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 |
| FR002 |  User registration and login  | User should be able to register and login using email , phone | High  |
| FR003 | Menu Browsing and item details  | User can browse and search for near by restaurants  | Medium  |
| FR004 | Cart and order placement  | User can add items to a cart customize orders,  | High  |
| FR005 | Real time order tracking  | User can track the status of their order  | Medium |
| FR006 | Payment integration  | App should support multiple payment methods like credit/debit, cards  | High  |
| FR007 | Push notification  | User should get notifications for order status updates, offer, and promotions | High  |
| FR008 | Rating And reviews  | User can rate a restaurants and delivery services and leave  | Medium  |
| FR009 | Order history and reordering  | User can view past orders and reorder from the history  | High  |
| FR010 | Customer support chat  | User can contact customer service via chat or call for any query  | 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  |
| FR005 | Restaurant listing and search  | User can browse and search for nearby restaurants based on cuisine , ratings  | Yes  | No  | Yes  | Yes  | Yes  | Yes  |
| FR006 | Menu and item details |  User can view restaurant menus items decriptions, prices and availability  | Yes  | Yes  | Yes  | Yes  | Yes  | Yes  |
| FR007 | Order tracking  | User can track the status of their order  | Yes  | Yes  | Yes  | Yes  | Yes  | Yes  |
| FR008 | Rating and view | User can rate restaurants and delivery services and leave feedback  | Yes  | no | Yes  | Yes  | Yes  | Yes  |
| FR009 | Push notification  | User should get notification for order status  | Yes  | Yes  | Yes  | no | 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. |

Content …..

* Document revisions : The food delivery app document was created step by step. First it had the basic features . later , more details were added , like how the app should look and how user will use it. The team made changes to improve payment options and order tracking . they also added new parts for delivery partners and explained how order cancellations and refunds will work . the document was checked updated, and then finally approved.
* Approvals : the food delivery app document was reviewed and approved by all key team members. The business analyst , project manager, QA lead, and development lead checked the details, agreed with the changes, and gave their approval to move forward with the project.
* RACI chart for this document : Quick bite food delivery app documentation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Task / activity  | Business analyst  | Project manger  | Development team  | QA lead  | UI/UX Designer  |
| Draft functional requirement  | R | A | C | C | I |
| Add non functional requirement  | R | A | C | C | I |
| UI Flow and user stories  | C | A | I | I | R |
| Payment gateway update  | C | A | R | C | I |
| Review and finalization  | C | A | R | R | I |
| Approval and sign off  | I  | A | I | I | I |

* Introduction : this document describes the requirement and features of a food delivery app that allows user to order food from nearby restaurants and get it delivered to their doorstop. The app aims to provide and smooth and user-friendly experience for customer, restaurant partners and delivery agents. With the rise in demand for online food services , this app will help user browse restaurant , view menus , place order, make payment, and track deliveries in real time. And build a reliable and efficient platform that connect food lovers with their favorite meals any time anywhere.
* Business goals : provide a seamless food ordering experience make it easy for user to find reataurantse, order food, and get it delivered quickly. Expand customer reach for restaurants, generate revenue through commission and delivery fees, earn income by charging restaurants a commission and user and delivery service fee., build a strong network create realible delivery system by on boarding and managing delivery partner effectively. Ensure customer satisfaction and retention deliver high –quality service to keep user happy and encourage repeat order.
* Objective : The main objective of the food delivery app is to create user-friendly digital platform that connect customer with nearby restaurants and enables them order food easily and get it delivered quickly and reliably. The app aims to streamline the app aims to streamline the enire process from browsing menus to order tracking-while ensuring , quality service , and satisfaction for all user, including customer, restaurant owner, and delivery partners.
* Business rules : user must register to place order only registered users can place food orders through the app, minimum order amount some restaurant may require a minimum order value to accept delivery request , order cancellation window, commission charged to restaurants, delivery fees based on distance , promotional codes have expiry dates. One active order per user at a time .
* Background : online food delivery has become a fast growing industry . people now prefer the convenience of ordering food from their favorite restaurants without leaving their homes. This shift in consumer behavior has created a strong demand for reliable food delivery platform.
* Project objective : The objective of this project is to design and develop a comprehensive food delivery application that connect customer, restaurants, and delivery partner on a single platform. The app will alow users to easily browse restaurants, order food, make secure payments, and track deliveries, in real time. Its aims to improve user convenience , help restaurants grow their online presence.
* Project scope : In the food delivery app the scope is order placement, payment, and tracking but it might exclude features like loyalty point so these are the some of the scope but the main problem is to solve the problem of people who wants to get the order at near by their place.
* In scope functionally : in the functionality of the in scope there are so many things which comes under this like, user registration and login, browse restaurant , and placing the order and doing payment support card UPI, wallet., also the order tracking in real time of delivery. Also the delivery partner app to accept orders, navigate routes, update delivery staus.
* Out-of-scope : loyalty programs or reward points, subscription based meal plans, drone based delivery, voice ordering or chatbot integration , AI based food recommendations, corporate or bulk order management.
* Assumptions : all restaurant will manage their own menus through the restaurant panel, user will have access to stable internet to use the app effectively, delivery partner will have smart phone with GPS enabled, Third party services gateway, Google Maps will available and working without major issues, the app will launch initially launch in a specific region or city before expanding, security , privacy, and data protection standards will follow general industry practices.
* Constraints : Budget limitations the project must be completed within the approved budget. The app must delivered with the fixed timeline . limited team member or technical resources may impact development speed. The app must be built using specific tools, platform .app services will be available only selected cities areas at launch , the system must meet certain security payment . only English will be supported in the first version
* Risk : Technical failure like server downtime , bugs or app crashes can affect user experience ,Low user adoption if the app doesn’t attract enough users or restaurants, business goals may not be met, delivery partner shortage , budget overrun development costs may exceed estimates due to unexpected issues or scope , negative review or rating – poor service or app performance can lead to low app store ratings and bad reputation. Partner restaurant may leave the platform , reducing customer choices.
* Technical risk : scalability issue- the app might not handle high traffic , leading to slow performance or crashes. Integration failures- problems integrating with third party services like payment gateways, Google maps, or SMS APIs , platform compatibility – the app may not work smoothly across all target devices or operating system version. Security vulnerabilities, real time tracking inaccuracy , app store rejections.
* Skill Risks : lack of mobile app development expertise, inexperience with third party integrations, poor UI/UX design skills, inadequate testing and QA knowledge , limited project management experience.
* Political risks : Political risks refer to potential impact from government actions, regulations, or changes, in the political environment that could affect the project, for food delivery app political risk is involve .
* Requirement risks : unclear , changing or misunderstood requirement during the project , which can lead to misalignment between what is expected and what is delivered . this risks arises when the project team and stakeholder do not have a shared , clear understanding of the project goals and features.
* Business process over view :



* AS is : customer calls the restaurant to place an order then restaurant staff notes down the order, and customer gives delivery address and pays by cash on delivery, restaurant prepares the order, restaurant contacts a delivery person manually, delivery person pickup and deliver the food in last customer receives the food and pays in cash.
* To BE : the TO – be for the food delivery app this represent the future or improved system where the process is fully digital and app based in the food delivery app to be ise customer open app- customer register or logs in – customer browse resto and menus- customer place the order and pays online- system sends order to restaurant – restaurant confirms and prepares the order, system automatically assign the delivery partner- delivery partner picks up the order and deliver to the customer and gives the feedback.
* Business requirement : allow user to order food online from local restaurant, use delivery partner to transport food wit real-time tracking, support secure online payments, provide order status updates and notifications, collect customer feedback and rating .