status | | |
| **BV:50** | **CP01** | |
| **Acceptance criteria**  1.Display delivery boy mobile number  2.Display delivery boy name in tracking field  3.Display Delivery boy picture | | |

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| --- | --- | --- |
| **User story: 8** | Task:2 | **Priority: highest** |
| As a restaurant owner I want to provide time slots So that customers able to see opening and closing hour | | |
| **BV:100** |  | **CP02** |
| **ACCEPTANCECRITERIA**  1.Click on restaurant dashboard  2.Add from time to time  3.Clickonsubmit  4.Display updated successfully | | |

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| --- | --- | --- |
| **User story: 9** | Task:2 | **Priority: highest** |
| AS A Business OWNER I WANT TO VIEW RESTAURANTREVENUE REPORT SO THAT I CAN VIEW THE RESTAURANT’S REVENUE | | |
| **BV:200** |  | **CP:3** |
| **ACCEPTANCE CRITERIA** :  1.Select Reports Select Revenue Reports  2. Select to and from date Select Region (can select all)  3.Generate Report Download Report in EXCEL | | |

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| **User story: 10** | Task:2 | **Priority: highest** |
| AS A REG ADMINIWANT TO MANAGE REGIONAL RESTAURANTSSO THAT, ICAN TRACK THE PERFORMANCE OFREGIONAL RESTAURANTS | | |
| **BV:200** | **CP:3** |  |
| **ACCEPTANCE CRITERIA**:  1.CLICK ON PERFORMANCE OF RESTAURANTS  2.SELECT FROM DATE TO DATE  3.CLICK ON GENERATE REPORT WHICH INCLUDES RESTAURANTS ID, NAME, REVENUE CLICK ON DOWNLOAD REPORTSHOULDBEIN EXCEL | | |

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| --- | --- | --- |
| **User story: 11** | Task:2 | **Priority: highest** |
| AS An ADMIN I WANT TO SEE THEREGIONAL REVENUEREPORTS, SOTHATICAN VIEW THE REGIONAL PERFORMANCE | | |
| **BV:100** | **CP:3** |  |
| **ACCEPTANCE CRITERIA** :  1.Select regional drop down  2.View performance of each rest of that region in tabular form  3.Which includes rest name, revenue, generated Download in excel or PD | | |

|  |  |  |
| --- | --- | --- |
| **User story: 12** | Task:2 | **Priority: highest** |
| AS A CUSTOMERI WANT TO CHAT WITHREG ADMINSO THAT I CAN REQUESTFOR REFUND | | |
| **BV:200** | **CP:2** |  |
| **Acceptance criteria**  1)Br-all mandatory  2)text box fields  3)display order id  4)text box for description  5)submit button  6)generate issue id  7)display successful | | |

|  |  |  |
| --- | --- | --- |
| **User story: 13** | Task:2 | **Priority: highest** |
| AS A HUNGRY USER I WANT TO BROWSE NEARBY RESTAURANTS SO THAT I CAN ORDER THE FOOD | | |
| **BV:200** | **CP:2** |  |
| **ACCEPTANCE CRITERIA** :  1)Each restaurant entry displays its name, cuisine type, and rating.  2)This list can be sorted by distance or rating | | |

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| **User story: 14** | Task:2 | **Priority: highest** |
| AS A CUSTOMERI WANT TO BROWSE DIFFERENT RESTAURANTS AND MENUS SO THAT I CAN FIND APLACE TO ORDER FOOD | | |
| **BV:200** | **CP:2** |  |
| **ACCEPTANCE CRITERIA:**  1)The menu includes dishes, prices and descriptions  2)Show the restaurant is open or closed | | |

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| **User story: 15** | Task:1 | **Priority: highest** |
| AS ACUSTOMERI WANT TO BROWSE FOR SPECIFIC DISHES  AND CUISINES SO THAT I CAN FIND A PLACE TO ORDER FOOD | | |
| **BV:200** | **CP:2** |  |
| **ACCEPTANCE CRITERIA**  1.App displays relevant restaurant and  2.Dishes matching the query  3.So the customer may find easy to browse | | |

|  |  |  |
| --- | --- | --- |
| **User story: 16** | Task:1 | **Priority: highest** |
| AS A CUSTOMER I WANT TO FILTER RESTAURANTS SO THAT I CAN FIND A PLACE TO ORDER FOOD | | |
| **BV:200** | **CP:2** |  |
| **ACCEPTANCE CRITERIA**  1.Filter restaurants by cuisine type and  2.dietary options (vegan, veg, non-veg, egg) | | |

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| **User story: 17** | Task:2 | **Priority: highest** |
| AS A CUSTOMER I WANT TO TRACK MY ORDER SO THAT I KNOW THE TIME OF DELIVERY | | |
| **BV:200** |  | **CP2** |
| ACCEPTANCECRITERIA  1)App shows real time update on the order status  2)Display estimated delivery time | | |

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| **User story: 18** | Task:2 | **Priority: highest** |
| AS A USER I WANT TO RATE AND REVIEW RESTAURANTS SO THAT I CAN RATE AND REVIEW THE RESTAURANTS I HAVE VISITED | | |
| **BV:200** | **CP:2** |  |
| **ACCEPTANCE CRITERIA**  1.Can see reviews from other users.  2.To help me make dining decisions.  3. And rate the restaurant | | |

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| **User story: 19** | Task:1 | **Priority: highest** |
| AS A USER I WANT TO SAVE FAVOURITE RESTAURANTS AND DISHES SO THAT I CAN ORDER FROM MY FAVOURITES | | |
| **BV:200** | **CP:2** |  |
| **ACCEPTANCE CRITERIA**  1.Access my list of favourites easily for future orders.  2.So it makes the customer to order his favourite food | | |

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| --- | --- | --- |
| **User story: 20** | Task:3 | **Priority: highest** |
| AS A USER I WANT TO VIEW PAST ORDER HISTORY SO THAT I CAN ORDER AGAIN | | |
| **BV:200** | **CP:02** |  |
| **ACCEPTANCE CRITERIA**   1)Can see the details such as  a. Order items,  b. Total cost and  c. Order date | | |

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| **User story: 21** | Task:2 | **Priority: highest** |
| AS A USER I WANT TO RECEIVE NOTIFICATIONS SO THAT I CAN RECEIVE UPDATES | | |
| **BV:200** | **CP:02** |  |
| **ACCEPTANCE CRITERIA**  1)Notifications for order confirmation  2)Notification for dispatch  3)Notification for delivery | | |

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| **User story: 22** | Task:2 | **Priority: highest** |
| AS A CUSTOMER I WANT TO CONTACT CUSTOMER SUPPORT SO THAT I CAN SUBMIT QUERIES OR ISSUES | | |
| **BV:200** | **CP:02** |  |
| **ACCEPTANCE CRITERIA**  1.Customer support section with contact information  2. Help to submit queries easily. | | |

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| **User story: 23** | Task:2 | **Priority: highest** |
| AS A RESTAURANT OWNER I WANT TO RECEIVE AND MANAGE ORDERS SO THAT I CAN UPDAT EORDER STATUS | | |
| **BV:200** | **CP:02** |  |
| **ACCEPTANCE CRITERIA**  1)Manage order status  2)Notify restaurants about incoming orders | | |

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| **User story: 24** | Task:1 | **Priority: highest** |
| ‘AS A RESTAURANT OWNER I WANT TO ACCESS TO CUSTOMER REVIEWS SO THAT I CAN VIEW AND RESPOND TO CUSTOMER REVIEWS | | |
| **BV:100** | **CP:04** |  |
| **ACCEPTANCE CRITERIA**  1)Owners can address feedback  2)Owners can improve their services | | |

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| **User story: 25** | Task:1 | **Priority: highest** |
| AS A CUSTOMER I WANT TO APPLY PROMO CODES AND DISCOUNTS SO THAT I CAN ORDER AT LOWERPRICE | | |
| **BV:100** | **CP:04** |  |
| ACCEPTANCE CRITERIA:  1.Active Promo codes  2.Discounts at lower price | | |

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| **User story: 26** | Task:7 | **Priority: highest** |
| AS A CUSTOMER I WANT TO APPLY PROMO CODES AND DISCOUNTS SO THAT I CAN ORDER AT LOWERPRICE | | |
| **BV:200** | **CP:04** |  |
| ACCEPTANCE CRITERIA  1.Active Promo codes  2. Discounts at lower price  3. Customer can apply | | |

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| **User story: 27** | Task:5 | **Priority: highest** |
| AS A DELIVERY BOY I WANT TO VIEW THE ORDERS SO THAT I ACCEPT THE ORDER | | |
| **BV:200** | **CP:04** |  |
| **ACCEPTANCE CRITERIA**  1)Order visibility  2)Real-time updates  3)Order details  4)Order filtering and sorting  5)Order map view  6)Order navigation  7)Order completion and confirmation | | |

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| **User story: 28** | Task:5 | **Priority: highest** |
| AS A DELIVERY BOY I WANT TO LOGIN SO THAT I CAN ACCEPT THE ORDER | | |
| **BV:200** | **CP:04** |  |
| **ACCEPTANCE CRITERIA**  1)User Authentication  2)Error Handling  3)Password security  4)Multi-factor Authentication  5)Compatibility and Usability | | |

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| **User story: 29** | Task:2 | **Priority: highest** |
| AS A ADMIN I WANT TO VIEW FEEDBACK SO THAT I CAN KNOW THE CUSTOMERS FEEDBACK | | |
| **BV:200** | **CP:04** |  |
| **ACCEPTANCE CRITERIA**  1)Access to feedback system  2)Feedback Visibility  3)Feedback sorting and filtering  4)Response Mechanism  5)User Support | | |

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| **User story: 30** | Task:5 | **Priority: highest** |
| AS A ADMIN I WANT TO VIEW FEEDBACK SO THAT I CAN KNOW THE CUSTOMERS FEEDBACK | | |
| **BV:200** | **CP:04** |  |
| **ACCEPTANCE CRITERIA**  1)Access to feedback system  2)Feedback Visibility  3)Feedback sorting and filtering  4)Response Mechanism  5)User Support | | |

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| **User story: 31** | Task: | **Priority: highest** |
| AS A RESTAURANT OWN I WANT TO VIEW FEEDBACK SO THAT I CAN KNOW THE CUSTOMERS FEEDBACK | | |
| **BV:100** | **CP:03** |  |
| **ACCEPTANCE CRITERIA**  1)Access to feedback system  2)Feedback Visibility  3)Feedback sorting and filtering  4)Response Mechanism  5)User Support | | |

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| **User story: 32** | Task:3 | **Priority: highest** |
| AS A ADMIN I WANT TO KNOW THE ISSUES SO THAT I CAN RESOLVE THEM | | |
| **BV:200** | **CP:04** |  |
| **ACCEPTANCE CRITERIA**  1)Display issue section  2)Sorting and filtering of issues list  3)Editing and modifying the issues | | |

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| **User story: 33** | Task:6 | **Priority: highest** |
| AS A REGIONAL ADMIN I WANT TO KNOW THE ISSUES SO THAT I CAN RESOLVE THEM | | |
| **BV:200** | **CP:04** |  |
| **ACCEPTANCECRITERIA**  1)Display issue section  2)Sorting and filtering of issues list  3)Editing and modifying the issues | | |

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| **User story: 34** | Task:2 | **Priority: highest** |
| AS A RESTAURANT OWNER I WANT TO VIEW REVENUE GENERATED SO THAT I VIEW RESTAURANTS REVENUE | | |
| **BV:200** | **CP:04** |  |
| **ACCEPTANCE CRITERIA**  1.Select Reports Select Revenue Reports  2.Select to and from date Select Region (can select all)  3.Generate Report Download Report in EXCEL | | |

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| **User story: 35** | Task:2 | **Priority: highest** |
| AS A RESTAURANT OWNER I WANT TO KNOW DELIVERY BOY SO THAT I VERIFY THE DELIVERY BOY | | |
| **BV:50** | **CP:1** | |
| **ACCEPTANCE CRITERIA :**  1.ID proof Punctuality and reliability  2. Easy for delivery boy to verify | | |

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| **User story: 36** | Task:2 | **Priority: highest** |
| AS A CUSTOMER I WANT TO VIEW THE CONTACT NUMBER OF DELIVERY BOY SO THAT I CAN CONTACT DELIVERY BOY FOR THE STATUS | | |
| **BV:100** | **CP:2** | |
| **ACCEPTANCE CRITERIA**  1.Display delivery boy mobile number  2.Display delivery boy name in tracking field  3.Display delivery boy picture | | |

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| **User story: 37** | Task:3 | **Priority: highest** |
| AS A RESTAURANT OWNER I WANT TO PROVIDE TIMES LOTS SO THAT CUSTOMER CAN CHECK OPENING AND CLOSING HOURS | | |
| **BV:200** | **CP:2** |  |
| **ACCEPTANCE CRITERIA**  1.Click on restaurant dashboard  2.Add from time to time  3.Click on submit  4.Display updated successfully | | |

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| **User story: 38** | Task:1 | **Priority: highest** |
| AS A USER I WANT TO RECEIVE NOTIFICATIONS SO THAT I CAN RECEIVE UPDATES | | |
| **BV:200** | **CP:2** |  |
| **ACCEPTANCE CRITERIA**  1)Notifications for order confirmation  2)Notification for dispatch  3)Notification for deliver | | |

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| **User story: 39** | Task:4 | **Priority: highest** |
| AS A CUSTOMER I WANT TO CONTACT CUSTOMER SUPPORT SO THAT I CAN SUBMIT QUERIES OR ISSUES | | |
| **BV:200** | **CP:3** |  |
| **ACCEPTANCE CRITERIA**  1. Customer support section with contact information  2. Submit queries | | |

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| **User story: 40** | Task:2 | **Priority: highest** |
| AS A REGIONAL ADMIN I WANT TO TRACK THE DELIVERY SO THAT I CAN VIEW THE STATUS OF THE DELIVERY | | |
| **BV:200** | **CV:3** |  |
| **ACCEPTANCE CRITERIA**  1.Real time tracking Security and  2.Data privacy User friendly Interface | | |