# Business Case: Customizable Delivery App

## Delivery App

### 1. Why is this project initiated?

The \*\*Customizable Delivery App\*\* is initiated to streamline the delivery process, enhance efficiency, and provide a tailored experience for businesses and customers. The project aims to offer a flexible delivery management solution that can be adapted to various industries, ensuring smooth operations and better customer satisfaction.

### 2. What are the current problems?

* Inefficient tracking and management of deliveries.
* Lack of real-time updates for customers and delivery personnel.
* Limited customization options in existing delivery management systems.
* Poor integration with existing business operations and third-party logistics.

### 3. With this project, how many problems could be solved?

* Real-time tracking and status updates for deliveries.
* Customizable modules for different business needs.
* Seamless integration with third-party logistics and payment gateways.
* Enhanced security and user authentication mechanisms.

### 4. What are the resources required?

* Human Resources: Project Manager, Business Analyst, Developers, UI/UX Designers, QA Engineers.
* Technology Stack: Mobile app (Android & iOS), Cloud infrastructure, API integration tools.
* Infrastructure: Servers, Development tools, Testing platforms.
* Financial Resources: Budget allocation for development, marketing, and maintenance.

### 5. How much organizational change is required to adopt this technology?

Low to Moderate:

* The app will require employees to be trained on the new system.
* Integration with existing business operations will be necessary.
* Businesses will need to adapt to digital delivery management processes.

### 6. Time frame to recover ROI?

The expected Return on Investment (ROI) is projected within 12 to 18 months, based on:

* + Increased operational efficiency.
	+ Improved customer satisfaction leading to higher retention.
	+ Revenue generation through subscription-based and pay-per-use models.

### 7. How to identify Stakeholders?

* + Business Owners & Managers: Oversee implementation and monitor efficiency.
	+ Delivery Personnel: Use the app for order tracking and fulfillment.
	+ Customers: Track deliveries and receive real-time updates.
	+ IT & Development Teams: Manage app maintenance and updates.
	+ Investors & Partners: Provide financial and strategic support.

# Business Analyst Strategy

## Introduction

This document outlines the structured approach for Business Analysis in project execution. It defines the key methodologies, stakeholder engagement processes, documentation standards, approval workflows, communication strategies, change management protocols, project tracking mechanisms, and final sign-off procedures to ensure a successful project lifecycle.

## Elicitation Approach

Effective requirement gathering is achieved through a combination of methodologies tailored to the project's needs. The following elicitation techniques will be applied:

* Conducting **stakeholder interviews** to capture business needs and expectations.
* Organizing **workshops** to facilitate collaborative requirement gathering.
* Distributing **surveys and questionnaires** for broader input collection.
* Performing **document analysis** to understand existing workflows and policies.
* Observing business processes to gain insights into operational challenges.
* Developing **prototypes and wireframes** for better requirement visualization.

## Stakeholder Engagement

A structured stakeholder analysis ensures clear communication and accountability. The **RACI (Responsible, Accountable, Consulted, Informed)** and **ILS (Influence, Level of Support)** frameworks will be used to classify stakeholders based on their roles and influence. The engagement plan includes:

* Identifying key business owners, decision-makers, and subject matter experts.
* Establishing communication strategies tailored to stakeholder needs.
* Scheduling periodic meetings and updates to maintain alignment on project goals.

## Documentation Standards

Comprehensive documentation is maintained throughout the project lifecycle. Key documents include:

* **Business Requirements Document (BRD)** to outline high-level business needs.
* **Functional Requirements Specification (FRS)** to define system functionalities.
* **User Stories and Use Cases** to illustrate system interactions.
* **Process Flow Diagrams** to visualize workflows and dependencies.
* **Traceability Matrix** to map requirements across project stages.
* **Change Request Documents** to track modifications and approvals.
* **User Acceptance Testing (UAT) Plan** to validate system readiness.

## Approval Workflow

A structured approval process ensures alignment and accountability. The approval process follows these steps:

1. Initial documentation and internal review.
2. Distribution of documents for stakeholder feedback.
3. Iterative revisions based on stakeholder input.
4. Final validation and sign-off by business owners and project sponsors.

## Communication and Collaboration Framework

To ensure transparency and consistency, the following communication channels will be established:

* **Email Updates** for regular project status reporting.
* **Scheduled Meetings** with stakeholders to review progress.
* **Collaboration Tools** such as Microsoft Teams, Slack, or Jira for ongoing discussions.
* **Project Dashboards** to provide real-time insights into project progress and milestones.

## Change Management Process

Changes in project scope and requirements are managed systematically to mitigate risks and delays. The change request process involves:

1. Submission of a formal change request detailing modifications.
2. Analysis of the impact on scope, timeline, and budget.
3. Review and decision-making by the Change Control Board (CCB).
4. Implementation and tracking of approved changes.
5. Documentation updates to reflect modifications.

## Project Monitoring and Reporting

Project tracking mechanisms ensure timely updates and risk mitigation. The following reporting strategies will be implemented:

* Weekly status reports summarizing completed tasks and pending actions.
* Monthly progress review meetings to assess milestones.
* Real-time project tracking via dashboards and collaboration tools.
* Risk assessment reports to proactively address potential challenges.

## User Acceptance Testing (UAT) and Final Sign-Off

UAT is conducted to validate system functionality and alignment with business requirements. The structured approach includes:

* Defining UAT test scenarios, success criteria, and expected outcomes.
* Executing UAT with business users and recording feedback.
* Resolving identified issues through iterative fixes.
* Obtaining formal sign-off from business stakeholders via the **Client Project Acceptance Form**.

# Functional Specifications

|  |  |
| --- | --- |
| Project Name: | Customizable delivery App |
| Customer Name: | Logistic solution LTD. |
| Project version: | 1.0 |
| Project sponsor: | John Due |
| Project manager: | Jane smith |
| Project Initiation Date: | 5 March 2025 |

## Functional Requirement Specifications

|  |  |  |  |
| --- | --- | --- | --- |
| Req. ID | Req. Name | Req. Description | Priority |
| FR001 | Login | User should be able to log in to the application to book delivery services. | 1 |
| FR002 | User Registration | New users should be able to register with an email and password. | 1 |
| FR003 | Service booking | Users should be able to book a delivery service with pickup and drop-off details. | 1 |
| FR004 | Delivery Tracking | Users should be able to track the status of their booked delivery service in real time. | 2 |
| FR005 | Payment Gateway | Users should be able to make payments securely via multiple methods for booked deliveries. | 1 |
| FR006 | Notifications | Users should receive notifications for service updates, including pickup and drop-off confirmations. | 2 |
| FR007 | Admin Dashboard | Admin should be able to monitor delivery bookings and manage user accounts. | 1 |
| FR008 | Report and analytics | The system should generate reports on service bookings, deliveries, and user activities. | 3 |

# Requirement Traceability Matrix

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Req. ID | Req. Name | Req. Description | Design | D1 | T1 | D2 | T2 | UAT |
| FR001 | Login | User must be able to log in to access the application | Yes | Pending | No | Yes | Yes | Yes |
| FR002 | User Registration | User must be able to register a new account | Yes | Yes | Pending  | Yes | No | Yes |
| FR003 | Service booking | User must be able to book a delivery service | Yes | Yes | Yes | No | Yes | Yes |
| FR004 | Delivery Tracking | User must be able to track the delivery status | Yes | No | Yes | Yes | Yes | Yes |
| FR005 | Payment Gateway | Secure payment must be available for users | Yes | Yes | No | Yes | Yes | Yes |
| FR006 | Notifications | Users must receive notifications for service updates | Yes | pending | Yes | Yes | No | Yes |
| FR007 | Admin Dashboard | Admin should be able to monitor and manage users | Yes | Yes | Yes | Yes | Yes | Yes |
| FR008 | Report and analytics | System should generate reports on deliveries | Yes | No | Yes | Yes | No | Yes |

# Business Requirements Document (BRD)

**Project Name:** Customizable Delivery App

**Project ID:** 46726

**Project Version:** 1.0

**Author:** Denial suing

**Project Sponsor:** John Doe

**Project Manager:** Jane Smith

## Contents

* Document Revision
* Approvals
* RASCI CHART for the document
	+ Codes used in RASCI CHARTS
	+ RASCI CHARTS
* Introduction
	+ Business Goals
	+ Business objectives
	+ Business roles
	+ Background
	+ Project Objectives
	+ Project scope
		- In scope Functionality
		- Out scope functionality
* Assumptions
* Constraints
* Risk
	+ Technological Risks
	+ Skills Risks
	+ Political Risks
	+ Business Risks
	+ Requirements Risks
	+ Other Risks
* Business process Overview
	+ Legacy system
	+ Proposed recommendation To-be
* Business Requirements
* Appendices
	+ List Of acronyms
	+ Glossary of teams
	+ Related documents

## Document Revision

|  |  |  |
| --- | --- | --- |
| Date | Version No. | Document Changes |
| 05/02/2025 | 0.1 | Initial Draft |

## Approvals

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Name | Title | Signature | Date |
| Project sponsor | John due | Executive |  |  |
| Project Manager | Jane smith | PM Lead |  |  |
| System architect | TBD | Operations |  |  |
| Development lead | TBD | Tech lead |  |  |
| User Experience lead | TBD |  |  |  |
| Quality Lead | TBD | QA manager |  |  |
| Content lead | TBD |  |  |  |

## RACI Chart for This Document

### Codes Used in RASCI Chart

* **R** - Responsible
* **A** - Accountable
* **S** - Supportive
* **C** - Consulted
* **I** - Informed

### RASCI CHART

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Task | Project sponsor | Project manager | Business Owner | Development lead | Quality Lead |
| Define Project Scope | A | R | C | I | I |
| Requirement Gathering | C | R | A | S | I |
| System Design & Architecture | I | C | S | A | I |
| Development & Implementation | I | S | I | R | C |
| Testing & Quality Assurance | I | I | I | C | R |
| Deployment & Go Live | I | R | I | S | A |
| Post-Deployment Support | C | R | A | S | S |

## Introduction

### Business goals

* **Enhance Delivery Efficiency:** Reduce delivery time and optimize routes to improve service efficiency.
* **Improve Customer Experience:** Offer real-time tracking, multiple payment options, and seamless communication.
* **Expand Market Reach:** Enable businesses to manage deliveries effectively with a scalable, customizable solution.
* **Optimize Operations:** Provide analytics and reporting tools to improve decision-making and logistics management.
* **Ensure Security & Compliance:** Maintain secure payment transactions and data protection measures for regulatory compliance.

### Business Objectives

To provide an IT solution for:

* **Mobile application for Android and iOS** – Enabling users to manage deliveries on the go.
* **E-Learning Management System** – Offering training and knowledge resources for delivery personnel.
* **Human Resource Management (HRM)** – Managing staff, shift scheduling, and performance tracking.

### Business rules

* Users must register and authenticate before using the platform.
* All transactions must be secured through encrypted connections.
* Delivery personnel must undergo verification before accepting orders.
* Orders can be canceled within a specific timeframe as per company policy.
* Payments must be processed through approved gateways only.
* Customer feedback and ratings will be monitored for service quality improvements.

### Background

With the growing demand for efficient and reliable delivery solutions, businesses are looking for a customizable and scalable system to manage their logistics. Many traditional delivery systems lack flexibility, real-time tracking, and integration with multiple payment systems. The **Customizable Delivery App** is designed to address these challenges by providing a user-friendly platform with advanced tracking, automated dispatching, and AI-driven analytics.

### Project Objectives

The objective of the Customizable Delivery App is to develop a robust delivery management system that meets the diverse needs of businesses. The system should:

* Provide a seamless experience for customers, delivery personnel, and businesses.
* Automate dispatching and tracking for improved efficiency.
* Integrate multiple payment methods and ensure secure transactions.
* Generate insights through data analytics for business growth.
* Allow customization for different industries and delivery models.

### Project scope

#### In scope Functionality

* User Registration & Authentication
* Service Booking & Scheduling
* Delivery Tracking & Notifications
* Payment Gateway Integration
* Admin Dashboard & User Management
* Reports & Analytics

#### Out scope Functionality

* International delivery services
* Integration with third-party logistics providers beyond pre-approved v

## Assumptions

**User Accessibility:**

* The application will be accessible via mobile (Android and iOS) and a web-based platform.
* Users will require an internet connection to access core functionalities like booking and tracking.

**Operational Assumptions:**

* The system will support multiple logistics partners, but initial integration will be with predefined service providers.
* Delivery operations will be handled by registered delivery personnel within supported regions.

**Technology Assumptions:**

* The application will integrate with third-party payment gateways for transactions.
* GPS tracking and mapping services will be powered by Google Maps or equivalent.
* Notifications will be handled through SMS, push notifications, and email services.

**Data and Security Assumptions:**

* All user data will be securely stored with encryption measures in place.
* The system will comply with relevant data protection laws (e.g., GDPR, CCPA).

**Customization and Scalability:**

* The app will have modular features, allowing businesses to customize certain functionalities.
* Future expansions may include AI-based route optimization and dynamic pricing.

## Constraints

* **Budget Limitations:** The project must be developed within a predefined budget, affecting feature prioritization.
* **Time Constraints:** The application must be launched within the specified timeline to meet market demands.
* **Regulatory Compliance:** The system must comply with legal and security regulations for online transactions and data protection.
* **Technology Dependencies:** The project depends on third-party services such as payment gateways, GPS providers, and cloud hosting.
* **Resource Availability:** Development and deployment will be based on available internal and external resources, including developers, testers, and infrastructure.
* **Scope Management:** Any additional feature requests beyond the agreed scope may impact the project timeline and cost.

## Risks

**Technological Risks**

* Integration issues with third-party services such as payment gateways and GPS providers.
* Potential downtime or failures due to cloud hosting service disruptions.
* Compatibility issues with different devices and operating systems.

**Skills Risks**

* Lack of skilled resources for mobile and backend development.
* Dependency on third-party vendors for specific technical expertise.
* Training requirements for users and administrators to effectively use the system.

**Political Risks**

* Changes in government regulations affecting delivery services or digital payments.
* Compliance with international trade restrictions if global expansion is planned.
* Potential resistance from traditional logistics providers to adopt the new system.

**Business Risks**

* High competition in the delivery service industry.
* Difficulty in acquiring initial users and logistics partners.
* Costs of marketing, customer acquisition, and platform maintenance.

**Requirements Risks**

* Misalignment between user expectations and delivered features.
* Scope creep due to additional feature requests during development.
* Ambiguities in requirement definitions leading to rework and delays.

**4.6 Other Risks**

* Cybersecurity threats including data breaches and hacking attempts.
* Unforeseen operational issues such as vehicle breakdowns or delivery delays.
* System adoption challenges among end-users and businesses.

## Business Process Overview

**Legacy System (AS-IS)**

Currently, delivery management in many businesses is handled manually or using outdated systems, leading to inefficiencies such as:

* Delayed order processing
* Inaccurate Inventory Management
* High Operational Costs
* Poor Customer Communication
* Compliance and Regulatory Challenges
* Lack of real-time tracking
* Inefficient route planning
* Limited integration with payment gateways
* Process Flow:
1. Customers place orders via phone or email.
2. Orders are manually assigned to delivery personnel.
3. No real-time tracking is available for customers or businesses.
4. Payment is processed manually, often leading to delays.

**Proposed Recommendations (TO-BE)**

The **Customizable Delivery App** will introduce an automated and efficient process:

* **Automated Order Management:** Customers can place orders via the mobile app or website.
* **Real-Time Tracking:** Live GPS tracking for both customers and businesses.
* **AI-Powered Route Optimization:** Efficient delivery scheduling and route planning.
* **Seamless Payments:** Integrated online payment options for fast transactions.
* **Data-Driven Insights:** Reports and analytics to optimize business operations.



## Business Requirements

**Functional Requirements**

* User authentication and role-based access control
* Order placement, scheduling, and tracking
* Real-time notifications for delivery status
* Integration with multiple payment gateways
* Data analytics and reporting features

**Non-Functional Requirements**

* High availability and scalability
* Secure payment and data protection
* Fast system response time
* Compliance with industry standards

**Traceability Matrix**

|  |  |  |  |
| --- | --- | --- | --- |
| Req ID | Req Description | Priority | Related Functional areas |
| FR001 | User Registration/Login | High | Authentication |
| FR002 | Delivery Tracking | High | Order Management |
| FR003 | Payment Integration | Medium | Payment processing |

## Appendix

**List of Acronyms**

* **API:** Application Programming Interface
* **GPS:** Global Positioning System
* **HRM:** Human Resource Management
* **GDPR:** General Data Protection Regulation

**Glossary of Terms**

* **Logistics Partner:** A third-party provider responsible for handling deliveries.
* **Real-time Tracking:** The ability to monitor deliveries as they progress.
* **Scalability:** The ability to expand and handle growing user demands.

**Related Documents**

* System Design Document
* User Guide
* Compliance & Security Guidelines