Requirements elicitation case study
Online café

Provide a glossary for the project

- Internet cafe (IC)
- Client
- Dish
- Order
- Client's account
- Client's IC account
- Menu
- IC list of orders awaiting cooking
- Reclamation
- Dispatche
- Cook
- Courier
- Cooker's list of orders awaiting cooking
- IC list of orders awaiting delivery
- Courier's list of orders awaiting delivery
- IC list of orders awaiting for reclamation

Identify roles in the system

- Client
- Dispatcher
- Cook
- Courier

Provide non-functional requirements.

- Clients can work with IC via web-browsers ...
- Respond time of the IC is at list 3 second.
- Restore time of the IC is at list 3 hours.
- IC support at list 50000 of clients.
- Time of money transaction is at list 15 minutes.
- Time of the order delivery is at list 1 hour.
- System supports exactly one dispatcher.
- System supports at list 15 cooks.
- System supports at list 50 couriers

Provide the functional descriptions

The description of each function should contain:

- **ID**: unique numerical identifier for references
- **Name** of functionality
- **Initiated by**: Initiator of the functionality if there is any
- **Input** to the functionality
- **Pre-condition**: State of the system before execution of the function and input data constraints
- **Post-condition**: State of the system after invoking the function

Provide the functional descriptions

- Client's registration
- Client's login
- Increase of IC account
- Make order
- Make reclamation
- Client's Logout
- Passing order on cooking
- Cooking order
- Passing order on delivery
- Delivering orders
- Clearing of IC list of orders awaiting for reclamation
Enumerate missing functional descriptions

• What happens when reclamations added and how they processed?
• How menu created?
• Check in and check out of cooks and couriers.