Vision Document

Topic: Restaurant

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1. The organization acquiring the IT system

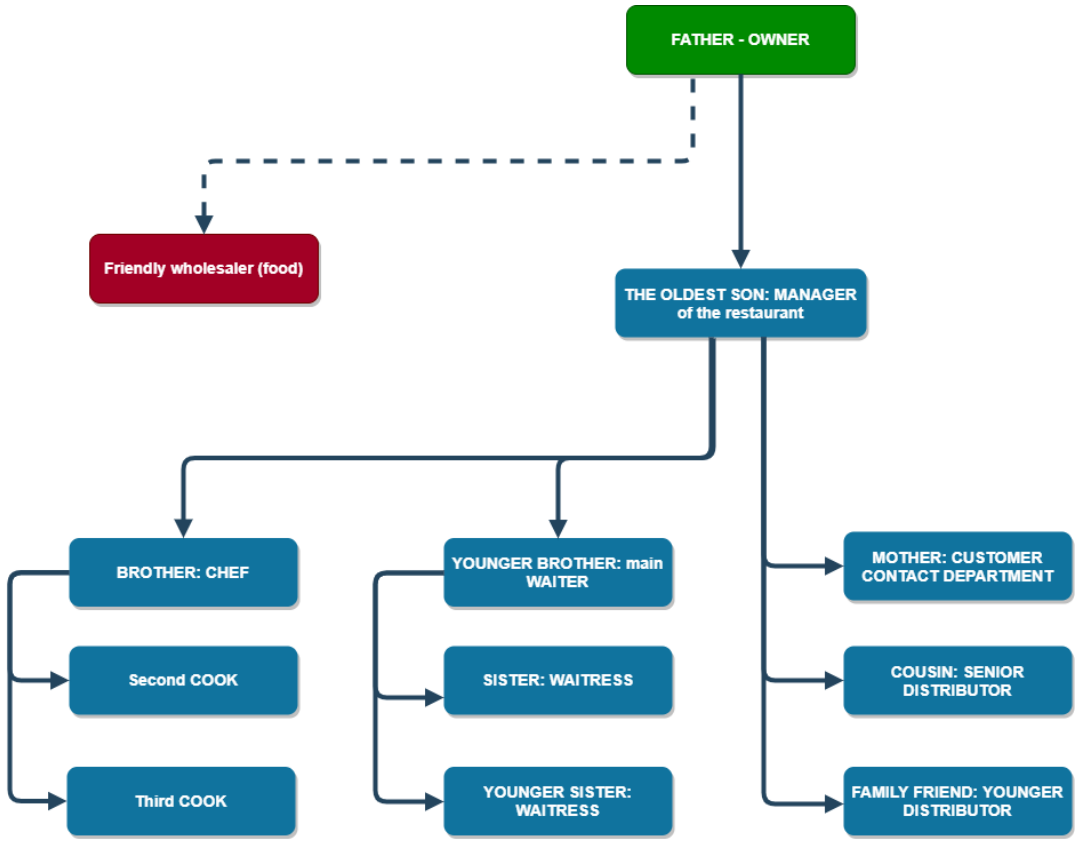
1.1.Name of the organization: Mamma Mia Pizzeria

1.2. Description of the organization

The Mamma Mia Pizzeria is a medium-size restaurant in the center of an European old town – Trieste. It’s main product is of course pizza which is known to be best in town. Besides the menu offers few Italian dishes and some basic drinks. The restaurant goal is to deliver the best pizza to its customers. But the increased number of clients means that restaurant is struggling in delivering hot pizza during delivery and the waiting times are increasing. This is why the owner decide to implement IT solution. The Restaurant is currently hiring 10 people. The number of clients currently varies from 15 at the worst to 200 at most but this number is going to increase in the future as more and more tourist visit this popular place. The number of places is 40 divided into 10 tables. There is no plans of opening another restaurant due to the pizzeria being a family business. The responsibility from the ingredients is handled via friendly wholesale and the local market.

1.3. Organizational structure

A diagram showing the organizational structure org. (figure):



Responsibility of the organizational units:

Organizational unit	Responsibilities
OWNER	Own the whole company. As the oldest family member, he makes decisions of the company future.
MANAGER of the restaurant	Manages all departments: customer contact, cooking, waiter's, distribution department. Responsible for deliveries from the friendly wholesaler.
CUSTOMER CONTACT	Accepting orders, forwarding them to the distribution department.
CHEF (main COOK)	Preparing meals and managing the rest of the cooks.
WAITER	Customer service; serving dishes, cleaning table, chairs, equipment. Managing sisters.
DELIVERER	Delivering fresh meals. Managing other distributors.

1.4. Problems occurring within the organization:

- Problem with Customer Service. Number of our clients is constantly growing. We are unable to support such number of customers in ordinary way. System which will divide orders, send distributors, give table numbers and manage waiters would help with that. It could also improve our kitchen department and deliveries from our friendly wholesaler.

- Deliveries take too long. Our delivery team needs to visit many locations and is unable to do this in an optimal way every time, which prolongs delivery time and food can get cold.

1.5. Generic concept of an IT system

System will have few interfaces. Every interface is designed for certain user profile. One profile is for waitresses, they will be able to use system to group all items in one order at certain table, sum up price, log in and log out, so the system will count hours during work. There is also manager interface, for checking earnings, all hours spend during job, managing certain orders (changing, deleting, showing), as well as access to all important information like restaurant statistics. System will print information about orders for the kitchen. Also a delivery interface, which will show the address of a client and the order, all in specified queue.

2. System goals

Goal	Criteria (measures, levels)
Faster deliveries	Max 1h of waiting for food delivery
Better management of tables and clients	50% more clients served per day
Increase of profits	30% increase in 2 years

3. Stakeholders

Stakeholder	Viewpoint
Father - owner	We will be able to take new challenges. Our local and family business will get the opportunity to grow and develop.
Mother – customer contact department	It will attach us with customers. Our clients will feel more related with the company and will be loyal to the mark. Direct contact with customer will improve.
Chef/cooks	New system will reduce our work. Combination of getting food, preparing it and giving to the client will be better managed.
Waiters	It will accelerate serving dishes. Our minds are always busy of table numbers, kind of dishes and timing.
Distributors	During rush hours it is almost impossible to find the optimal route. New IT system will help us to designate proper way.
Wholesaler	We will get more detailed information about deliveries. We will save time. Time is money.

Future employees	Conditions of workplace for future employees will improve. We will feel more comfortable and less overworked. Our social media will encourage more people to come.
System supplier	I will earn money from implementing it. It will give me more publicity and next certificate of reliability.
Italian local government	We support our native businesses. We are proud to have local restaurants. We expect the new IT system to be helpful for the Italian citizen.

4. System's context and functionality

4.1. System users, their characteristics, functional requirements and functions

User	**Characteristics**		**Functional requirements (ID only)**	**Functions**
Client	Profile	Italian/English language, basic/minimal IT knowledge	4)	Client sees time left till delivery of his order
	Conditions of use	From time to time when ordering via phone		
	User interface requirements	Transparent , easy to use, two languages		
Deliverer	Profile	Italian/English language, basic IT knowledge	4), 5)	Deliverer accepts deliveries from kitchen and then system shows him way to clients on smartphone app
	Conditions of use	whole day long, in car and kitchen		
	User interface requirements	Protected, but easy to use in car, two languages		
Cooks	Profile	Italian language, no IT knowledge	2)	The cook accept order, gets ticket with contains of the order and informs system when order is completed
	Conditions of use	in the kitchen for entire day, accepting orders being completed		
	User interface requirements	Protected, but very easy to use		
Waiters	Profile	Italian language, minimum IT knowledge	1)	Waiter collects orders from customers, put them into the system and delivers dishes to the

	Conditions of use	All during the workday, many operations per hour		table when they are ready
	User interface requirements	Protected, but easy and fast to use, Italian language		
Manager	Profile	Italian/English languages, much IT knowledge	3), 6)	Manager collect data form the system for accounting purposes, changes menu when needed
	Conditions of use	once a day, takes information from system for accounting		
	User interface requirements	Protected, can be more complicated, two languages		

4.2. Priorities for Requirements

ID) Requirement/ priority	MUST	SHOULD	COULD
1) Collect and store all the orders	X		
2) Optimize completion of orders			X
3) Monitor amount of supplies		X	
4) Track deliveries	X		
5) Calculate and optimize delivery time	X		
6) Organize supplies delivery			X

4.3. External cooperating IT systems and their interfaces

Cooperating IT system	**System's interface (provided / expected functions, transmitted data, technical means of cooperation e.g. API, web service, export/import)**
Google Maps	Delivering maps used in smartphone user and deliverer apps. GPS localization on that map, cooperation via provided API
PayU	Paying for your order online, cooperation via provided API

5. Quality requirements

Scale: 1 – must be, 2 – should be, 3 – could be (if there is enough time and resources), 4 – won't be (not required at all).

Attribute	Requirement regarding that attribute (expressed in a way that enables objective verification whether the system complies to such requirement)	Priority
performance	Able to handle up to 100 orders at once	1
reliability	Able to work non-stop for 18 hours without losing any orders or crashing	1
availability	Available for 95% of working hours	1
security	Only the staff can get access to the system	2
safety	Adapted to work conditions present in the cars / scooters (for smartphone app only), kitchen (rest)	1
portability	Able to implement in different localization, case the restaurant has to move	3
flexibility	Ability to use system in multiple locations	4
configurability	Ability to change menu without much effort	2

6. Constraints

Time: 6 months

Budget: 80 000 euro

Specific conditions to be operated in: restaurant conditions

Specific equipment to be used on: pc/android devices (for app)

Development technologies imposed by the customer: none

Specific data formats to be used: European date formats

Required documentation: short presentation "how to use"

Required trainings to be organized: 1 or 2 short introductions

Required deployment arrangements: max 2 days for deployment

Product/development process compliance with specific standards: none

Other: none