**Assignment 1**

**Question 1. Business Requirements Document (BRD)**

**Project Title: Inventory Management & Smart Delivery System**

**Client: NICS – Ice-Cream and Milk Product Manufacturer**

**Prepared by: Aayushi Khatri, Business Analyst**

**Date: 10-APR-2025**

This document outlines the business requirements for a software solution aimed at managing the inventory and ensuring the quickest delivery of ice cream and milk products for a company with multiple manufacturing plants and warehouses. The goal is to streamline inventory management, improve delivery processes, and meet customer demands effectively.

**Business Objective:**

The objective is to build a centralized software system that allows:

* **Real-time Inventory Management** across all manufacturing units and warehouses.
* **Fastest Order Fulfilment** by optimizing delivery routes and identifying the closest fulfilment centre.

**Key Stakeholders:**

| **Role** |  | **Responsibilities** |
| --- | --- | --- |
| Project Sponsor |  | Overall project vision |
| Operations Manager |  | Warehouse and manufacturing flow |
| Logistics Manager |  | Delivery efficiency |
| IT Head |  | Integration with existing systems |
| Development Team |  | Implementation & deployment |
| Business Analyst |  | Requirement gathering & documentation |

**Scope:**

* Inventory tracking (product batches, expiry, stock level).
* Warehouse visibility.
* Order placement & tracking.
* Delivery route optimization using GPS & mapping API.
* User roles & permissions (Admin, Warehouse Manager, Delivery Personnel).
* Mobile app for delivery tracking.

**Out of Scope:**

* Vendor or raw material procurement.
* CRM or Sales module.

**Deliverables:**

* Web & Mobile Application
* Admin Dashboard
* Inventory Reports
* API Integrations (Maps, ERP if needed)

**Timeline:**

| **Phase** | **Duration** | **Dates** |
| --- | --- | --- |
| Requirement Gathering | 2 weeks | [Start - End] |
| UI/UX Design | 2 weeks | [Start - End] |
| Development | 6 weeks | [Start - End] |
| Testing & QA | 2 weeks | [Start - End] |
| UAT & Deployment | 2 weeks | [Start - End] |

**Resource Plan:**

| **Role** | **Count** | **Duration** |
| --- | --- | --- |
| Business Analyst | 1 | Full Project |
| UI/UX Designer | 1 | 2 weeks |
| Backend Developers | 2 | 6 weeks |
| Frontend Developers | 2 | 6 weeks |
| QA Engineers | 1 | 3 weeks |
| Project Manager | 1 | Full Project |

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| Stage | Requirement Gathering phase-10 week(week 1 to week 10) |
| Status | Completed |
| Checklist | BRD Template |
|  | Elicitation result report |
|  | Duplicate requirement report |
|  | Grouping of functionality/ Features-client sign off |
|  | Email communication- To , CC, BCC |

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| Stage | Requirement Analysis phase-18 week(week 11 to week 29) |
| Status | Completed |
| Checklist | UML diagram |
|  | Business to functional requirements mapping |
|  | Client sign off-documents |
|  | RTM document version control |
|  | Email communication- To , CC, BCC |

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| Stage | Design phase-34 week(week 21 to week 55) |
| Status | Completed |
| Checklist | Utilization of tools |
|  | Documented evidences on client communication |
|  | Stakeholder MOM |
|  | Email communication- To , CC, BCC |

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| Stage | Testing phase- week28(week 50 to week 78) |
| Status | Completed |
| Checklist | Meeting with testers to check on possible outcome |
|  | Discussion with QA team on the details such as automation code, where to store the automation code and who will need across to it, who’s running the test, writing the test |
|  | Meeting with QA team to identify where the test will run |
|  | Email communication- To , CC, BCC |

**Business Requirements**

1. **Inventory Management:**
   * Real-time visibility of product stock levels across all plants and warehouses.
   * Automatic notifications when inventory levels fall below a set threshold.
   * Tracking of product expiration dates for perishables (ice cream, milk).
   * Support for multiple product categories and SKUs (Stock Keeping Units).
2. **Order Management:**
   * A user-friendly interface for customers to place orders.
   * Integration with warehouses to check product availability.
   * Automated order confirmation, invoicing, and tracking.
3. **Delivery Management:**
   * Routing and delivery optimization for the fastest possible delivery time.
   * Integration with GPS to track delivery trucks in real time.
   * Support for different delivery modes (e.g., trucks, drones, etc.).
4. **Reporting & Analytics:**
   * Dashboard for inventory levels, product sales, and delivery performance.
   * Historical reports on product demand, sales trends, and stock rotation.
   * Alerts for low stock and products approaching expiration.

**5. Functional Requirements**

1. **Inventory Management:**
   * Ability to add, edit, and delete product entries.
   * Support for multiple warehouse locations.
   * Batch number and expiration tracking for perishable goods.
   * System-generated alerts for low stock.
2. **Order Processing:**
   * Customer-facing portal for placing orders.
   * Integration with stock system to verify product availability in real-time.
   * Real-time order status updates for customers.
3. **Delivery Optimization:**
   * Geolocation-based delivery route optimization.
   * Real-time GPS tracking of deliveries.
   * Notification system for delivery status (e.g., out for delivery, delivered).
4. **Reporting & Analytics:**
   * Generate reports based on sales, inventory, and delivery performance.
   * Customizable reporting tools based on user roles (e.g., manager, warehouse staff, customer service).

**6. Non-Functional Requirements**

* **Performance:** The system should handle up to 100,000 concurrent users.
* **Scalability:** The software must support future growth in both product range and geographic locations.
* **Security:** User authentication and authorization, encrypted data storage.
* **Usability:** Simple user interface design for warehouse staff and delivery drivers.
* **Availability:** The system must be available 24/7 with a minimum of 99.9% uptime.

**7. Assumptions & Constraints**

* The company has an existing IT infrastructure that needs to be integrated.
* The system will not include customer relationship management (CRM) features, which may be handled by a separate platform.
* Delivery optimization may be limited by local traffic patterns and road restrictions.

**Question 2. Process Flow Diagram**

**AS-IS Process Flow (Current State)**

**Inventory Management (Manual or Semi-Automated)**

1. **Production at Plants**
   * Ice-cream and milk products are manufactured.
   * Inventory is updated manually or through basic ERP(MIS).
2. **Stock Transfer to Warehouses**
   * Based on demand forecasts or manual planning.
   * Transfer details tracked via phone, Excel, or paper-based systems.
3. **Warehouse Inventory**
   * Stock counted periodically.
   * Inventory mismatches are common due to lack of real-time updates.

**Delivery to Customers (Slower, Less Efficient)**

1. **Customer Order Placement**
   * Orders may come via phone, email, or physical channels (distributors/retailers).
2. **Order Processing**
   * Staff checks manually where the stock is available.
   * No centralized system to auto-allocate stock from the nearest location.
3. **Delivery Planning**
   * Routes planned manually or based on experience.
   * Traffic, delivery urgency, or perishable constraints not considered.
4. **Delivery Execution**
   * No live tracking.
   * Delays are common; customers cannot track orders.

**TO-BE Process Flow (With Proposed Software)**

**Inventory Management (Automated, Real-Time)**

1. **Manufacturing Integration**
   * When products are manufactured, inventory is auto-updated in the system.
2. **Smart Stock Allocation**
   * System suggests optimal stock distribution to warehouses based on:
     + Historical demand
     + Expiry dates
     + Storage capacity
3. **Real-Time Warehouse Inventory**
   * Managers can view live inventory levels.
   * Alerts for restocking, near-expiry items, etc.
   * FIFO/LIFO stock handling based on business rules.

**Smart Delivery Management**

1. **Customer Order (via app, website, or portal)**
   * Customer places an order online.
   * System auto-chooses the best warehouse for fulfilment:
     + Nearest location
     + Stock availability
     + Delivery window
2. **Auto Route Planning**
   * Software calculates fastest delivery route using traffic and weather data.
   * Delivery staff receives route on mobile app.
3. **Real-Time Tracking**
   * Customers and managers can track deliveries.
   * Notifications sent on each delivery stage (Out for delivery, arriving soon, Delivered).
4. **Delivery Feedback**
   * Customers can rate and provide feedback.
   * Helps in continuous improvement.

**Assignment 2**

**Question1. Introduction Letter to Client**

**Subject:** Introduction – Business Analyst for Your Software Development Project

Dear NICS Ice Cream Co. Ltd

I hope this message finds you well.

My name is Aayushi Khatri, and I will be your dedicated Business Analyst for the upcoming Inventory and Delivery Management Software project. I am excited to work closely with you and your team to understand your business processes and requirements, ensuring the final product aligns perfectly with your goals.

Over the coming days, I will schedule discovery sessions to learn more about your operations, identify pain points, and define key functionalities. Please feel free to share any documentation or concerns in advance.

Looking forward to our collaboration!

Warm regards,  
Aayushi Khatri  
Business Analyst  
0123-456789

**Question 2. BRD & SRS (Ticketing System)**

These documents will outline the business goals, functional requirements, and system-level technical specifications for the project.

**Business Requirements Document (BRD)**

Project Title:

Online Ice Cream Store

Document Version:

v1.0

Date:

April 20, 2025

**1. Executive Summary:**

The objective of this project is to develop a user-friendly and responsive online platform for an ice cream business that allows customers to browse, customize, and order a variety of ice cream products for home delivery or store pickup.

**2. Business Objectives:**

* Increase sales by offering an online purchase option.
* Improve customer satisfaction with a personalized ordering experience.
* Streamline the order processing and inventory tracking.
* Expand market reach beyond the physical store.

**3. Scope:**

In Scope:

* User registration and login.
* Product catalogue with images and descriptions.
* Cart and checkout system.
* Payment integration.
* Order tracking.
* Admin dashboard for inventory, orders, and user management.

Out of Scope:

* Franchise management.
* International shipping.

**4. Stakeholders:**

* Business Owner
* Store Manager
* Customers
* Delivery Staff
* Web Development Team

**5. Assumptions and Constraints:**

* System should be mobile-responsive.
* Payment processing via Stripe and PayPal.
* Integration with local delivery services.

**6. Success Metrics:**

* 30% increase in monthly sales in the first 6 months.
* 95% cart-to-checkout conversion rate.
* < 1% order error rate.

**Software Requirements Specification (SRS)**

Project:

Online Ice Cream Store

**1. Introduction**

1.1 Purpose:

This document outlines the software requirements for an online ice cream store where users can browse flavors, place orders, and make payments online.

1.2 Intended Audience:

* Development Team
* QA Team
* Project Manager
* Business Stakeholders

1.3 Scope:

This system allows customers to create accounts, explore ice cream products, customize their orders, and track delivery. Admin users will manage products, orders, and customer support.

**2. Functional Requirements**

2.1 User Module

* Register/Login/Logout
* View/Edit Profile
* Password reset via email

2.2 Product Catalogue

* List all ice cream flavours and categories
* Product detail view (ingredients, allergens, etc.)
* Search and filter

2.3 Cart & Checkout

* Add/edit/remove items from cart
* Apply promo codes
* Select delivery or pickup
* Choose delivery date and time

2.4 Payment

* Secure payment via Stripe or PayPal
* Send email confirmation

2.5 Order Management

* Order history view
* Live order status tracking
* Reorder previous items

2.6 Admin Dashboard

* CRUD for products
* View/manage orders
* Inventory management
* User support & feedback view

**3. Non-Functional Requirements**

* Performance: Load time < 2 seconds
* Security: HTTPS, PCI-DSS compliant
* Scalability: Able to handle 5000 concurrent users
* Availability: 99.9% uptime

**4. System Architecture**

* Frontend: React / Next.js
* Backend: Node.js / Express
* Database: PostgreSQL or MongoDB

**5. Constraints**

* Must launch within 3 months
* Payment only available for local currency
* Accessible design standards (WCAG 2.1)

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

This ER (Entity Relationship) Diagram represents the model of Helpdesk Ticketing System Entity. The entity-relationship diagram of Helpdesk Ticketing System shows all the visual instrument of database tables and the relations between Support, Client, Ticket, Track etc. It used structure data and to define the relationships between structured data groups of Helpdesk Ticketing System functionalities. The main entities of the Helpdesk Ticketing System are Ticket, Support, Helpdesk, Client, Issue and Track.

Helpdesk Ticketing System entities and their attributes:

* **Ticket Entity:**

Attributes of Ticket are ticket\_customer\_id, ticket\_description

* **Support Entity:**

Attributes of Support are support\_id, support\_name, support\_mobile, support\_email, support\_username, support\_password, support\_address

* **Helpdesk Entity:**

Attributes of Helpdesk are helpdesk\_id, helpdesk\_type, helpdesk\_description

* **Client Entity:**

Attributes of Client are client\_id, client\_name, client\_mobile, client\_email, client\_username, client\_password, client\_address

* **Issue Entity:**

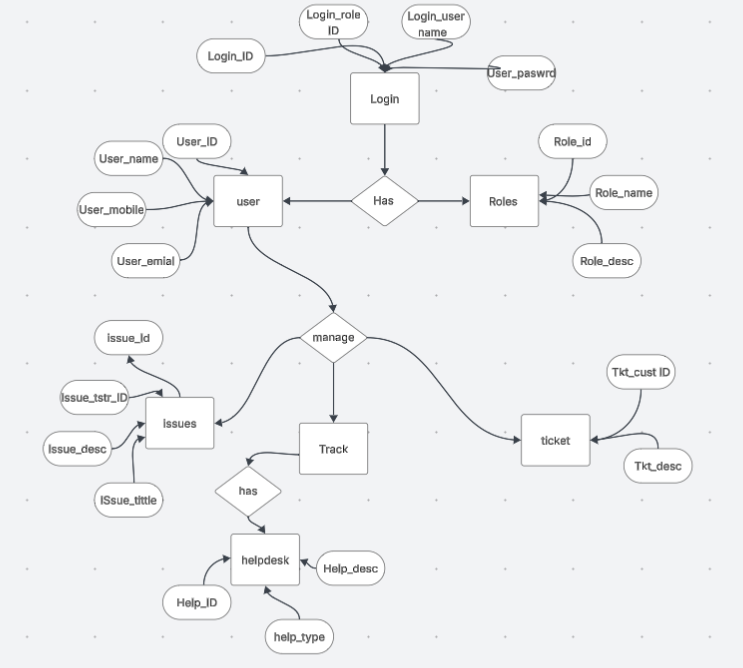
Attributes of Issue are issue\_id, issue\_developer\_id, issue\_tester\_id, issue\_title, issue\_type, issue\_description

* **Track Entity:**

Attributes of Track are track\_id, track\_issue\_id, track\_date, track\_place, track\_type, track\_description

Description of Helpdesk Ticketing System Database:

* The details of Ticket are stored in the Ticket tables respective with all tables.
* Each entity (Track, Helpdesk, Issue, Support, Ticket) contains primary key and unique keys.
* The entity Helpdesk, Issue is bound with Ticket, Support entities with foreign key.
* There are one-to-one and one-to-many relationships available between Issue, Client, Track, Ticket.
* All the entities Ticket, Issue, Helpdesk, Track are normalized and reduce duplication of records.
* Indexing has been implemented on each table of the Helpdesk Ticketing System tables for fast query execution.

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

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| User Story-1 | Tasks-2 | Priority-High |
| As a user, |  |  |
| I want to browse available ice cream flavours |  |  |
| So I can select ice cream of my choice |  |  |
| BV:10 | CP:2 | |
| Acceptance criteria |  |  |
| Ice cream products are listed with name, image, price, and brief description |  |  |
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| User Story-2 | Tasks-2 | Priority-High |
| As a user,  I want to view detailed information about each ice cream  So that I can compare with another one |  |  |
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| BV:9 | CP:3 | |
| Acceptance criteria |  |  |
| Clicking a product shows ingredients, nutrition, storage advice |  |  |
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| User Story-3 | Tasks-2 | Priority-High |
| As a user,  I want to add ice cream to my cart |  |  |
| So, that I can place order |  |  |
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| BV:10 | CP:2 | |
| Acceptance criteria |  |  |
| Items can be added with a "Add to Cart" button and appear in the cart |  |  |
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| User Story-4 | Tasks-2 | Priority-High |
| As a user,  I want to view my cart at any time |  |  |
| So I can order afterwhile |  |  |
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| BV:9 | CP:2 | |
| Acceptance criteria |  |  |
| A cart icon is accessible from all pages and shows selected items |  |  |
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| User Story-5 | Tasks-2 | Priority-High |
| As a user,  I want to update quantities in my cart |  |  |
| So that I can order desired quantity |  |  |
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| BV:8 | CP:3 | |
| Acceptance criteria |  |  |
| Quantity selector and total price updates in real time |  |  |
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| User Story-6 | Tasks-2 | Priority-High |
| As a user,  I want to remove items from my cart |  |  |
| So I can order only required item |  |  |
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| BV:9 | CP:2 | |
| Acceptance criteria |  |  |
| Each item has a "Remove" option and updates total instantly |  |  |
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| User Story-7 | Tasks-2 | Priority-High |
| As a user,  I want to search for a flavours by name |  |  |
| so that I can add in my cart |  |  |
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| BV:8 | CP:4 | |
| Acceptance criteria |  |  |
| Search bar filters results based on input keywords |  |  |
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| User Story-8 | Tasks-2 | | Priority-High | |
| As a user,  I want to filter ice creams by type (e.g. vegan, sugar-free |  | |  | |
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| BV:8 | CP:5 | | | |
| Acceptance criteria |  | |  | |
| Filter tags refine the product listing when selected |  | |  | |
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| User Story-9 | Tasks-2 | Priority-High | |
| As a user, I want to sort products by price or popularity |  |  | |
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| BV:6 | CP:3 | | |
| Sort dropdown reorders the product list |  |  | |
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| User Story-10 | Tasks-2 | Priority-High |
| As a user, I want to create an account to save my preferences |  |  |
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| BV:9 | CP:6 | |
| User can sign up and see a confirmation message |  |  |
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| User Story-11 | Tasks-2 | Priority-High |
| As a user,  I want to log in to my account |  |  |
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| BV:9 | CP:3 | |
| Valid credentials log the user in and redirect to dashboard |  |  |
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| User Story-12 | Tasks-2 | Priority-High |
| As a user,  I want to reset my password |  |  |
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| BV:8 | CP:4 | |
| "Forgot password" sends reset link to email |  |  |
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| User Story-13 | Tasks-2 | Priority-High |
| As a user,  I want to checkout as a guest |  |  |
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| BV:9 | CP:4 | |
| Guest checkout flow leads to order confirmation |  |  |
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| User Story-14 | Tasks-2 | Priority-High |
| As a user,  I want to choose delivery time slots |  |  |
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| BV:8 | CP:5 | |
| Delivery date and time can be selected before checkout |  |  |
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| User Story-15 | Tasks-2 | Priority-High |
| As a user,  I want to pay online via credit card |  |  |
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| BV:10 | CP:5 | |
| Credit card payment is processed securely with confirmation |  |  |
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| User Story-16 | Tasks-2 | Priority-High |
| As a user, I want to receive an order confirmation email |  |  |
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| BV:9 | CP:3 | |
| Email is sent after successful payment |  |  |
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| User Story-17 | Tasks-2 | Priority-High |
| As a user,  I want to see estimated delivery time |  |  |
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| BV:7 | CP:2 | |
| Delivery ETA displayed at checkout |  |  |
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| User Story-18 | Tasks-2 | Priority-High |
| As a user, I want to track my order status |  |  |
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| BV:8 | CP:5 | |
| Order tracking link shows live status updates |  |  |
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| User Story-19 | Tasks-2 | Priority-High |
| As a user, I want to save my delivery addresses |  |  |
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| BV:7 | CP:3 | |
| Address book feature lets users save and edit addresses |  |  |
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| User Story-20 | Tasks-2 | Priority-High |
| As a user, I want to apply discount codes |  |  |
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| BV:8 | CP:4 | |
| Valid promo codes apply a discount at checkout |  |  |
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| User Story-21 | Tasks-2 | Priority-High |
| As a user, I want to receive seasonal promotions |  |  |
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| BV:7 | CP:3 | |
| Registered users get promotional emails |  |  |
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| User Story-22 | Tasks-2 | Priority-High |
| As a user, I want to leave a review on purchased items |  |  |
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| BV:7 | CP:4 | |
| Review form available after purchase confirmation |  |  |
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| User Story-23 | Tasks-2 | Priority-High |
| As a user, I want to rate products with stars |  |  |
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| BV:6 | CP:3 | |
| Products display average rating and accept user ratings |  |  |
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| User Story-24 | Tasks-2 | Priority-High |
| As a user, I want to reorder a previous purchase |  |  |
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| BV:8 | CP:4 | |
| Past orders have "Reorder" button |  |  |
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| User Story-25 | Tasks-2 | Priority-High |
| As a user, I want to be notified if my favorite item is back in stock |  |  |
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| BV:7 | CP:5 | |
| Out-of-stock items offer "Notify Me" feature |  |  |
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| User Story-26 | Tasks-2 | Priority-High |
| As a user, I want to see allergen information for each item |  |  |
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| BV:8 | CP:3 | |
| |  | | --- | | Allergens displayed on product detail page | |  |  |
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| User Story-27 | Tasks-2 | Priority-High |
| As a user, I want to subscribe for a monthly delivery box |  |  |
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| BV:9 | CP:6 | |
| |  | | --- | | Subscription option available with recurring billing | |  |  |
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| User Story-28 | Tasks-2 | Priority-High |
| As a user, I want to cancel my subscription |  |  |
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| BV:7 | CP:4 | |
| Cancel option available from dashboard |  |  |
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| User Story-29 | Tasks-2 | Priority-High |
| As a user, I want to receive SMS delivery notifications |  |  |
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|  |  |  |
| BV:7 | CP:4 | |
| Users opt-in to SMS alerts during checkout |  |  |
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| User Story-30 | Tasks-2 | Priority-High |
| As a user, I want to share a product link on social media |  |  |
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| BV:6 | CP:3 | |
| Share buttons available on product pages |  |  |
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| User Story-31 | Tasks-2 | Priority-High |
| As a user, I want to see what's trending or best selling |  |  |
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| BV:7 | CP:3 | |
| Homepage highlights popular items |  |  |
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| User Story-32 | Tasks-2 | Priority-High |
| As a user, I want to report a problem with my order |  |  |
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| BV:8 | CP:4 | |
| "Report an Issue" form accessible from order history |  |  |
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| User Story-33 | Tasks-2 | Priority-High |
| As a user, I want to earn points for purchases |  |  |
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| BV:8 | CP:6 | |
| Loyalty program tracks points and shows rewards |  |  |
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| User Story-34 | Tasks-2 | Priority-High |
| As a user, I want to redeem loyalty points for discounts |  |  |
|  |  |  |
|  |  |  |
| BV:8 | CP:4 | |
| Points apply as discount at checkout |  |  |
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| User Story-35 | Tasks-2 | Priority-High |
| As a user, I want to refer friends and earn rewards |  |  |
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| BV:7 | CP:5 | |
| Referral link generated and tracked per user |  |  |
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| User Story-36 | Tasks-2 | Priority-High |
| As a user, I want to see if a product is available in my location |  |  |
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| BV:8 | CP:4 | |
| Zip code checker on product page shows availability |  |  |
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| User Story-37 | Tasks-2 | Priority-High |
| As a user, I want to receive an invoice for my order |  |  |
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| BV:6 | CP:2 | |
| Downloadable invoice after payment confirmation |  |  |
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| User Story-38 | Tasks-2 | Priority-High |
| As a user, I want to get customer support via chat |  |  |
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| BV:7 | CP:5 | |
| Live chat or chatbot available on support page |  |  |
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| User Story-39 | Tasks-2 | Priority-High |
| As a user, I want to be notified of delivery delays |  |  |
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| BV:7 | CP:4 | |
| Automatic email or SMS alerts for delays |  |  |
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| User Story-40 | Tasks-2 | Priority-High |
| As a user, I want to browse the store on mobile easily |  |  |
|  |  |  |
|  |  |  |
| BV:10 | CP:5 | |
| Fully responsive UI and mobile-friendly cart/checkout |  |  |
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 **BV** = Business Value (1–10; higher is more valuable)

 **CP** = Complexity Points (1–10; higher is more complex)

 **Acceptance Criteria** = Clear definition of when the story is considered complete