Bob owns a brick and mortar Vegan Restaurant.

In 2020 COVID impacted his business. He quickly realized that he needs to move his business online.

Bob consults with his Operations Manager Steve, his Financial Manager Eric and his Staff about the goals and objectives for the next few months. They want to stop the bleeding, i.e. loss of customers that would typically walk through the doors.

By moving the store online they will not only stop the bleeding but they anticipate an increase in revenue by 20 % and reduction in costs by 15%.

As part of the move online, they want the ability to allow a customer to select from the menu, place their order and pay for the order online.

They want the customers to have the option for home delivery through doordash within a certain radius or pick up from the restaurant.

They hire Dave who is a Project Manager and has an offshore team of Business Analysts, developers, and testers.

You are one of the offshore Business Analysts and have been approached to gather the requirements as the Business Analyst for this project.

They want this developed and tested in 3 months.

The next step here is well what do you do with this information .....

Step 1 - Understand the "**Why**" - the case study outlines the why clearly. Due to COVID there is a Business Need to move the store online, otherwise he will lose his customer base.

Step 2 - Understand the "**What**" - This would get you to what is being changed. Over all the change revolves around moving from n Brick and Mortar to an online store. As part of the move online, they want the ability to allow a customer to select from the menu, place their order and pay for the order online. They want the customers to have the option for home delivery through doordash within a certain radius or pick up from the restaurant.

Step 3 - Understand the "**When**" - They want this product delivered in the next 2 months

Step 4 - Understand the "**Where**" - Online

Step 5 - Build the problem statement (not required but helpful for your understanding)

**Context Diagram**

Payment Processing

Scope

1. Provide a menu
2. List of menu items in scope: xyz
3. Ability for Customer to place order
4. Ability for customer to pay for the order
5. Ability for customer to select either delivery or pick up

First level questions on scope:

1. Is there an existing website that this needs to be added to?

Online ordering system

Food being delivered

Customers ordering their meal