1)Document –business case document template ?

* Why is this project initiated?

ANS : the main objective of this project initiation high demand of the customer regarding order, also the fast and reliable food delivery services, especially in urban areas. Changing the lifestyle , a surge of mobile phone the day by day uses of internet is increasing so this leads to the online food ordering a preferred choice for many consumers. Additionally the project supports business growth by creating new revenue streams for restaurants and offering employment opportunity for delivery partners. Also it is contributing to the local economy.

* What are the current problem ?

ANS : The current problem in this project that people don’t have time for visiting to the store offline so that is the reason for that we are developing the application for the consumer or to the user apart from that , the main objective is to create a platform for the user to buy a food from the restaurant from where they wan to also by it they can get more order and sale will also increase so now the sale is low , man power and the cost of the hotel rent each and every thing is to high so generating the additional sale we required a good platform like quike bite.

* With this project how many problem could be solved?

ANS : High delivery charges : by giving them the food application and lower service by optimizing delivery routes and offering subscription model ( free delivery for members )

Delayed services : By adding some new features like real-time tracking better logistics management, and penalties for delayed delivers.

Limited restaurant options : Focus on boarding local and mid-sized restaurant giving customers more choices.

Poor customer support : Build a 24/7 in app chat and call support system with quick ticket resolutions.

High commission fees for restaurant : offer lower flexible commission rates to attract more partners and create loyalty .

* What are the resources required ?

ANS : Human resources :

Project manager : to lead and coordinate the project .

Mobile app developer : IOs and android to build the customer restaurant , and delivery apps.

Backend developers : to create the server, database, and API systems.

UI/UX Designers : to design a user-friendly and attractive app interface .

QA testers : to test the app thoroughly and fix the bugs before launch.

Sales and partnership mangers : to onboard restaurant and delivery partnes.

Customer support team : for after launch customer service.

* How much organizational change is required to adopt this technology?

ANS : New roles and team need to be created like technical team like mobile developer backend engineers , designers , testers.

Sale team : to onboard and mange restaurant partners and delivery personnel.

Customer support team : to handle user complaint , refunds and order issues.

Operation team : to oversee order logistics delivery performance , and coordination.

Change required : higher new talent or train existing employees.

New process must be designed : restaurant onboarding and menu management workflows.

Delivery assignment and tracking process.

Customer order support and escalation processes, payment handling and settlement process.

Change required : Design , document and implement new standard operating procedures.

Culture and mindset shift : moving form traditional food business to a tech-driven customer-first , fast moving model, employee must become comfortable with digital tools, data analytics, and automation.

Change required : training programs leadership communication, change management initiatives.

* Time frame to recover ROI ?

ANS :

Assumption :

 Initial investment : 300000( app development , marketing , staffing, operations.)

Revenue per order : 2 dollar ( after deducting costs like delivery, commission to restaurant, etc.

Monthly order : 1-3: 2000 order/ month

Months 4-6: 5,000 order /month

Month 7-12: 10,000 + order /month

Revenue growth rate : 15-20% per quarter

Monthly operational expenses : 20,000 Dollar to 30,000 initially.

 So time frame to recover full ROI :

* Breakeven point ( investment recovered ) : Approximately 18-24 month after the launch
* Best case ( if growth is faster ) : 18 months.
* Conservative case ( moderate growth ) 24 months.

The final time frame to recover to ROI is expected to be between 18 to 24 months.

* How to identify stakeholders?

ANS : Step 1 : think about all group which are impacted by the app.

Ask some question like who will use app?

Who will benefit from the app?

Who will work on the app?

Who could influence the project ( positively or negatively )

Who will supply the services or product to the projects.

Who needs to approve things.

|  |  |
| --- | --- |
| Stakeholder group  | Description  |
| Customer  | End users who are ordering food. |
| Restaurant owner  | Business providing the food. |
| Delivery partner  | Individuals or companies handling deliveries. |
| Internal employee | Developer, marketing, operations, customer supports. |
| Investor founders | People funding the project  |
| Vendor /supplier  | Cloud hosting providers, payment gateway services, logistics services. |

For identifying the stakeholder we can use the RACI matrix which is commonly use for the identifying the stakeholder so for that purpose RACI matrix is there in the RACI matrix it is stand for

* Responsible : in the project those stakeholder who are responsible for the specific work they who so ever are there are the responsible for the particular work they come under the Responsible.
* Accountable : in other side for the each and every task some people or the stakeholder are also accountable as per their role so they comes in this category.
* Consulted : this is also important factor like business analyst is consulting with the subject matter expert so some of the stakeholder are their with who we have consult.
* Informed : this also important in the project while identifying the stakeholder these are tool or the matrix it is commonly used for identifying the stakeholder .
* Document 2 BA strategy ?

ANS : Initiation phase : Understand the business need, meet the stakeholder , restaurant partner to define the business goals and problem clearly.

Identify Key stakeholder : customer, restaurant , delivery partners, internal teams, regulator.

Requirement gathering : Elicit requirement conduct the workshop, interviews, focus groups with stakeholders do the research on the competitor brand.

Document requirement : Functional requirement ( order placement , tracking, payments) , non functional requirement like security, speed , reliability.

Prioritize the requirement : Use the MOSCOW technique to prioritize like must have, should, could have, wont have )

Analysis phase : create business process model and create the flow charts of the order processing, delivery flow, payment settlement etc.

Create a user story : As a customer , I want to track my order live so that I know when it will arrive.

Gap analysis : compare the current process ( offline orders ) VS future processes ( app orders )

 Risk analysis : identify project risks early like technical delay, restaurant drop out)

Development and testing support : clarify requirement daily and be available for quick clarification as the development team builds the apps.

Review test cases : make sure QA testing covers all business scenarios.

Implementation Phase :

User acceptance testing : organize UAT with real customers, restaurant partners, and delivery partners.

Feedback : gather feedback , note apps and suggest quick improvement.

Training : create simple user guides for restaurant partners and delivery staff.

Summary : As a BA my goals is to keep business needs at the center collaborate with teach teams, and ensure the solution truly solves the user problem on time and within budget.

* Document 3 – Functional Specifications

|  |  |
| --- | --- |
| Project name  | Quick Bite  |
| Customer name | Deepak Rathod |
| Project version | Version 0.1 |
| Project sponsor | Rajesh D. |
| Project manager | D. Thomas |
| Project Initiation Date | 1-1-2025 |

Functional Requirement specifications :

|  |  |  |  |
| --- | --- | --- | --- |
| Req ID  | REQ name  | Req Decription  | Priority  |
| FR001 | Tracking order | User should able to the track the order . | High |

Document 4 : Requirement Traceability Matrix :

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Req ID  | Req name  | Req description  | Design  | D1 | T1 | D2 | T2 | UAT |
| FR001  | Login  | User must be login to access the application  | Yes | yes | No | Yes  | Yes  | yes |
| FR002 | Restaurant search  | User should able to the search the restaurant  | Yes  | Yes  | Yes  | no | Yes  | Yes  |
| FR003 | Order placement  | User should add item view cart and place the order  | Yes  | Yes  | N0 | Yes  | No  | Yes  |
| Fr004  | Customer support  | Include option for live chat and email support  | Yes  | Yes  | Yes  | Yes  | Yes  | Yes  |

* Document 5: BRD Template ?

ANS :

|  |  |  |  |
| --- | --- | --- | --- |
| Project name  | Project ID  | Version ID  | Author  |
| Quick Bite  | QB-001 | 1.0.0 | Dnyaneshwar  |

Business Requirement document

|  |  |  |  |
| --- | --- | --- | --- |
| ID  | Requirement Description  | Priority | Acceptance Criteria  |
| BR001  | User registration and login  | High  | User can register via email or social media an login successfully. |
| BR002 | Restaurant listing and search  | High  | User can filter restaurant based on categories , ratings, and location |
| BR003 | Order placement  | High  | User can place order view, and modify the order quantities,  |
| BR004 | Payment gateway  | High  | Use can make securely make payment via credit, payPal etc. |
| BR005 | Delivery tracking  | Medium  | Real time tracking for customer and delivery partner to give updates about the delivery status. |

This business Requirement document outlines the core features, functional requirement, and scope of the food delivery app project. The document provides a comprehensive overview that will guide development and testing phases to meet business and user expectation.