

LAST CALL PIZZA INFORMATION SYSTEM

by

Kelsey Jackson

A Senior Honors Project Presented to the

Honors College

East Carolina University

In Partial Fulfillment of the

Requirements for

Graduation with Honors

by

Kelsey Jackson

Greenville, NC

May, 2021

Approved by:

Eric Kisling

College of Business, Management Information Systems



## Team 1

Kelsey Jackson, Tanner Whitesell, Mitchell Langsom, Jacob Ivy

03/04/2021

## Table of Contents

<b><i>Table of Contents</i></b> .....	<b>3</b>
<b><i>Section 1 Executive Summary</i></b> .....	<b>5</b>
<b><i>Company Background &amp; Current Environments</i></b> .....	<b>6</b>
<b><i>Proposed System Objectives</i></b> .....	<b>7</b>
<b><i>Constraints</i></b> .....	<b>7</b>
<b><i>Expected Benefits of the System</i></b> .....	<b>8</b>
<b><i>Context Diagram</i></b> .....	<b>9</b>
<b><i>Section 2 Executive Summary</i></b> .....	<b>10</b>
<b><i>Use Case Diagram</i></b> .....	<b>11</b>
<b><i>Supplemental Specifications (Non-Functional)</i></b> .....	<b>12</b>
<b><i>Section 3 Executive Summary</i></b> .....	<b>13</b>
<b><i>DFD Package</i></b> .....	<b>14</b>
Level 0 .....	14
Level 1 .....	15
<b><i>Physical Entity-Relationship Diagram (ERD)</i></b> .....	<b>16</b>
<b><i>IPO Chart</i></b> .....	<b>17</b>
<b><i>Navigation Diagram</i></b> .....	<b>18</b>
<b><i>Hardware and Software Specifications</i></b> .....	<b>19</b>
<b><i>Section 4 Executive Summary</i></b> .....	<b>20</b>
<b><i>Technical Manual</i></b> .....	<b>21</b>
<b><i>Accessing Website Dashboard:</i></b> .....	<b>21</b>
.....	<b>21</b>
<b><i>Let customers know where you are today:</i></b> .....	<b>22</b>
<b><i>Adding Products to the POS or E-Commerce Store:</i></b> .....	<b>26</b>
<b><i>Editing Webpage elements:</i></b> .....	<b>31</b>
<b><i>Adding Pages</i></b> .....	<b>34</b>
<b><i>Managing Products:</i></b> .....	<b>35</b>

Managing Social Media Through Square Space:.....	38
Navigating the Website .....	40
Checking Sales/Analytics .....	42
Ordering an Item.....	45
<b>Technical Manual .....</b>	<b>49</b>
Review Account .....	49
Manage Account Username/Password.....	49
Update Domain.....	50
Upgrade Site .....	50
For all other Technical Support .....	51
<b>Section 5 Executive Summary with Narrative and Conclusion.....</b>	<b>52</b>
<b>Migration Plan .....</b>	<b>52</b>
<b>Migration Plan Challenges, Problems &amp; Discoveries .....</b>	<b>53</b>
<b>Project Assessment.....</b>	<b>54</b>

## Section 1 Executive Summary

Last Call Pizza is a local pizza truck company located here in Greenville, NC. They are a brand-new food truck to this city as they just opened back in November of 2020. Currently they're open about 3-4 days a week and do roughly two thousand dollars in sales a night. The biggest problem they are facing is the number of orders they are getting. They seem to be constantly taking orders on the phone and do everything by hand. Therefore, our client has asked us for a website that will have the ability for their customers to order online, rather than waiting in line at the pizza truck.

The first section summary covers the background & current environments, Problem analysis, proposed system and constraints, expected benefits, initial use case diagram, initial context diagram, product backlog, and sprint 1 documentation. We are using business process automation to enhance their business and help them create more revenue and decrease ordering time of a pizza. The employees will no longer be needed to take orders on the phone and will have more time to focus on making the pizzas and hopefully more orders will come through their website. Our website will be made through WordPress with multiple plug-ins for the customers specifications.

## Company Background & Current Environments

Last Call Pizza (LCP) is a food truck start up located in Greenville North Carolina owned and operated by William Bell. LCP specializes in fresh brick oven pizzas featuring homemade dough and sauce. Since starting the business only a few months ago LCP is averaging \$2,000 in sales each night and producing around 150 pizzas a night. LCP has had remarkable success targeting college students returning from downtown Greenville after a night out.

LCP Currently has a truck and trailer that they move from location to location to target different markets on different days. For example, they can be parked on the corner of 5<sup>th</sup> street and Harding street Monday through Thursday to target college students returning from downtown. During the weekend they may be in the same location on 5<sup>th</sup> street or they could be contracted out by a brewery to sell food on a busy night. This constant location change makes their business environment extremely dynamic.

Currently LCP only sells pizza, but they are hoping to expand into the grilled cheese market soon. They have hired 10 part-time employees to help run the food truck and they plan to hire more as their nightly volume increases. Call ahead orders can only be taken from the customer placing a cell phone call to the owner's cell phone and they have an employee write down the order and complete the order. This current process has room for improvement. Errors can occur from both the employee writing it down to the client speaking his or her order. A BPA system could impact the company's future success by eliminating automating a current process to improve the food trucks workflow.

## Proposed System Objectives

The proposed system for Last Call Pizza (LCP) is a web-based client management system created with Squarespace. This system will allow LCP to take advantage of online transactions and update customers when something changes. The system will also fix the communication problem LCP has had with its customers through website features like current truck location, current inventory, and daily operating hours updates. LCP's new transaction system will increase revenue and efficiency by cutting the time and cost of their amount of call-in orders. The IS system will also take payments making the customer pick up process even easier. The system will also have a customer portal that will allow the owner to view customer data. This will allow the owner to leverage the customer data and remind customers to re-order when they have not ordered in a while.

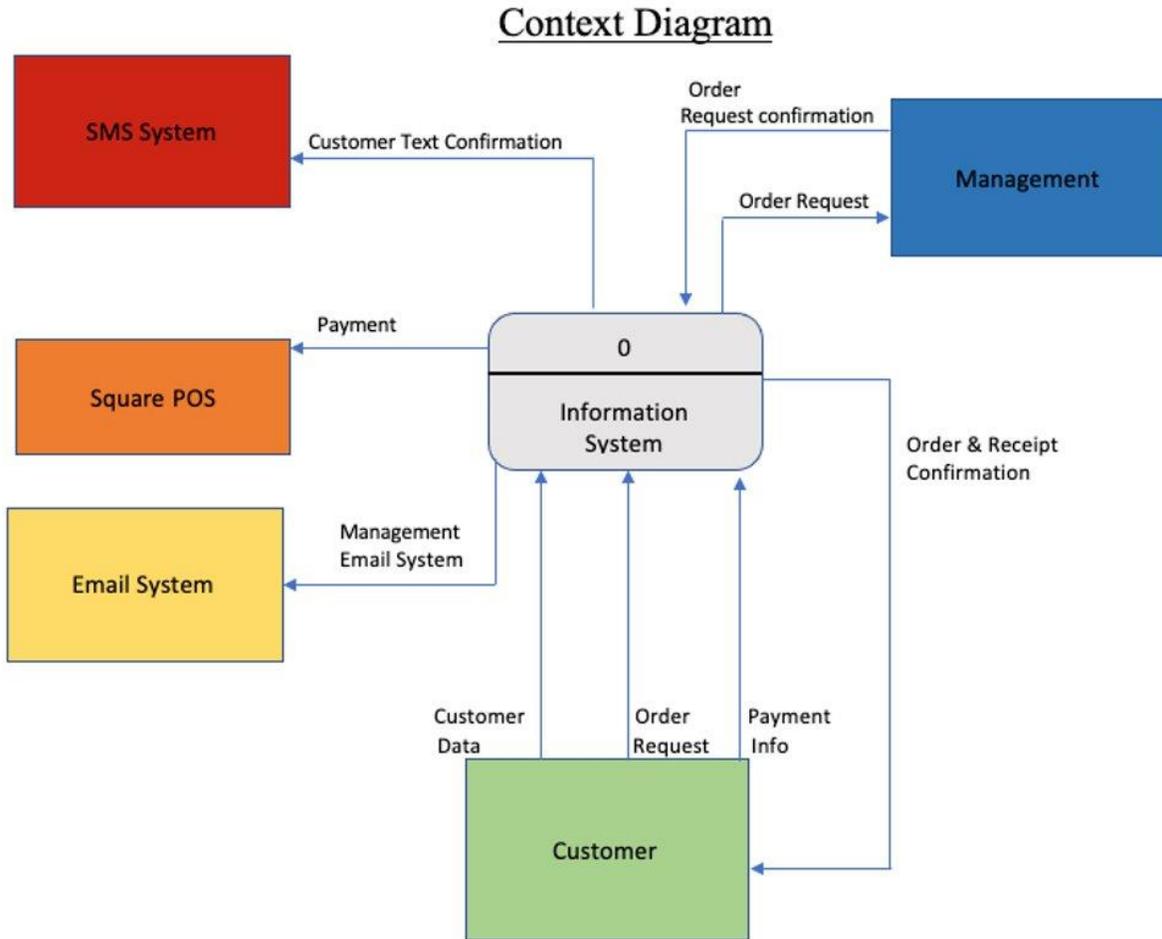
## Constraints

The most significant constraint this project has is the deadline of May 5<sup>th</sup>, 2021. Without this constraint the projects scope would be aligned with our client's needs. Our other constraints would be the amount of experience the team has using applications like WordPress, and the owners lack of experience using an e-commerce platform.

## Expected Benefits of the System

- This system would allow our client's organization to be more effective and efficient through a website with transaction processing
  - Increases revenue and decreases the amount of time an employee would take while being on the phone to take an order
- This change can motivate our client to build upon our completed IS which can ultimately benefit the company
- The IS encourages customers to order online rather than calling ahead
  - Reduces time for customer and allows the customer to pay directly on the website
- A customer portal is mandatory to login to the Information System and allows the organization to keep track of their customer data
  - This allows the organization to track common problems or trends from their customers
  - Allows the organization to adapt when needed
- Customers will have the option to view inventory, operation hours, and link them directly to their social media platforms

# Context Diagram

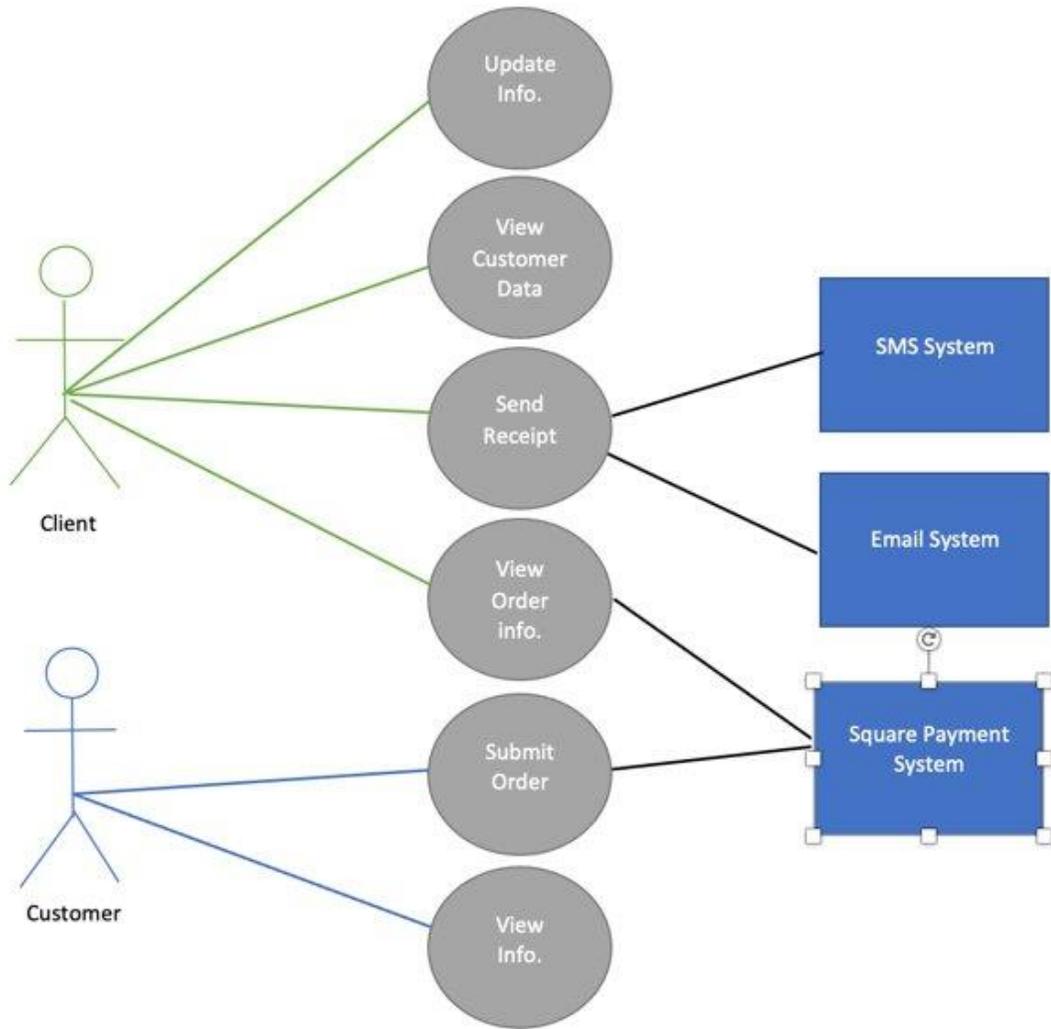


## Section 2 Executive Summary

Section 2 of this document contains the Use Case Diagram (UCD) and the Non-functional requirements for Last Call Pizza's IS. The UCD defines the expected interactions between the users and the system. Last Call Pizza's UCD illustrates how each of the actors and sub actors interact with the seven system processes. The two main actors located on the left side of the diagram are the client and customer, while the three sub actors, the SMS System, Email System, and Square Pay are located on the right side of the diagram. Each actor and sub actor's involvement with the system processes are showcased using arrows. The non-functional requirements section will define the characteristics of the LCP's system using four categories: operational, performance, security and political/cultural.

# Use Case Diagram

↵



## Supplemental Specifications (Non-Functional)

Functionality	Usability	Reliability	Performance	Design Constraints
Online ordering system	Must be user friendly for non-tech oriented people	Limited maintenance required	Must be able to operate on cellular data	Client wants the website to have a scrolling design
ability to ping customers that haven't ordered in a while with a discount code	room for expansion			Cost-Effective
Take Catering request				Must match company color scheme
Promote MIS students				
Process Payments				
Must be able to work on mobile browsers				

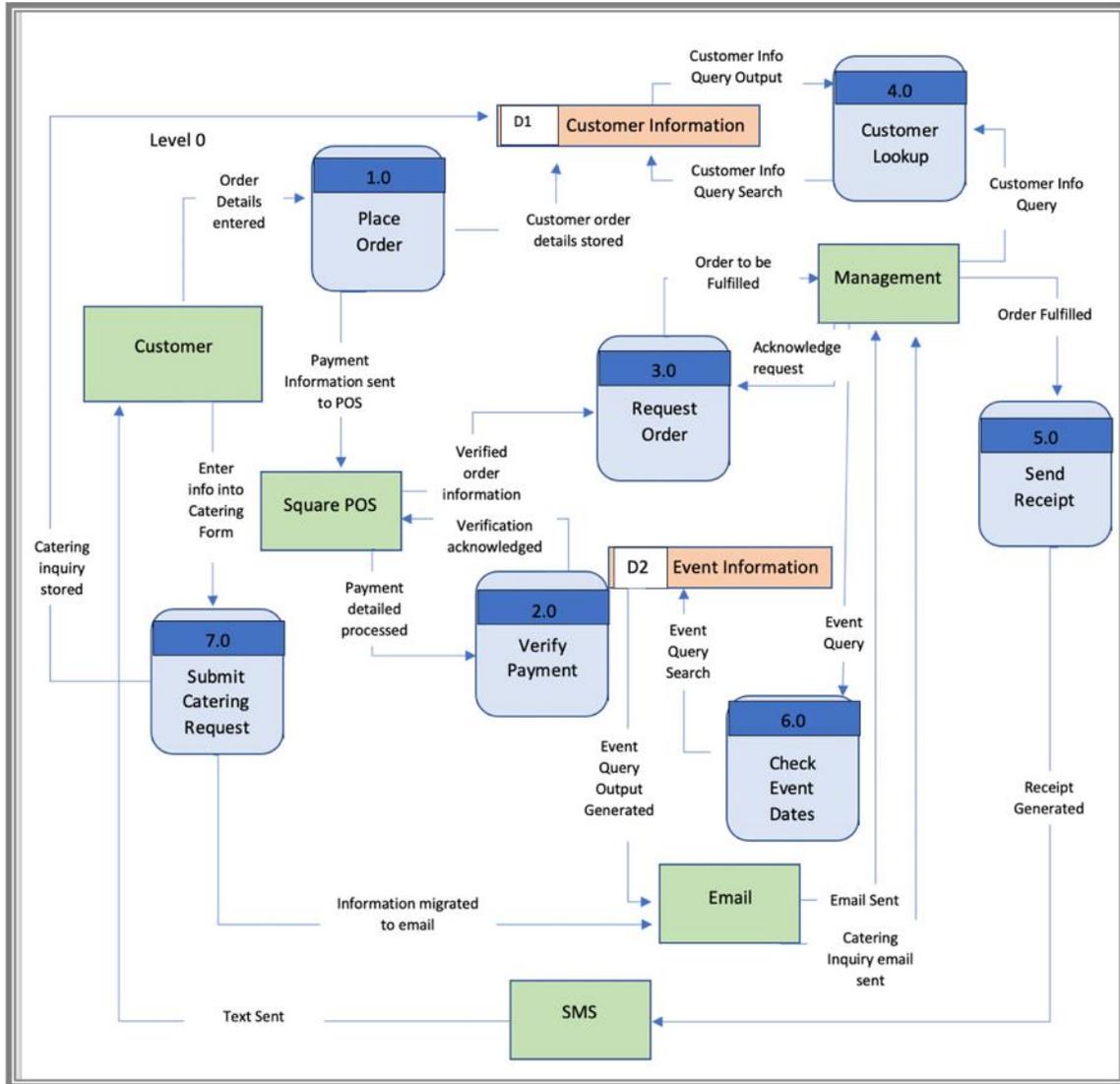
## Section 3 Executive Summary

Section 3 of this document contains the Complete Data Flow Diagram Package (DFD), the Hardware and Software Specifications, the Navigation Diagram, the Entity Relationship Diagram (ERD), the Program Plan/IPO Chart, and the Standard Naming Convention Chart.

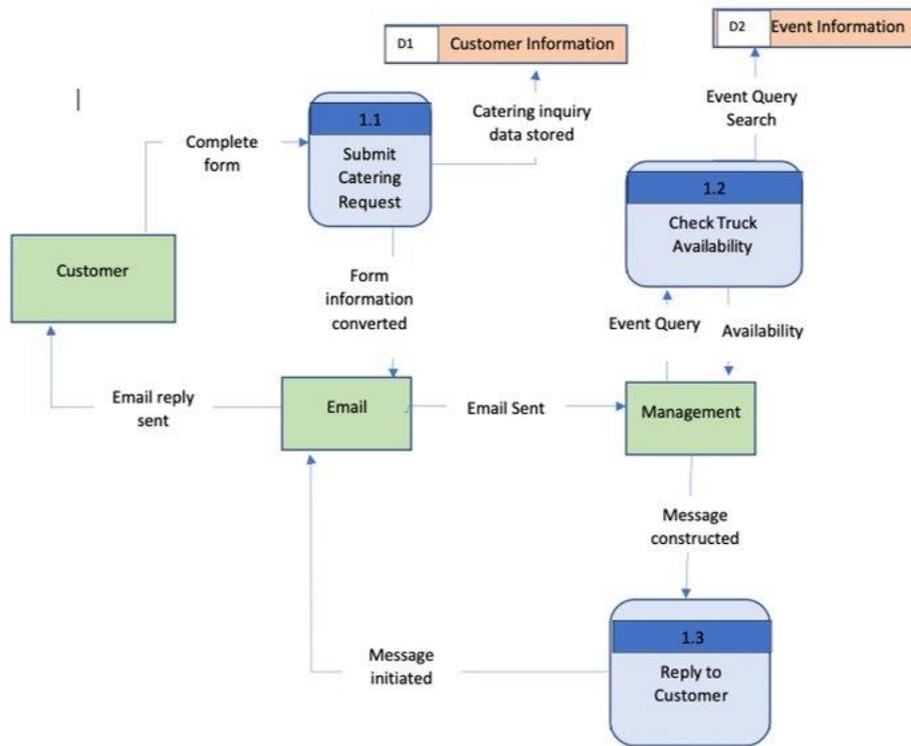
The DFD Package includes a Level 0 DFD that outlines the flow of our main processes through each entity and data store within our system. Also, a Level 1 DFD that breaks down the Customer ordering process further. The Hardware and Software Specification breaks down what is necessary for the users will need to access, run, and manage the system. The Navigation Diagram is an outline for how a user will access the system and its components. The ERD shows the structure and relationships present between the tables in the database. The IPO Chart shows the process of turning inputs into outputs. Lastly, the Standard Naming Convention defines the abbreviations, terminology and descriptions used.

# DFD Package

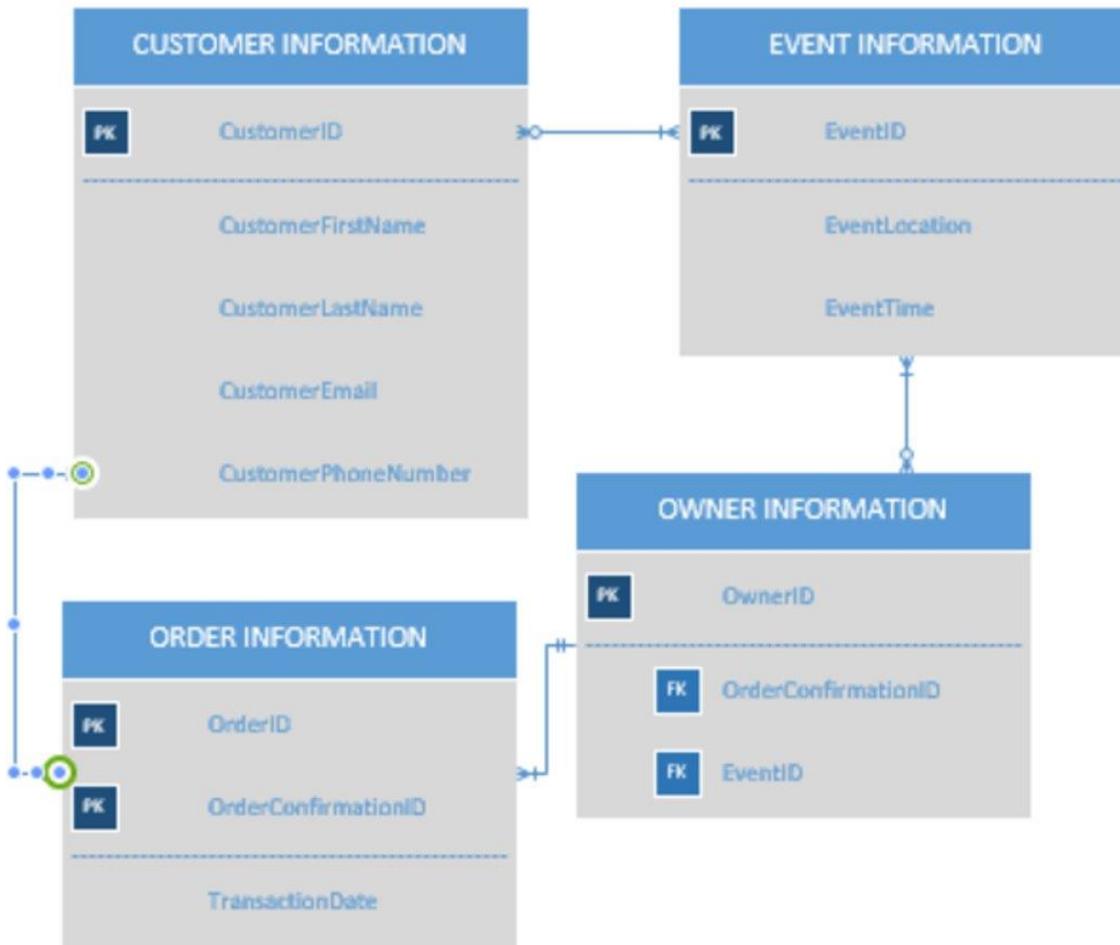
## Level 0



# Level 1



## Physical Entity-Relationship Diagram (ERD)

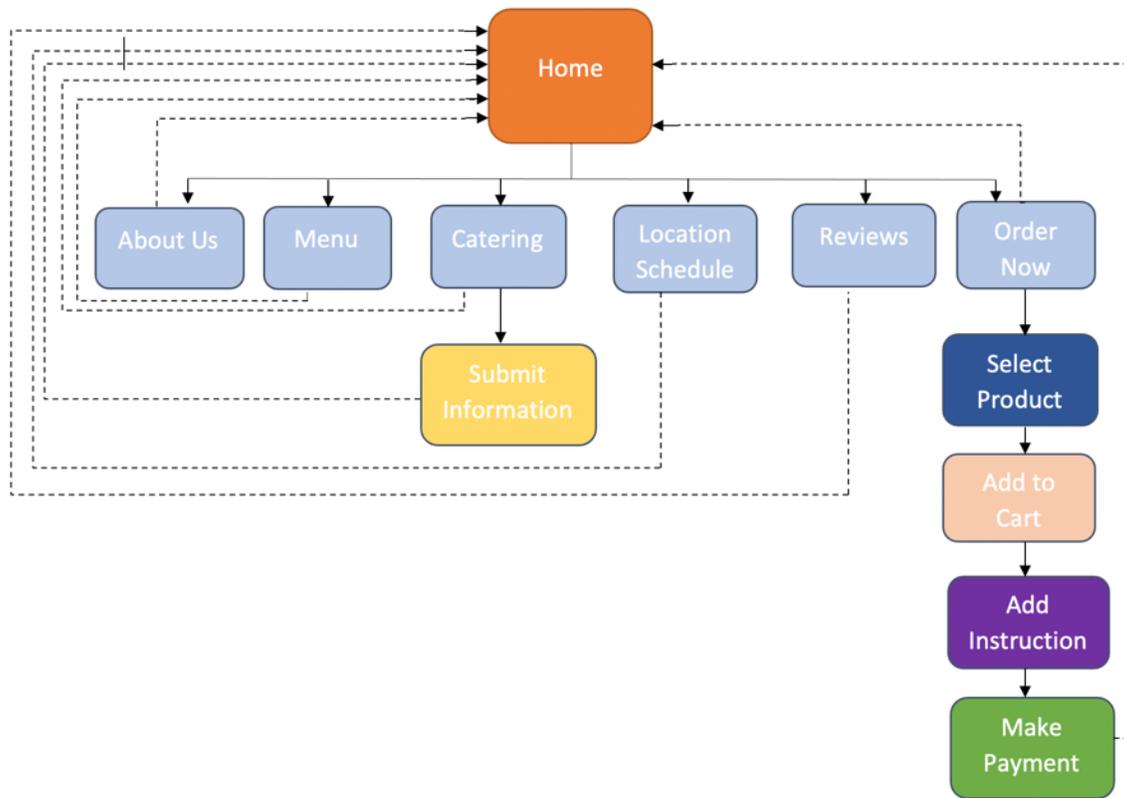


## IPO Chart

Input	Process	Output
-customer selects desired menu items -customer enters payment information	square payment system verifies data <u>entered</u> - <b>IF:</b> payment successful - <b>THEN:</b> order request sent to food truck - <b>AND:</b> confirmation text sent to customer - <b>ELSE:</b> payment <u>declined</u> and an error message is sent to customer	Order request
Customer Inputs: - First name - Last name - Email - Phone Number - <u>Message</u> (Details about event)	- System sends customer information and message to <u>admin</u>	Catering request
Customer Inputs: - Menu review message	- System sends customer review to <u>admin</u> -	Customer rates/reviews menu
Customer orders <u>cease</u>	<b>IF:</b> Customer will be emailed once a week for up-to-date events happening or to check out a new specialty pizza	Customer Order Reminder
- Customer pays for pizza through square.	<b>Square sends information/daily revenue reports to management</b>	Manager <u>recieves</u> email notifications from square of daily reports

|

## Navigation Diagram



## Hardware and Software Specifications

### **Hardware:**

- Device capable of running the latest version of Square Space POS
- Device Capable of running the latest version of Square Space Analytics
- Square reader (Plugin or Bluetooth Device)
- Minimum of 178.3 MB of storage
- Recommend using a tablet with this system
- Device capable of connecting to the internet

### **Software:**

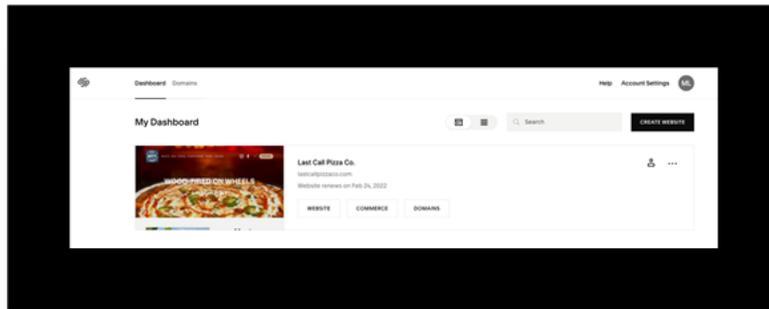
- Must have a device capable of running the latest version of IOS, Android or the latest version of your browser of choice

## Section 4 Executive Summary

Section 4 of this document includes the Test Plans, Technical Manual, Training Manual and any potential problems that could occur during the testing, training, and implementation of the system. The Test Plans breakdown how we test the website, system, and database. The Technical Manual explains the features and potentially problems that users could face while using the website, system, and database. Lastly, Training Manual provides a tutorial for the users to learn how to interact with/use those features.

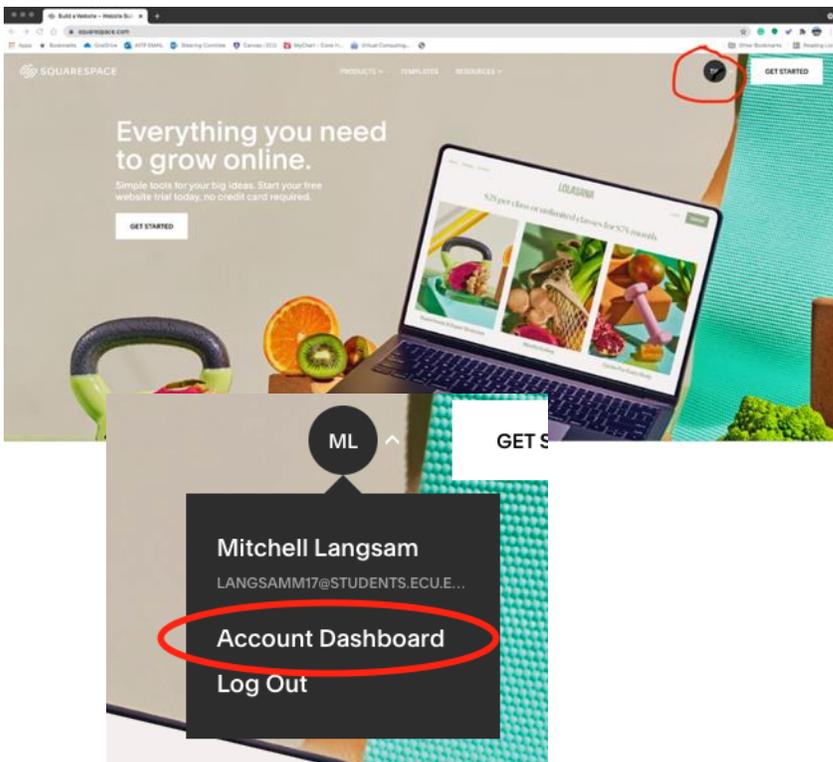
# Technical Manual

## Accessing Website Dashboard:



The website dashboard is where you can go to an access all content that is featured on the website. The account dashboard has three buttons that can take you to different portions of the website. The “Website” button will allow you to access all text, pictures and other content featured on the page. The “Commerce” button will allow you to edit inventory add products and many other features that come with the E-Commerce portion of the website. The “Domain” button will allow you to see and edit all domains associate with the website.

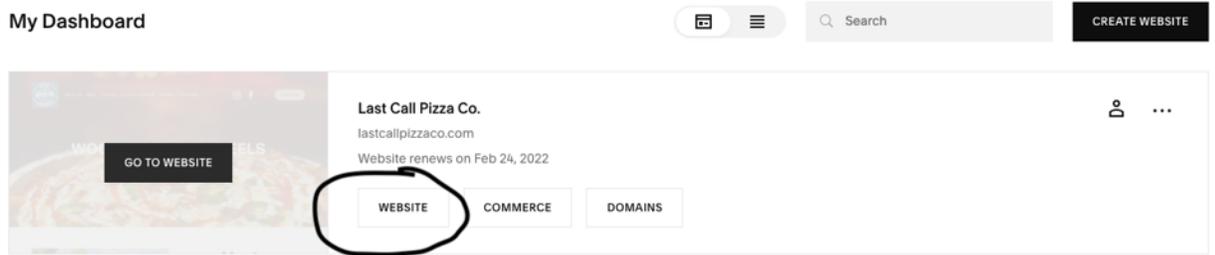
## **Steps to access the Account Dashboard:**



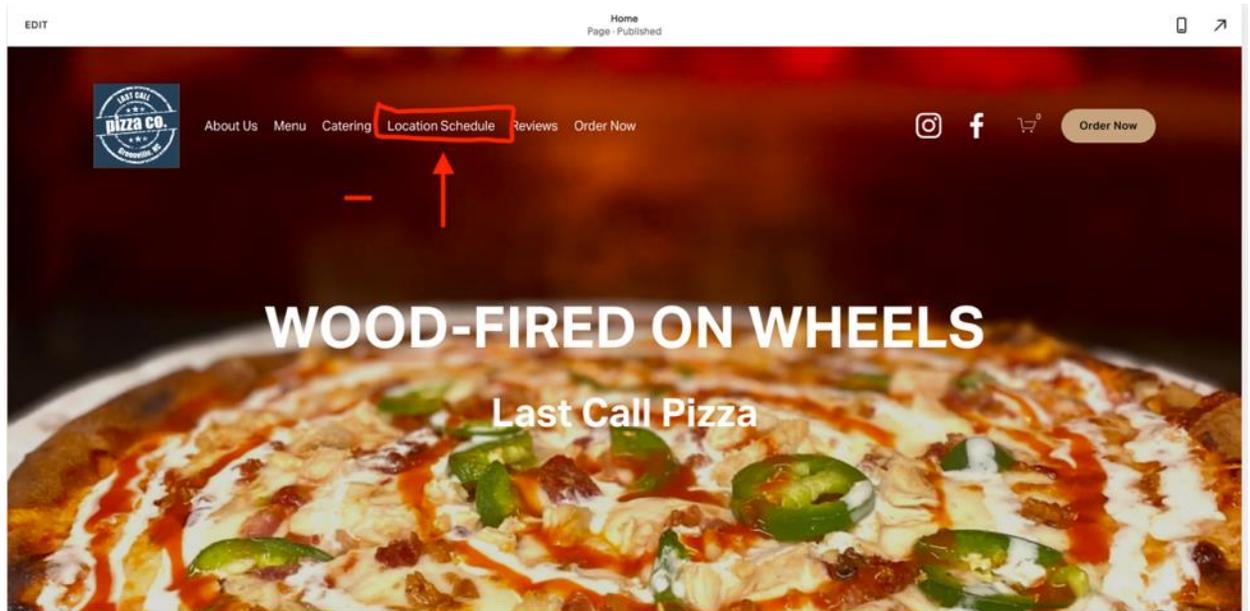
1. Go to [www.squarespace.com](http://www.squarespace.com).
2. Login with the email and password that you use to access your account.
3. Go to account dashboard.

Let customers know where you are today:

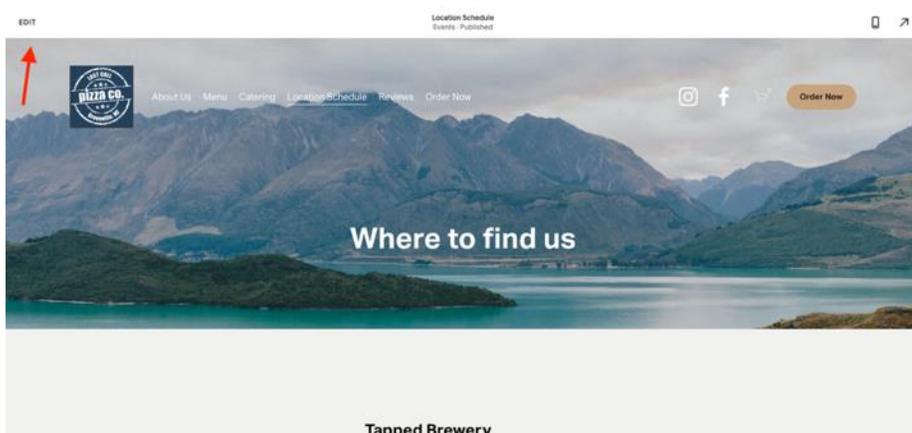
1. From the account dashboard click the website link on the Last Call Pizza website.



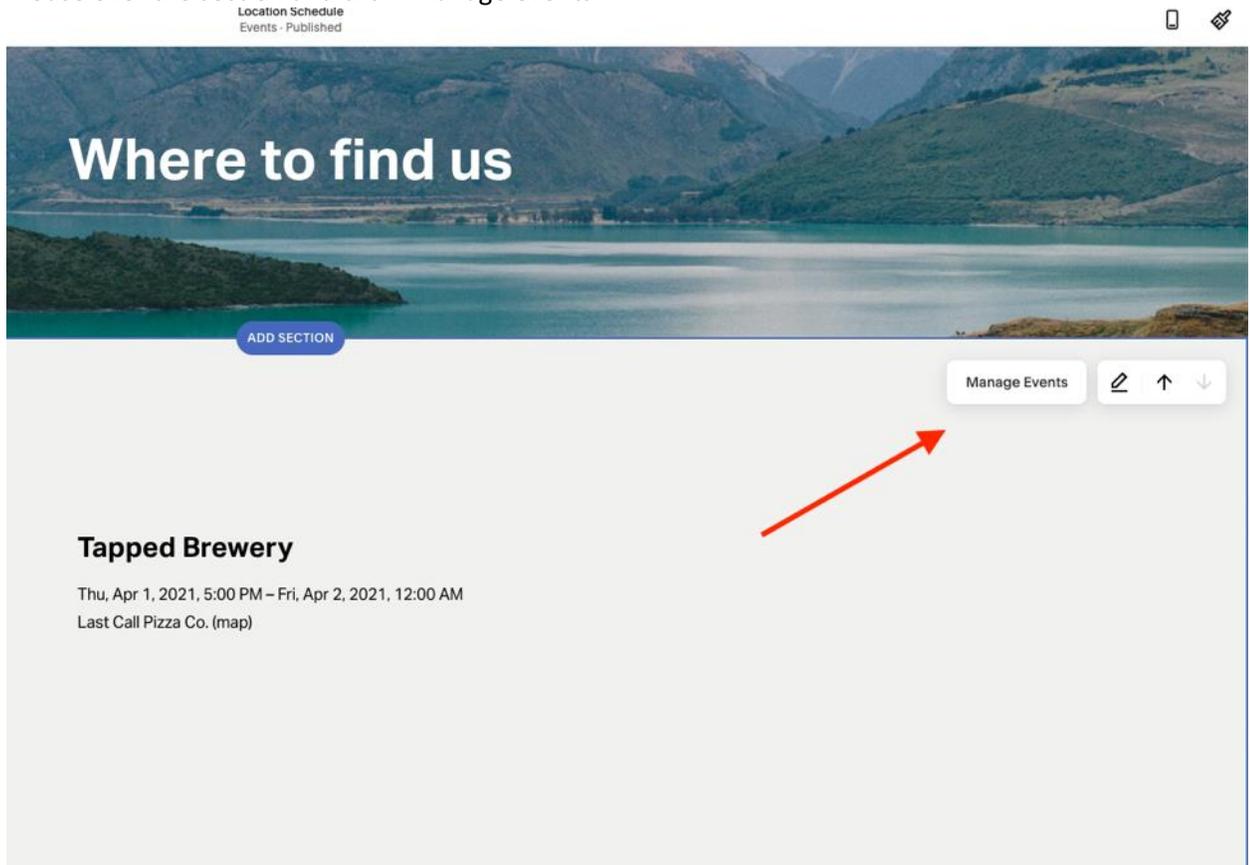
2. In the navigation bar click on the page labeled location schedule.



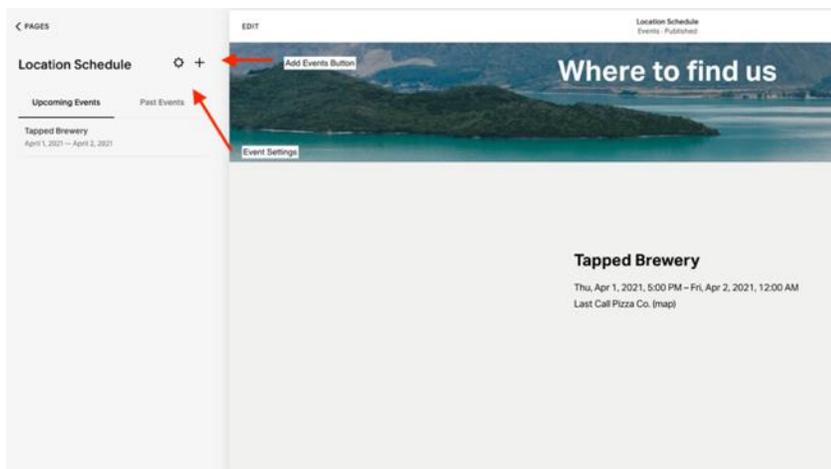
3. Click Edit in the top left-hand corner of the webpage.



4. Under the title “Where to find us” is a section with all the events listed. Hover your mouse over the section and click “manage events.”



5. A menu will pop up on the left-hand side of the screen with two sections labeled “Upcoming Events” and “Past Events”. Beside the Location Schedule there is a settings icon and a add events button. To add a location to the schedule, click the plus button beside the settings icon



6. A form will pop up for you to populate all the information about the location you will be serving pizza.
7. Add the event title, time, date and location and it will populate the calendar in the e-commerce store. **\*\*Note that if you do not specify an address, it will use the company default address University Auto Care\*\***
8. Verify the event is added to the website calendar. If the event is not showing up on the calendar, visit the “Troubleshooting Events” Section of the training manual.

12" Meat Lover's Pizza  
Product - Visible

CLOSE
SAVE

### New Event

EVENT TITLE  
Text Here

---

DETAILS

**Date and Time**  
Wed, Mar 31 at 2:30pm–3:30pm >

**Location** >

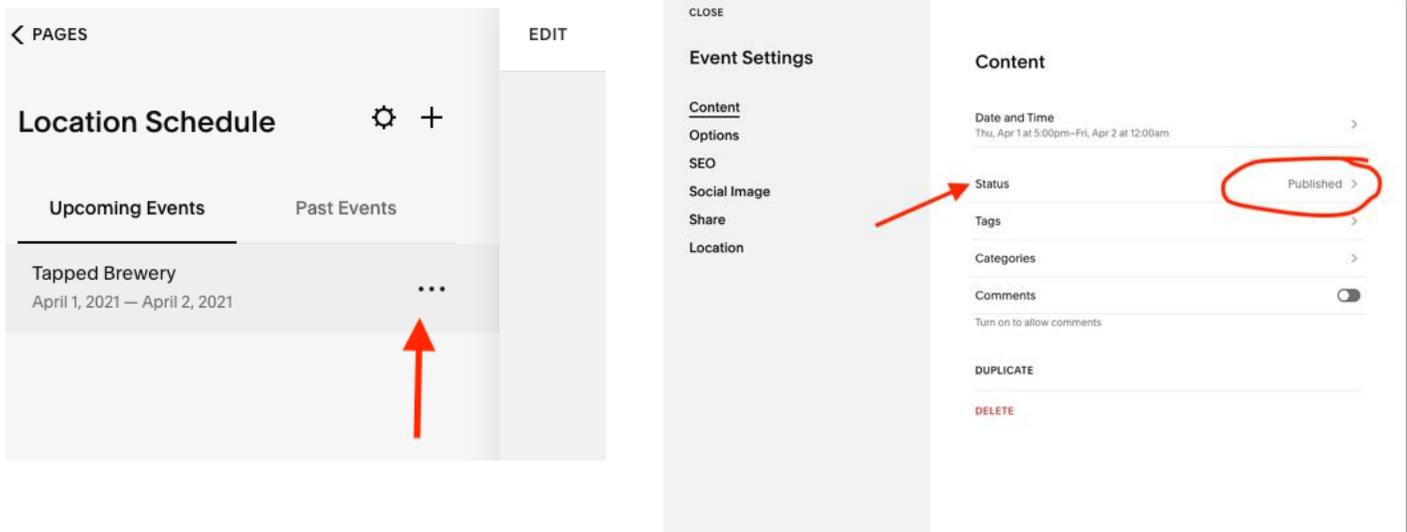
April 2021 >

WE	TH	FR	SA
1	2	3	
4	5p Tapped Brewery	Tapped Brewery	
6	7	8	9
10			

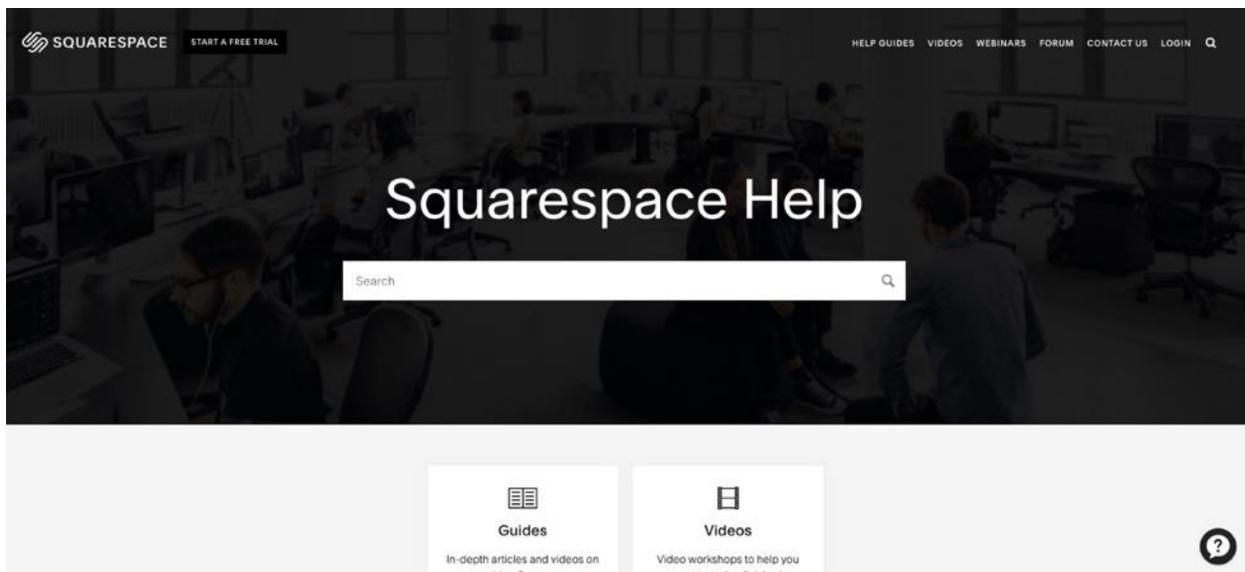


## Troubleshooting Events:

1. Click the three dots on the side of the event that isn't the calendar and then select settings in the drop-down menu.
2. Verify that the event status is set to Published.

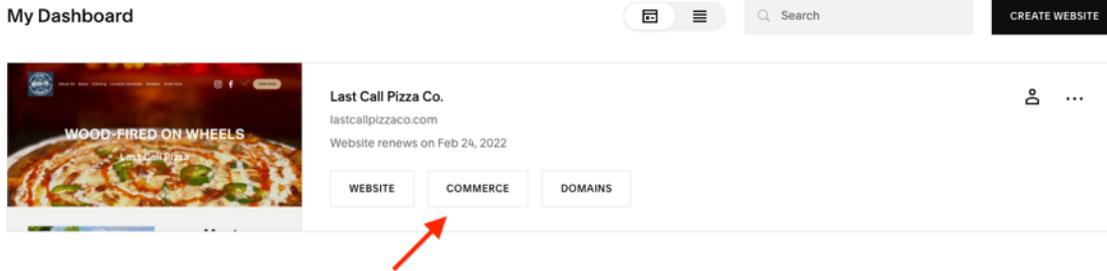


3. If the event still does not show up on the event calendar, contact Square Space technical support for further guidance on how to resolve the issue. <https://support.squarespace.com/hc/en-us>

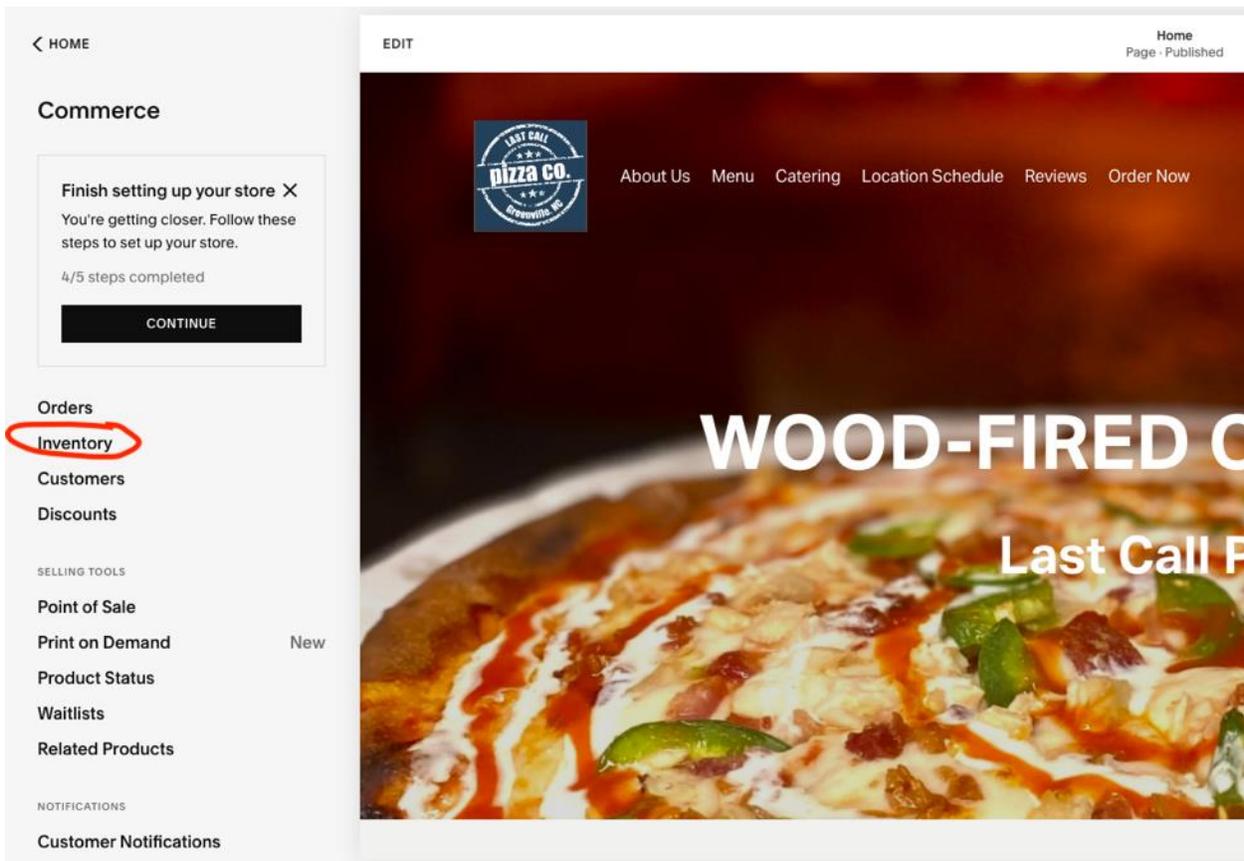


## Adding Products to the POS or E-Commerce Store:

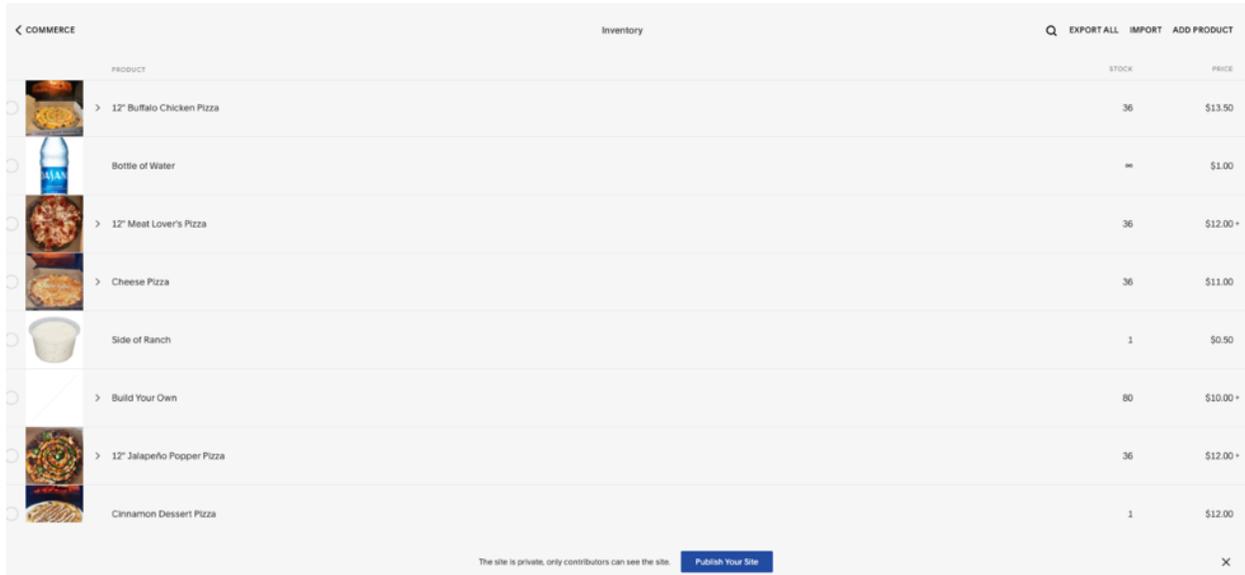
1. Starting at the account dashboard click the “commerce” button beside the “website” and “domain” button.



2. On the left side of the webpage is a navigation menu for the commerce section of the website. Click Inventory to add a product to the store or POS system.



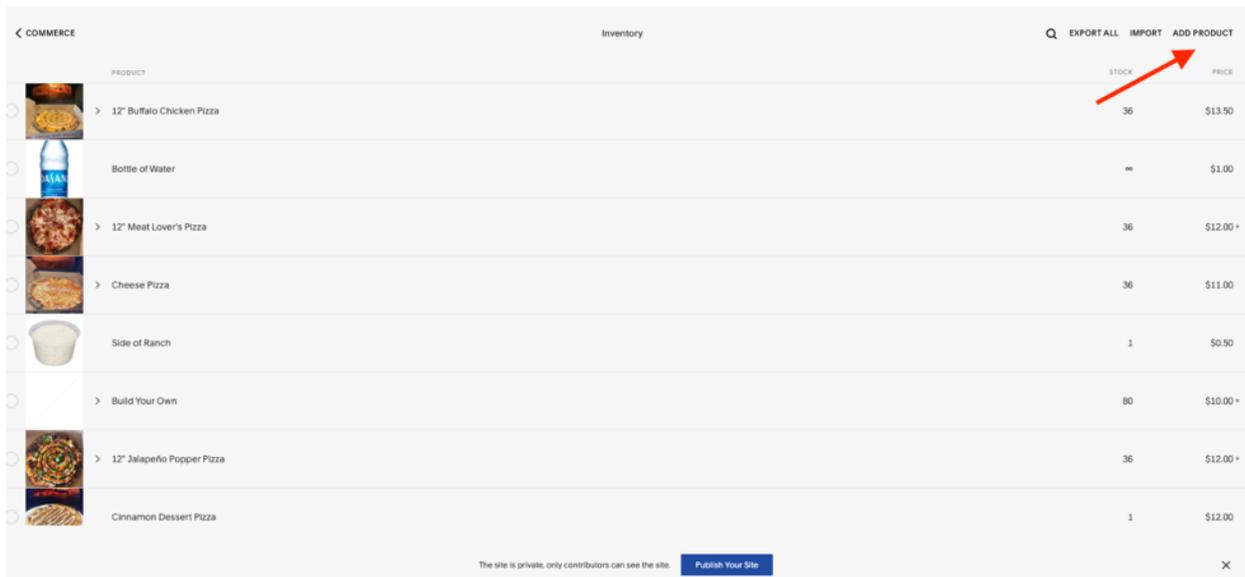
3. All existing products in the store should display in an unsorted list.



The screenshot shows a commerce interface with a header bar containing a search icon, 'EXPORT ALL', 'IMPORT', and 'ADD PRODUCT' buttons. The main content is a table with columns for 'PRODUCT', 'STOCK', and 'PRICE'. The products are listed in an unsorted order: 12" Buffalo Chicken Pizza, Bottle of Water, 12" Meat Lover's Pizza, Cheese Pizza, Side of Ranch, Build Your Own, 12" Jalapeño Popper Pizza, and Cinnamon Dessert Pizza. A footer note states 'The site is private, only contributors can see the site.' with a 'Publish Your Site' button and a close icon.

PRODUCT	STOCK	PRICE
 > 12" Buffalo Chicken Pizza	36	\$13.50
 Bottle of Water	∞	\$1.00
 > 12" Meat Lover's Pizza	36	\$12.00*
 > Cheese Pizza	36	\$11.00
 Side of Ranch	1	\$0.50
 > Build Your Own	80	\$10.00*
 > 12" Jalapeño Popper Pizza	36	\$12.00*
 Cinnamon Dessert Pizza	1	\$12.00

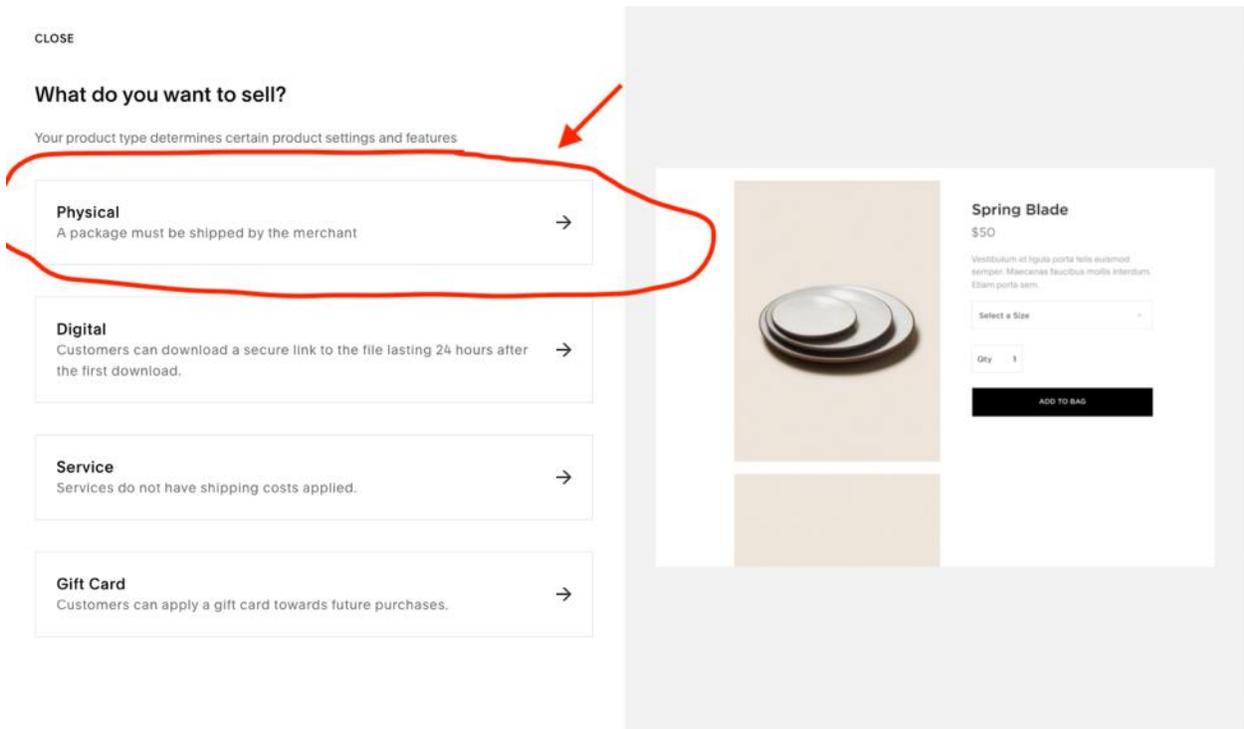
4. Click the button in the top right corner of the webpage is a button "Add Product".



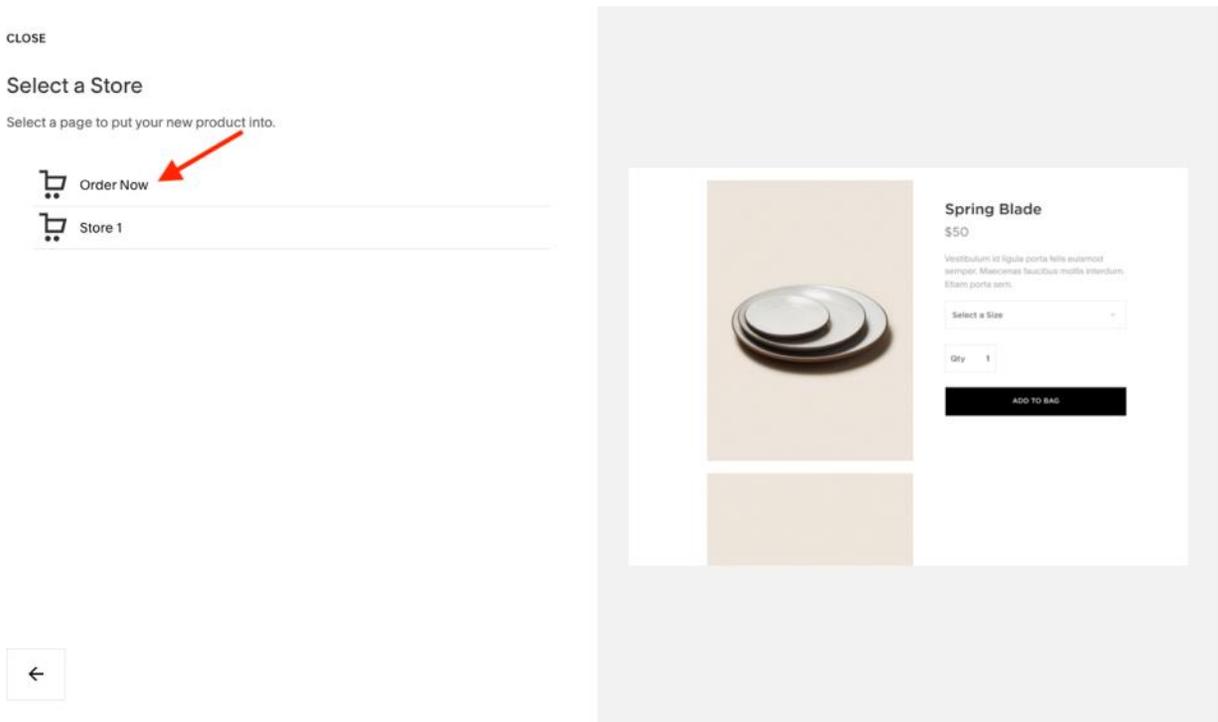
This screenshot is identical to the one above, but includes a red arrow pointing to the 'ADD PRODUCT' button in the top right corner of the header bar.

PRODUCT	STOCK	PRICE
 > 12" Buffalo Chicken Pizza	36	\$13.50
 Bottle of Water	∞	\$1.00
 > 12" Meat Lover's Pizza	36	\$12.00*
 > Cheese Pizza	36	\$11.00
 Side of Ranch	1	\$0.50
 > Build Your Own	80	\$10.00*
 > 12" Jalapeño Popper Pizza	36	\$12.00*
 Cinnamon Dessert Pizza	1	\$12.00

5. A form will pop up to help create the product. Choose the type of product you are going to be selling. Most products for Last Call Pizza will be Physical Products.



6. Select the store you would like to list it in. Since LCP only has one location there is only the "Order Now" store. Click the "Order Now" store to add that product to the store.



Physical	Digital	Service	Gift Card
Physical products are anything tangible that you can sell or ship to a customer. Most of the products added to your store will be physical products since they are wanting to pick up there pizza soon after they place the order.	A digital product is not physical and is instantly available upon paying for the product. An example of a digital product could be a digital song that you can download after you purchase the rights to it.	Services are reoccurring fees for what you are selling. An LCP Membership is an example of a reoccurring service charged to the consumer.	Allows you to sell funds that can only be used at the food truck or on the e-commerce site.

7. Another form will appear for you to populate all the data you have for that product. See table below to learn more about each feature of the Creating a Physical Product in Square Space.

Create Physical Product  
Draft

---

**Add product name**

Add description...

↑ ADD IMAGES

**Pricing**

Price \$0.00

---

On Sale

---

**Inventory**

Unlimited Quantity

---

Quantity 1

---

SKU SQ6602690

---

**Variations**

Sell different versions of the same product. For example, a shirt that

Product Form Field Descriptions:

Field	Use
Product Title	This is name that will appear in the store to advertise your product.
Description	Use this field to describe the product you are selling and any interesting facts about it that will help sell the item.
Images	This field is used to upload any images you would like to display for that specific product. There is also a thumbnail image option. A thumbnail image is the main image that is displayed in the store. Any other photos listed can only be seen if you click on the product and view all the details.
Variants	Variants are used to customize the product you are selling. This adds multiple levels to the product making it unique to the customer. We used variants to add up charges and other features to the product to customize the pizza of your choosing. Variants can be edited by managing variants or the edit all button at the top of the variants field. You can add custom pricing and images to the specific variants you would like to add to the product. <b>**Please note that if you change a variant option the variants will have to be re-entered and pricing will need to be updated. Square Space limits you to 250 variants**</b>
Visibility	This field allows you to remove the product from the store without deleting the product from inventory. If you sell out of a specific item, you can disable to product indefinitely or schedule it to be available the next day when you re-stock that item.
Categories	Self-explanatory
Tags	Add attributes to the product making it easier to categorize.
Featured Products	This will make the product stand out against all other items in the store. If you have a new Pizza or menu item, you should feature it so people can see that you are offering something new.
SEO and URL	SEO= Search Engine Optimization: What people will see when they google your product.
Subscriptions	This will allow consumers to purchase this item on a schedule.
Custom Forms	Custom forms allow you to ask additional information about the item they are ordering. We have enabled a form for all pizzas on

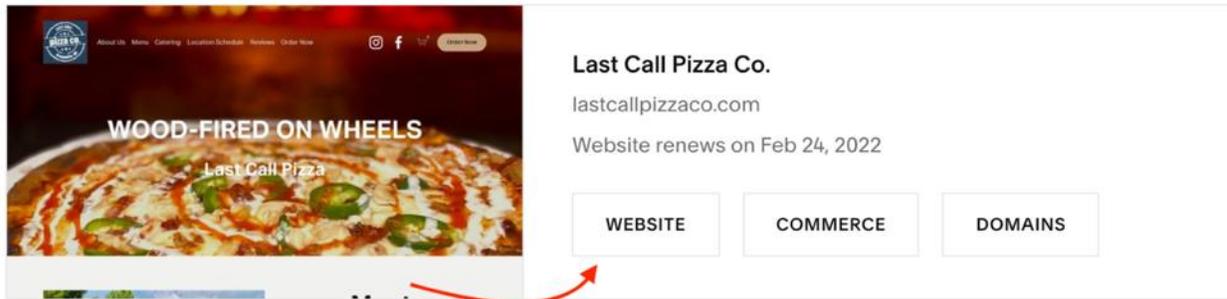
	the website to name who the pizza is for and any special request that go along with the pizza.
Advanced Shipping	Supports automated or weight-based shipping rates. This should not apply to your business practices.
Related Products	Like Amazon’s frequently bought together feature. For example, with the purchase of a pizza consumers tend to order a side of ranch and a soda to go along with their meal.
Custom Button	This field is used to customize the “add to cart” button in the product.
Social Accounts	This field will allow your followers on social media see the new products added to the store.

Editing Webpage elements:

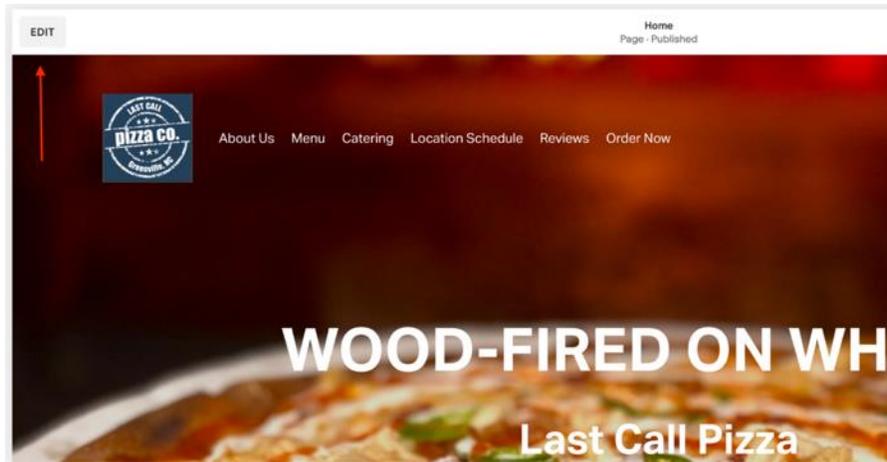
Website elements are the content that each web page contains such as text pictures forms etc. Follow the steps below to edit any webpage on your site:

1. From the account dashboard click website.

**My Dashboard**



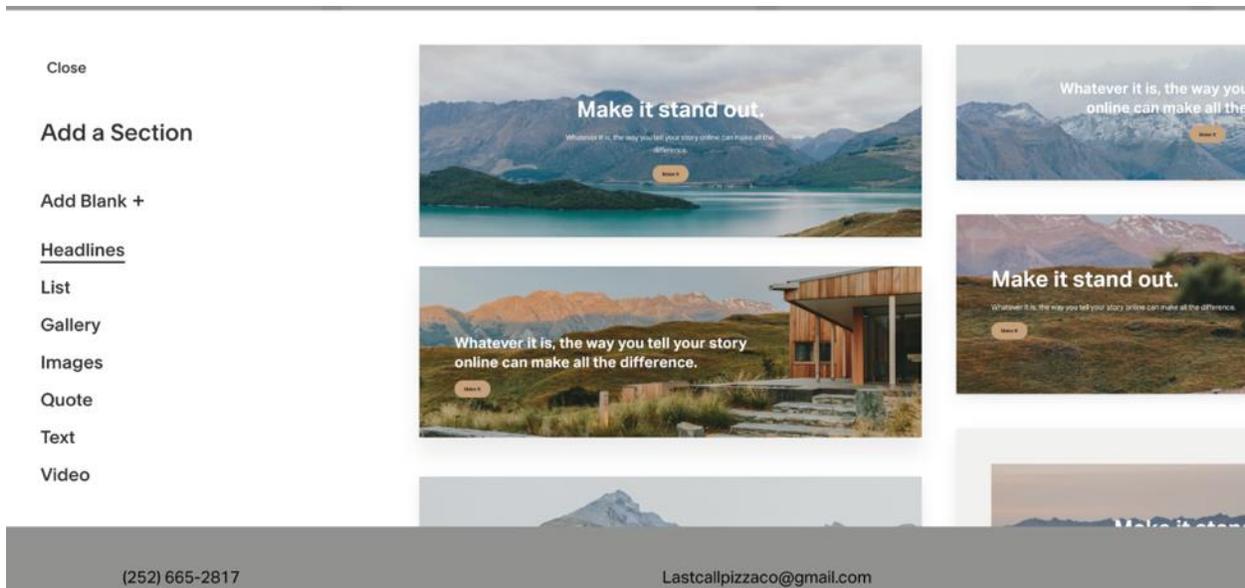
2. Click edit in the top left corner of the webpage preview.



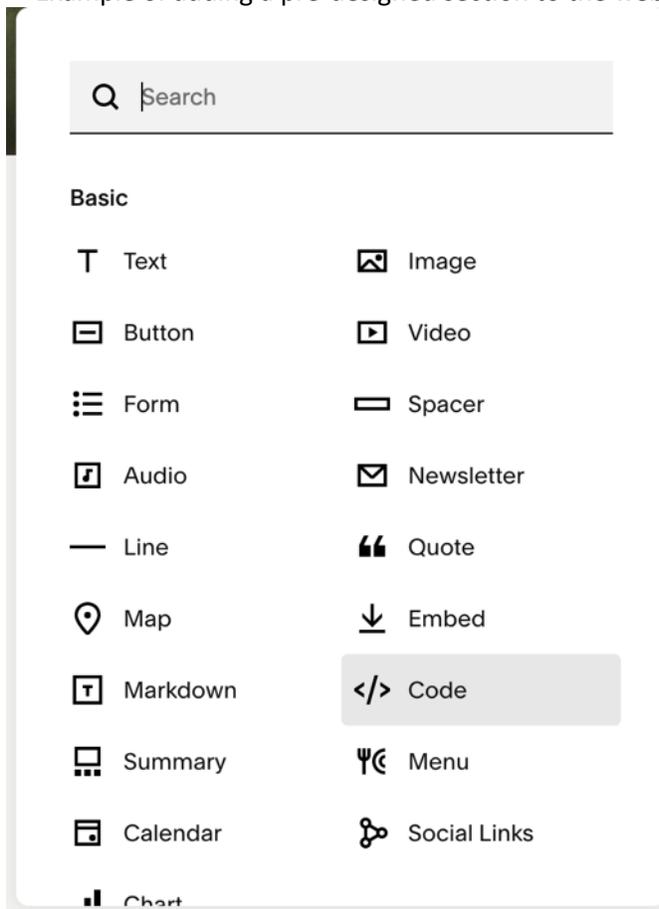
3. Click the plus button on any section to add another section or section element.



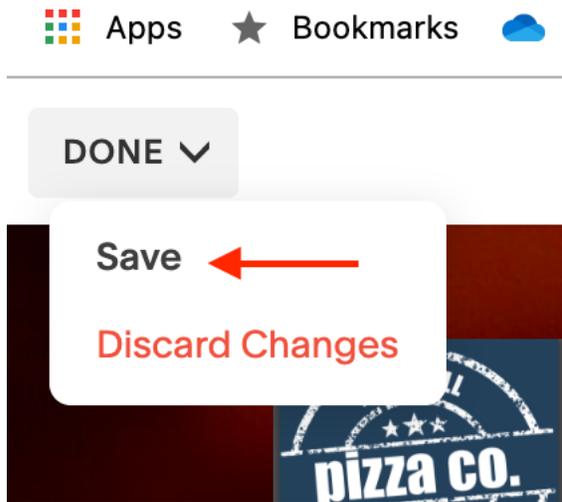
4. Add any content you wish to add to the page.



\*\*Example of adding a pre-designed section to the webpage\*\*



\*\*Example of adding elements to a section of the webpage\*\*

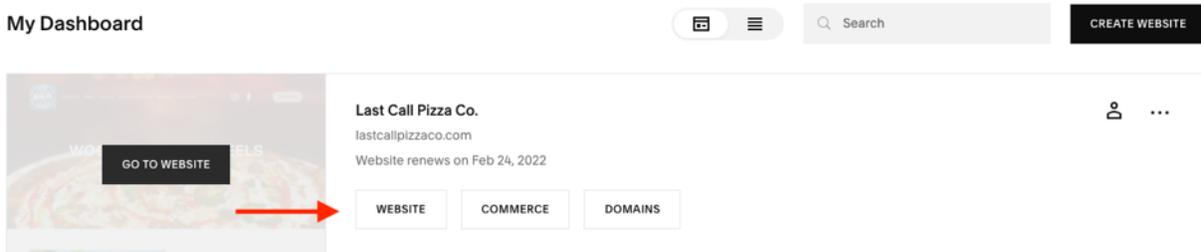


5. After all edits have been made and are to your liking save the changes by going to the top left-hand corner to save or discard any changes made to the page.

## Adding Pages

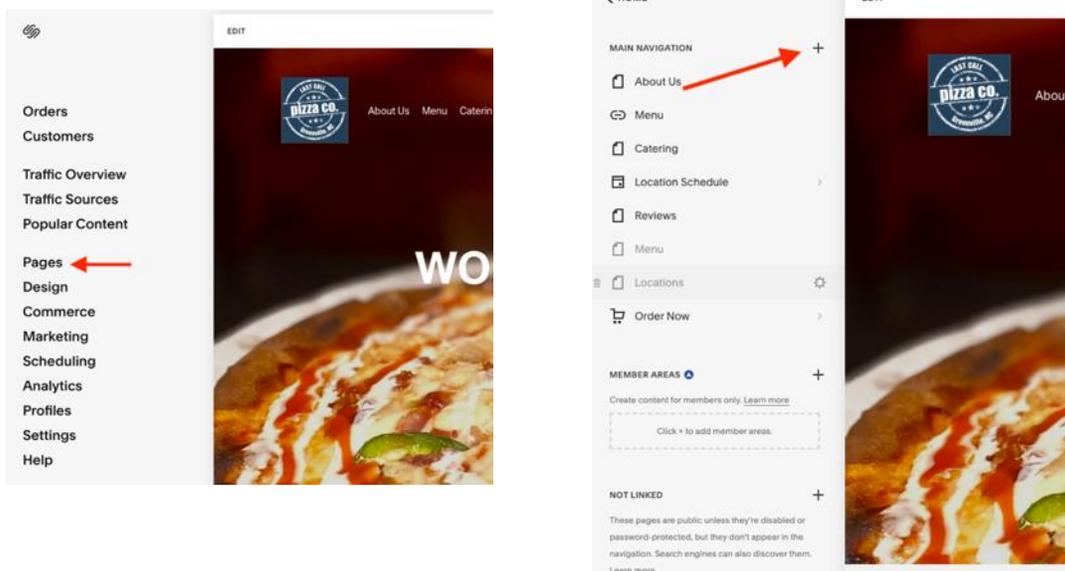
Follow the steps below to create new pages for your website:

1. Starting at your account dashboard click “website” on the site that you would like to add pages to.



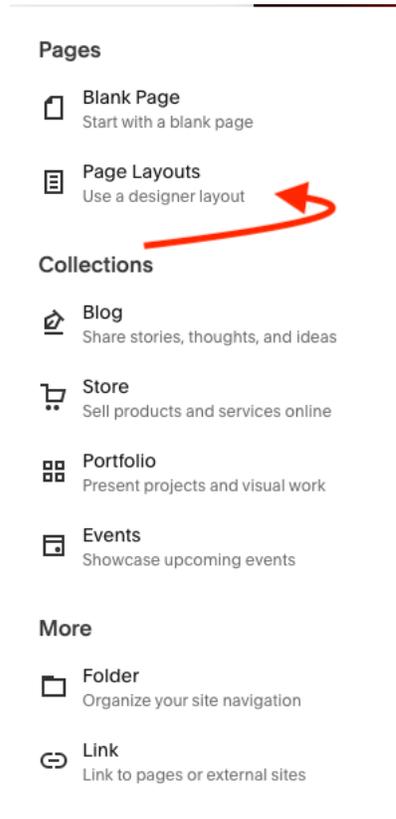
2. On the left-hand side of the page click “Pages”.

3. You should now be able to see all the pages built into the website. From there Click the Plus button beside “Main Navigation”.



4. It will then give you a list of page options to choose from. Select the best one that suits the page you are trying to create. I would suggest using prebuilt page layouts to make it easier to create.

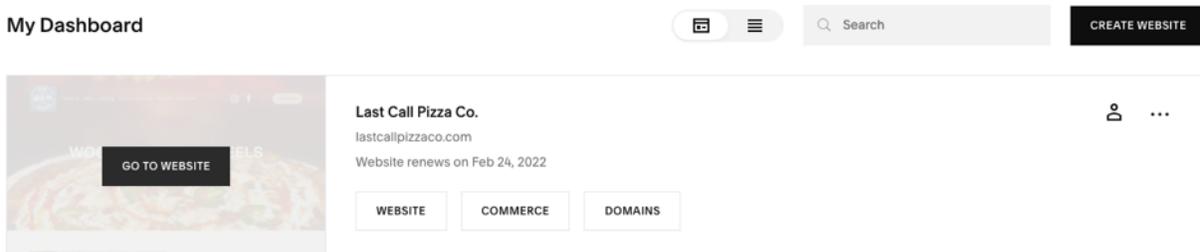
5. From there drag a drop element into the page from the element's library built into Square Space. If you are unfamiliar with it, please see the editing web pages section of the training manual.



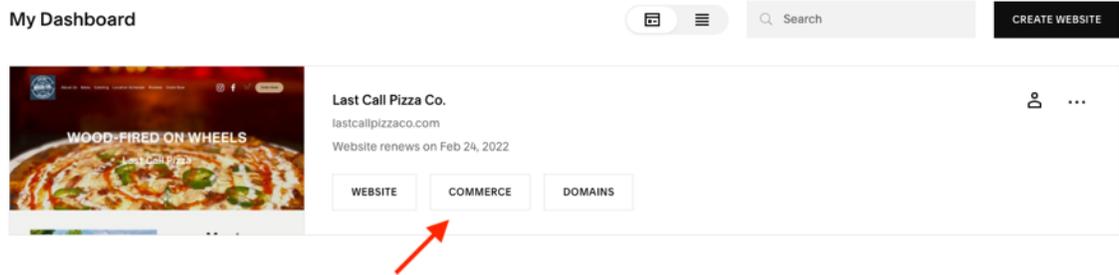
### Managing Products:

In the event that an item on the menu is sold out, the commerce section of the website has features built in that will help you limit the sale of the sold-out item. To disable a product, follow the following steps:

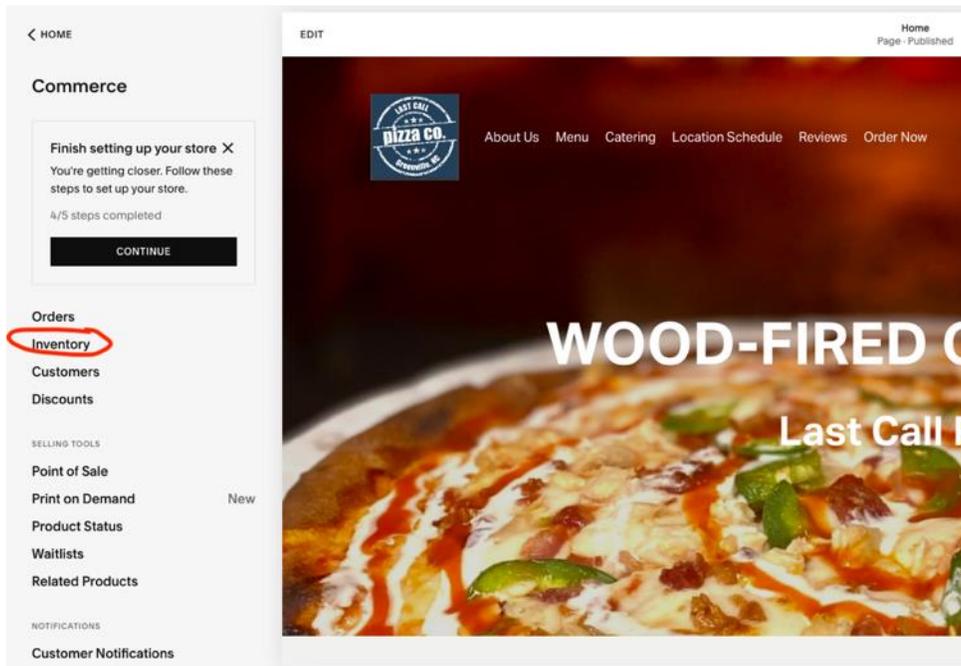
1. Access the website dashboard.



2. Navigate to the commerce section of the website.



3. Click on the inventory portion of the commerce section of the website.



4. Select the product that is currently not available.

COMMERCE Inventory

EXPORT ALL IMPORT ADD PRODUCT

PRODUCT	STOCK	PRICE
 > 12" Buffalo Chicken Pizza	36	\$13.50
 Bottle of Water	∞	\$1.00
 > 12" Meat Lover's Pizza	36	\$12.00*
 > Cheese Pizza	36	\$11.00
 Side of Ranch	1	\$0.50
 > Build Your Own	80	\$10.00*
 > 12" Jalapeño Popper Pizza	36	\$12.00*
 Cinnamon Dessert Pizza	1	\$12.00

The site is private, only contributors can see the site. [Publish Your Site](#)

### Organization

VISIBILITY

Public ✓

Hidden

Scheduled

TAGS

Add...

### Organization

VISIBILITY

Public ✓

Hidden

Scheduled

TAGS

Add...

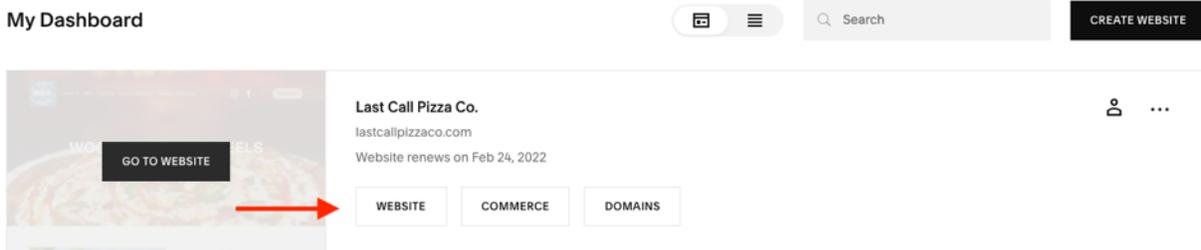
5. A form will appear that is the same as when you added the product to inventory. Scroll down until you see the "Organization" section of the product. Select the visibility dropdown menu.

6. Choose from the three options listed in the drop-down menu that will best suit the product shortage. Listed below are explanation of the three options.

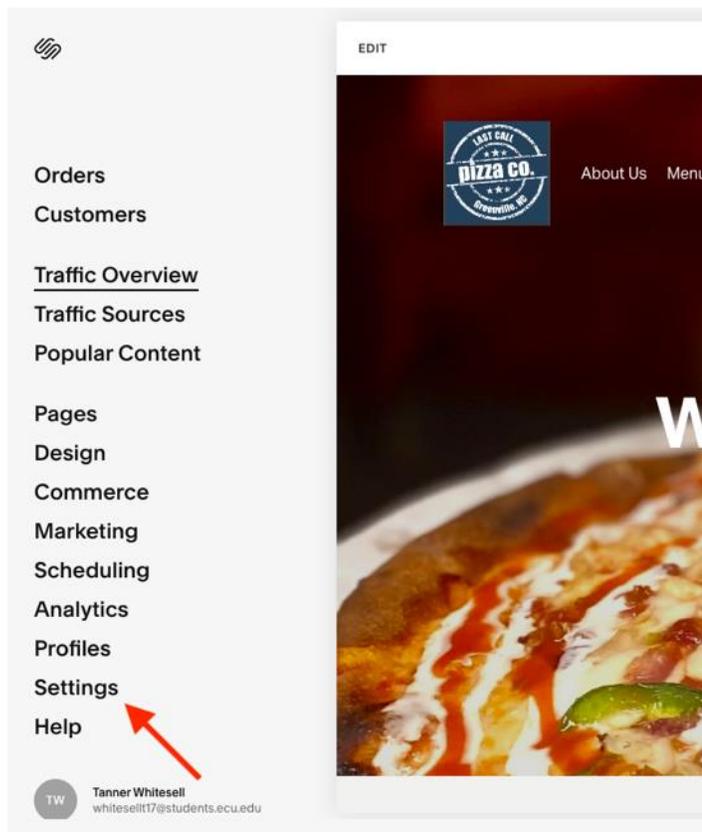
Public	Hidden	Scheduled
The public view will allow anyone that goes to the commerce section of the website to see the product and order the product from your food truck.	The hidden feature will remove the product until it is scheduled or selected as public again. No one that goes to the website will be able to see the product for sale. Please note that it will still show up in inventory just not for sale on the website.	Scheduled will keep the product hidden until a set date and time has been given to the product. For example if you sold out of the Meat Lovers Pizza but will have it back in stock by open of business tomorrow you can schedule to the product to be available tomorrow at 5pm once the truck opens.

### Managing Social Media Through Square Space:

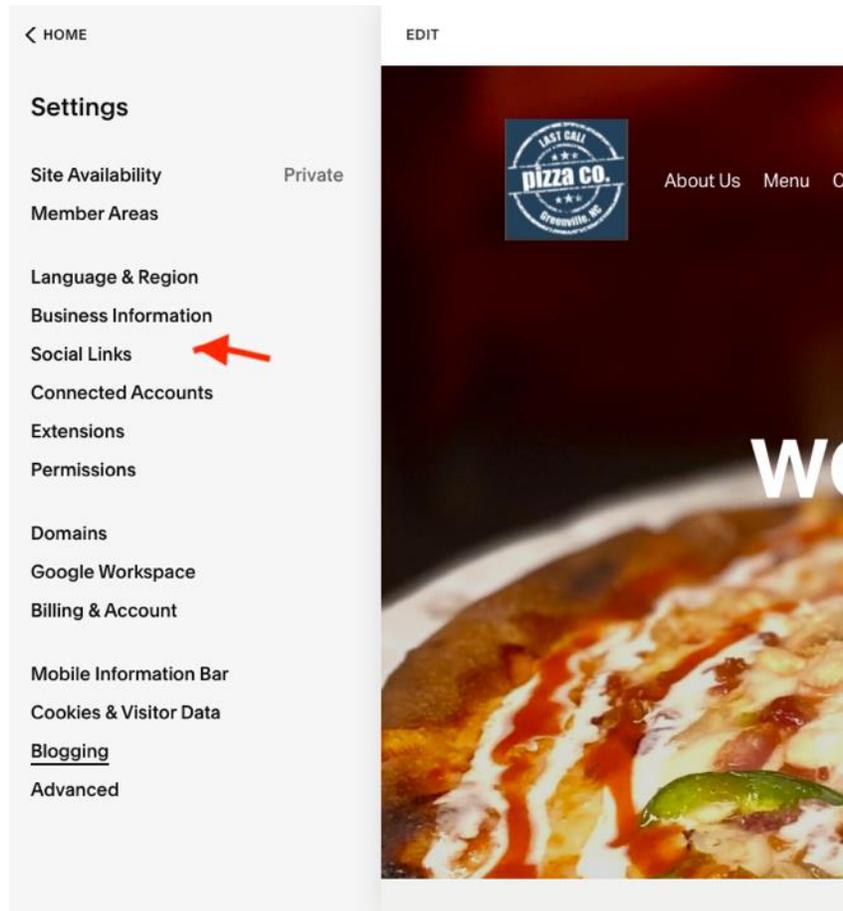
1. Starting from the account dashboard, click the website button on the site you want to add or change the social media account.



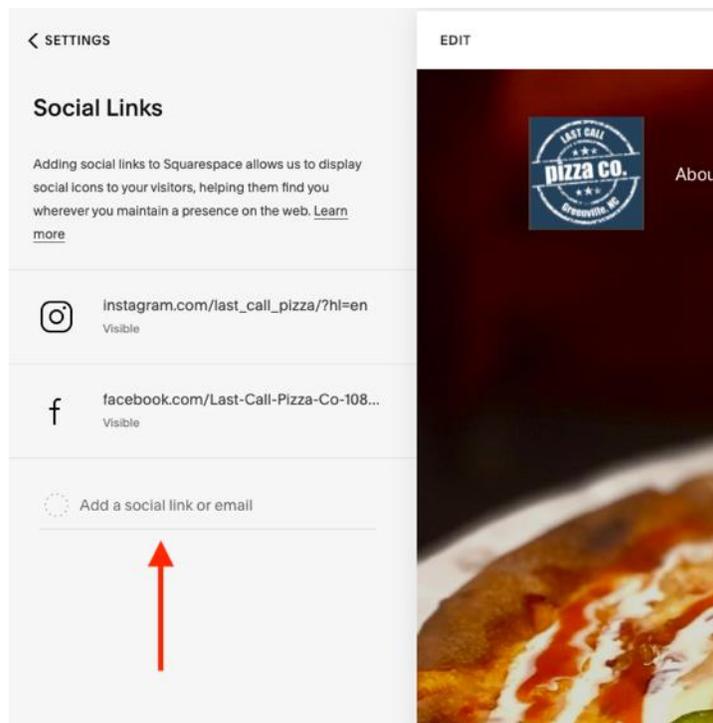
2. On the left-hand side of the page click settings.



3. Click Manage social links.



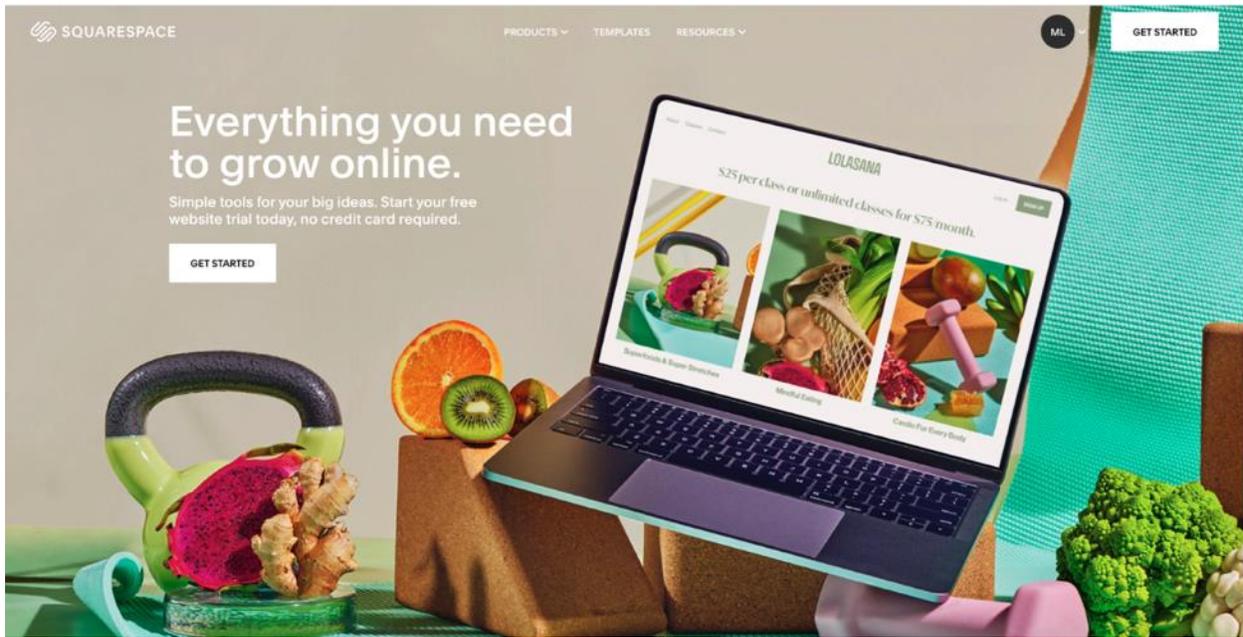
4. Click "Add a social link or email."



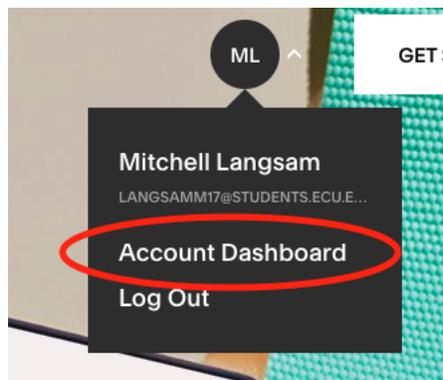
5. Repeat for any further account you wish to add to the site.

## Navigating the Website

1. Go to [www.squarespace.com](http://www.squarespace.com)



2. Go to the Navigation bar on the top right and Login using your Business's Email and Password



3. Your Account Dashboard will pull up.
4. Click on Website link for Last Call Pizza Co.

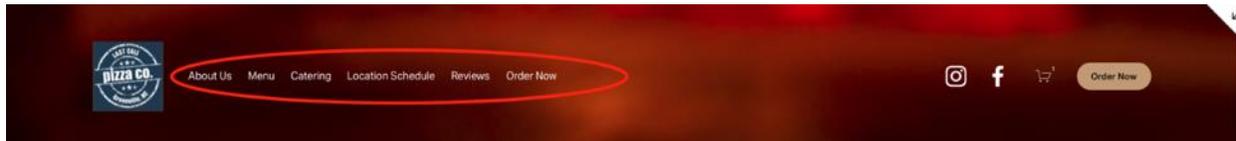
## My Dashboard



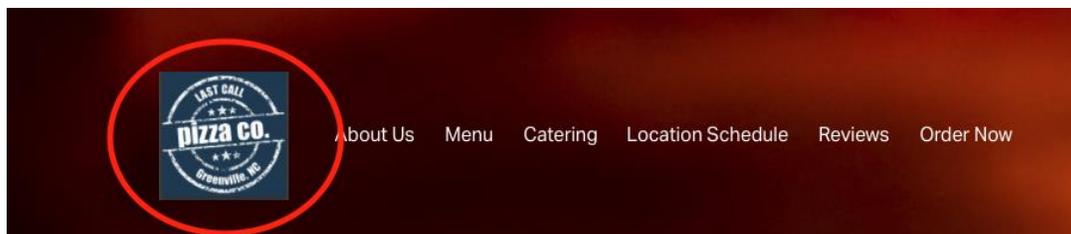
**Last Call Pizza Co.**  
lastcallpizzaco.com  
Website renews on Feb 24, 2022.

WEBSITE    COMMERCE    DOMAINS

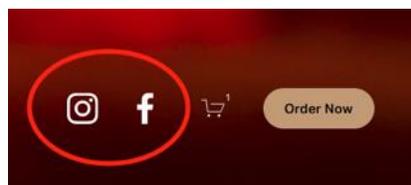
5. In order to Navigate between each tab, click on whichever tab to direct you to that page
6. Click on About Us, Menu, Catering, Location Schedule, Reviews, or Order Now Tab



7. Click on Last Call Pizza Co. Logo on top left to return to the Homepage.



8. Click on the Facebook or Instagram Logo on the Top Right of the Page or the bottom of the page to access their respectable social media accounts.



9. Click on the Order Now tab to place an order.

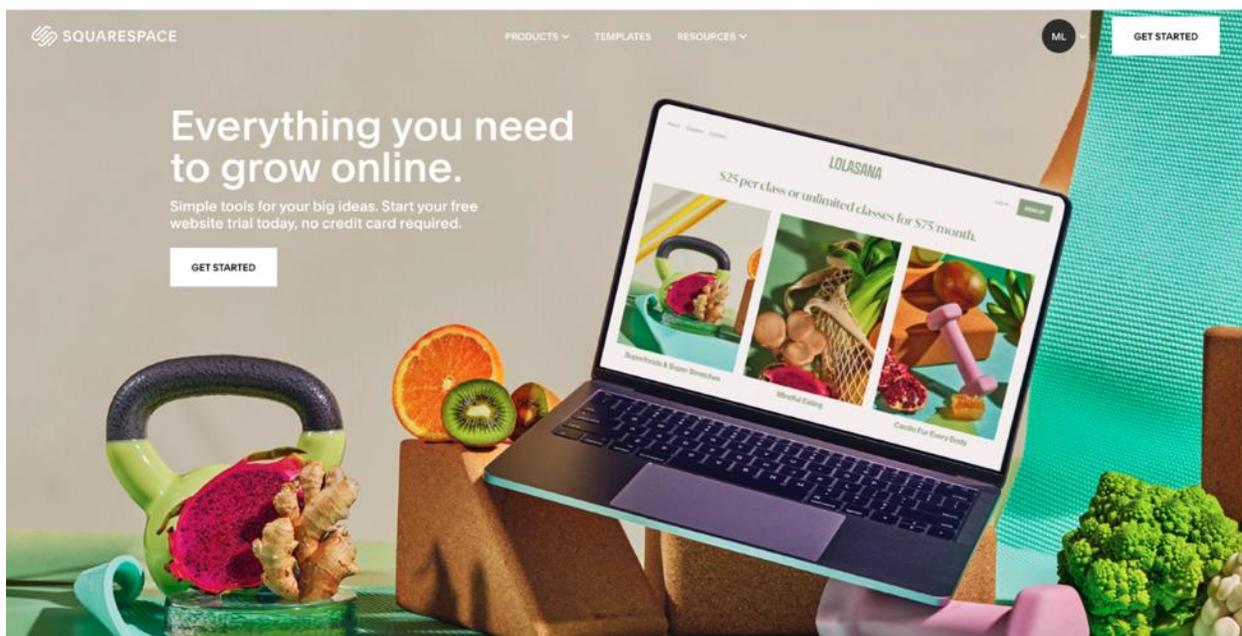


10. Return to Homepage or Click the Cart button on the top right to checkout.

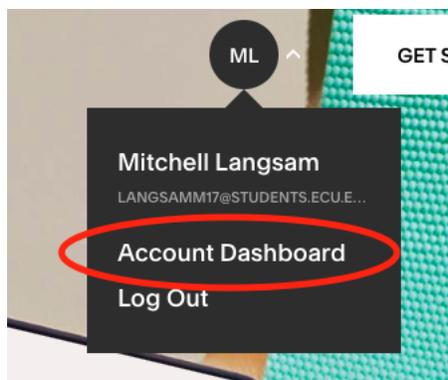


### Checking Sales/Analytics

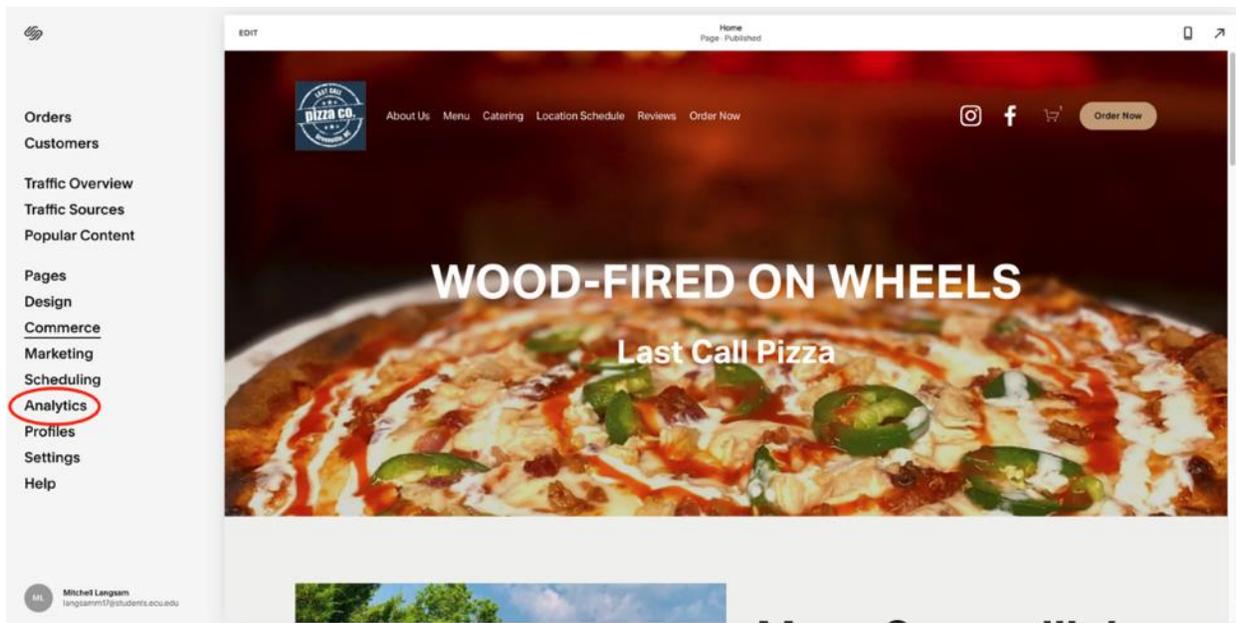
1. Go to [www.squarespace.com](https://www.squarespace.com)



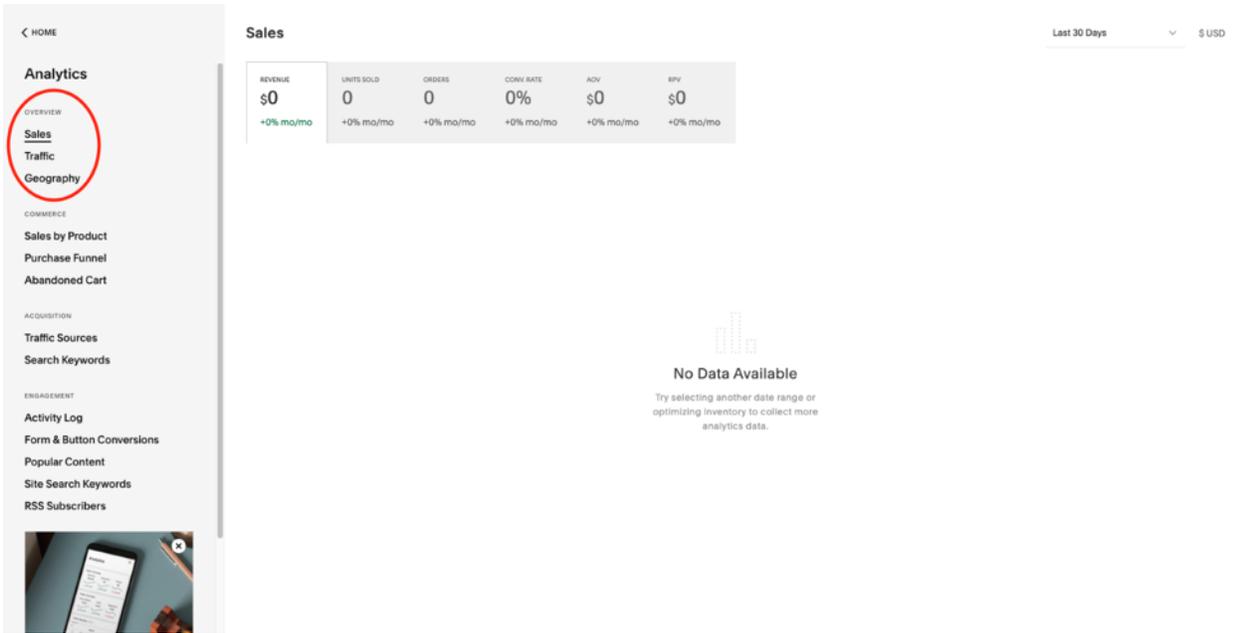
2. Go the Navigation bar on the top right and Login using your Business's Email and Password



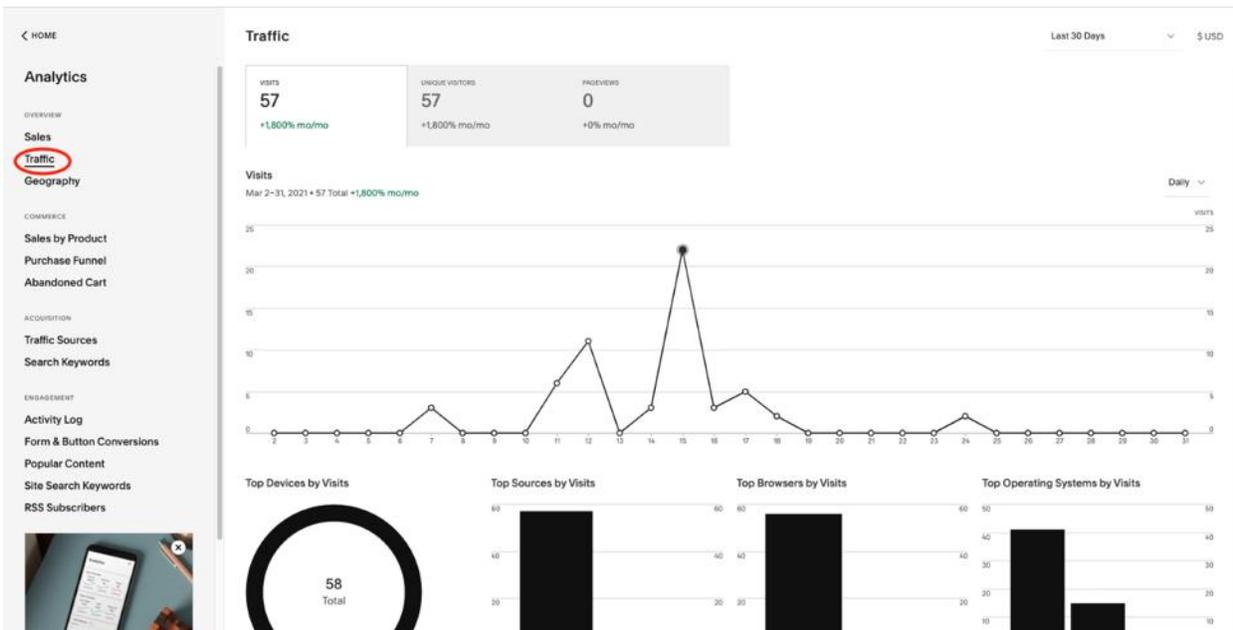
3. Click on the Website button on the Last Call Pizza Co.'s Dashboard.
4. Once you are on the website click on the Analytics Tab on the left side of the page.



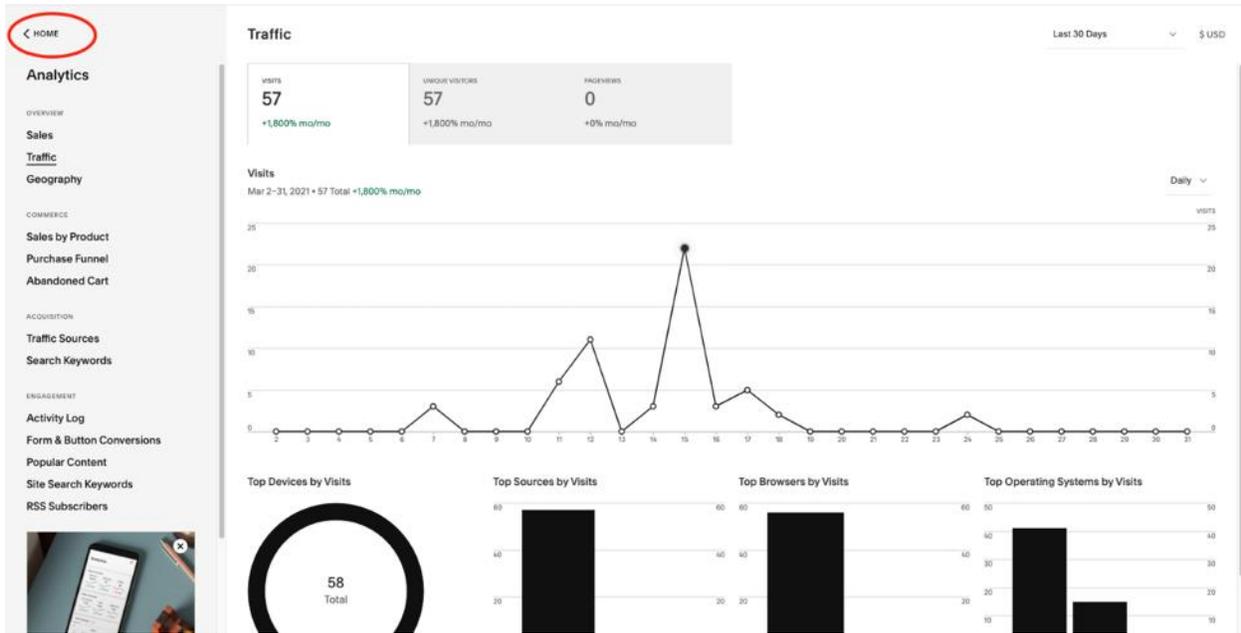
5. Click on Sales to show Revenue, Units Sold, Orders, etc.



6. Click on Traffic to view how many visitors your website is getting.

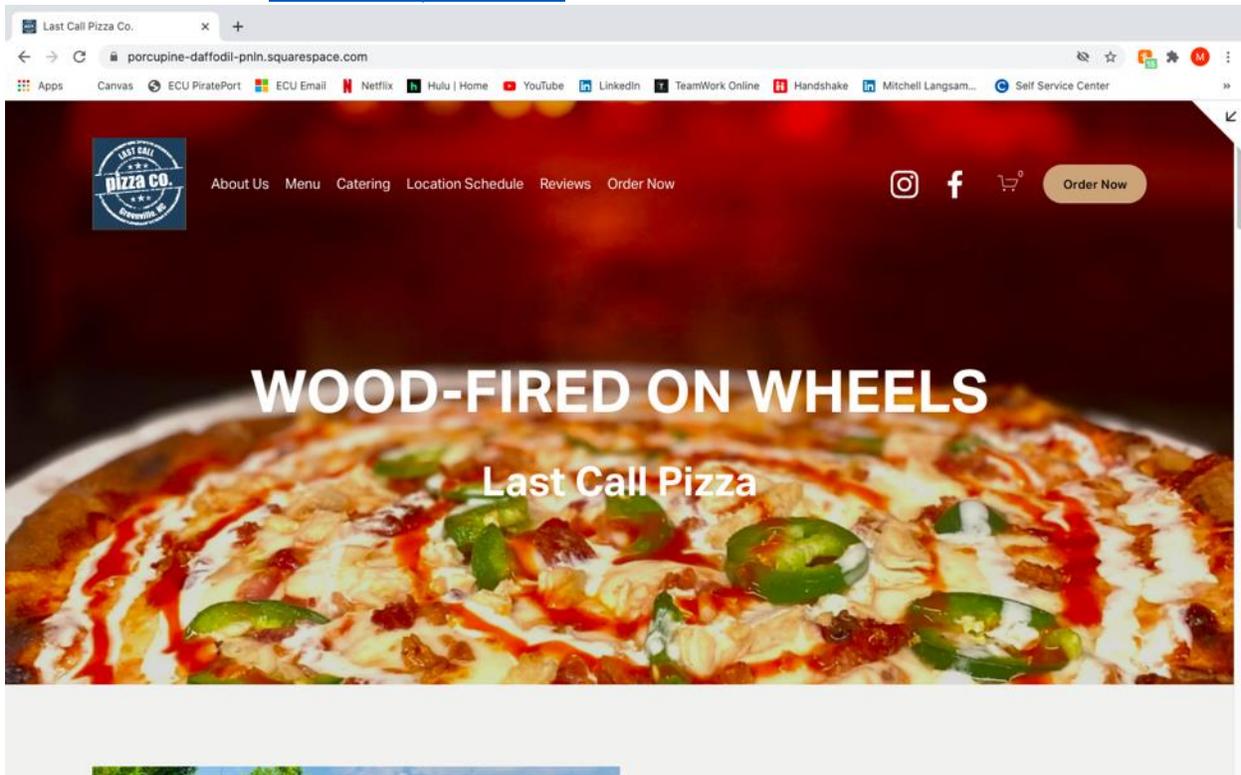


7. Click on the Home with an arrow on the top left of the screen to return.



## Ordering an Item

1. Go to [www.lastcallpizzaco.com](http://www.lastcallpizzaco.com)

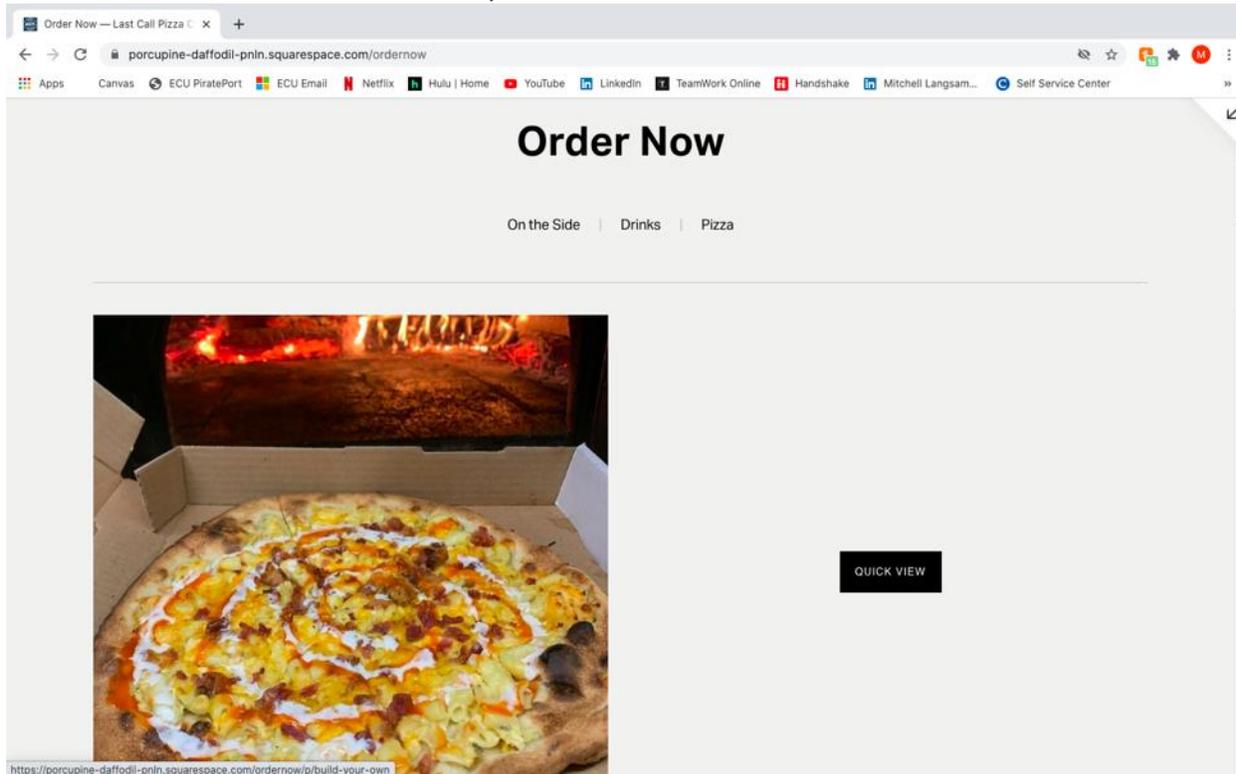


2. Click on the order now tab.

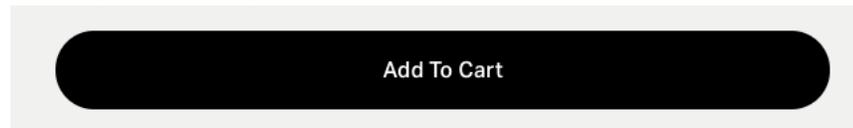


3. Each Menu Item will be available.

4. Click on whichever item you want to view.



5. Click add to cart.



6. A form will pop up to input the customer's First and Last name as well as any special instructions.

Added Order Fields: ×

Special Instructions

Who is this pizza for?

First Name
Last Name

**Add To Cart**

7. Once it says Added! Navigate to the cart button on the top right where your item will be ready for checkout.



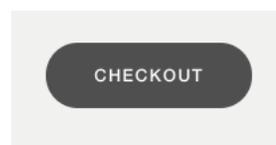
8. Click on Edit details to change special instructions or name.

### SHOPPING CART

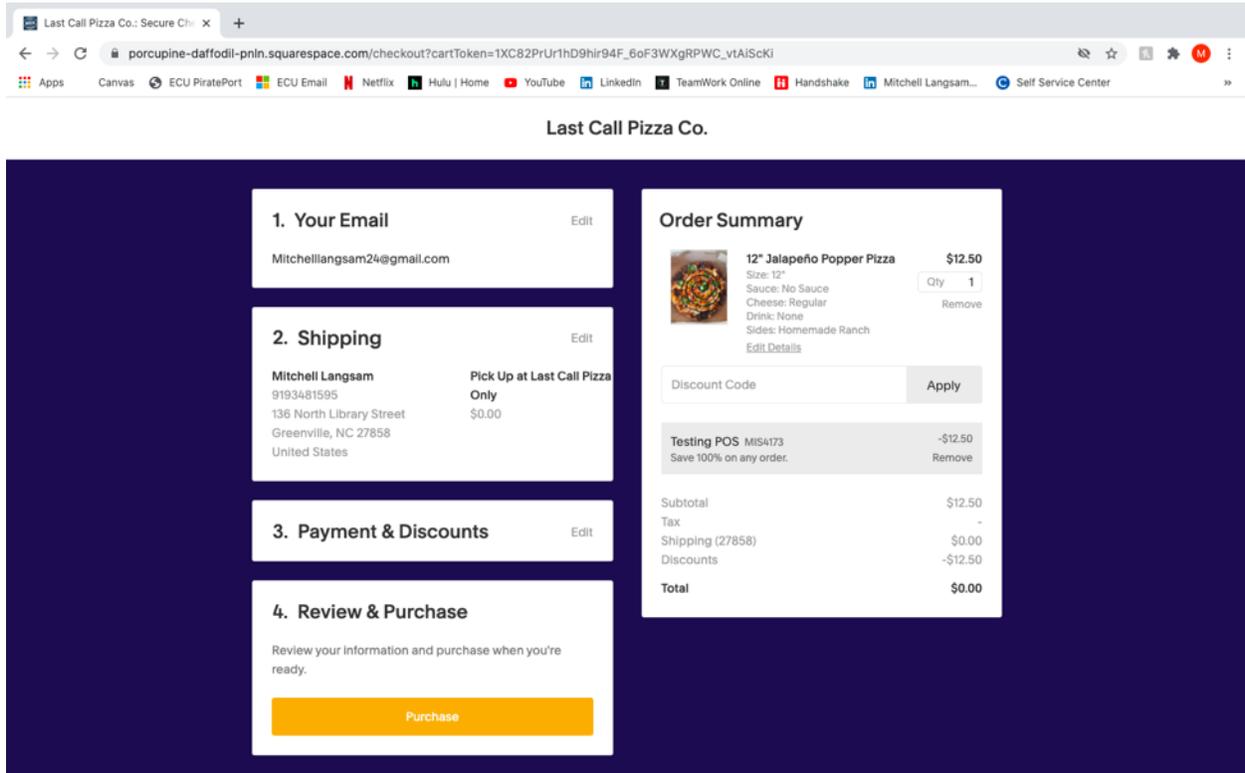
ITEM	QTY.	PRICE
<div style="display: flex; align-items: center;"> <span style="margin-right: 10px;">×</span> <div style="margin-left: 10px;"> <p><b>12" Jalapeño Popper Pizza</b></p> <p style="font-size: small;">Size: 12" Sauce: No Sauce Cheese: Regular Drink: None Sides: Homemade Ranch</p> <p style="margin-top: 5px;"><a href="#" style="text-decoration: underline;">Edit Details</a></p> </div> </div>	1	\$12.50
		Subtotal \$12.50

**CHECKOUT**

9. Click Checkout to continue to payment.



10. Checkout Menu will appear.



11. Customer must enter email - Required.
12. Enter Shipping Information – IT WILL SAY PICK UP IN STORE – Required
13. Enter Phone Number – Required
14. Enter Payment Information – Required
15. Click on Purchase.
16. Customer will get an order confirmation email.

## Technical Manual

**Browser:** All Browsers are acceptable to use (Preferably Google Chrome)

**Operating System:** IOS and Android

**Time:** Website is available 24/7 as long as the domain is still valid

**Website Domain:** www.lastcallpizzaco.com

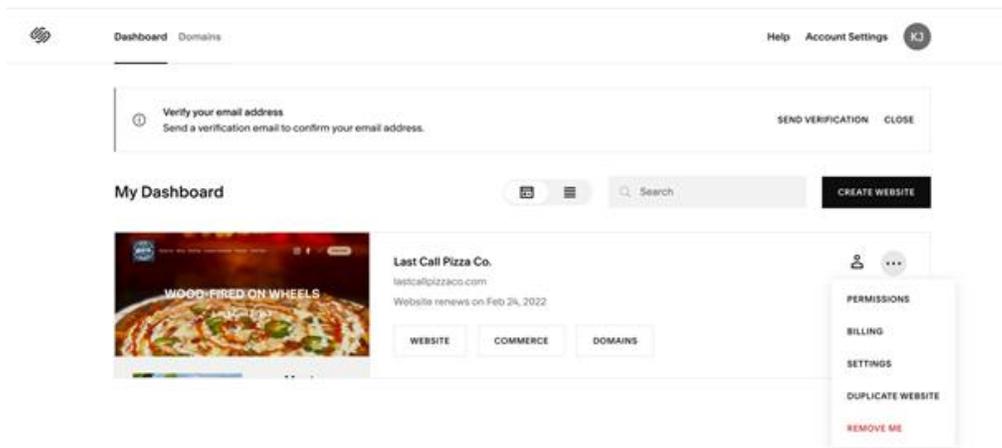
### Squarespace

Squarespace is a webhosting site. The webhost provides software as a service to maintain the physical servers that house your website and system. The table below provides the basic package information for your website as of 03/23/2021.

Plan	Business
Cost	\$18/ month
Renew Date	February 24, 2022

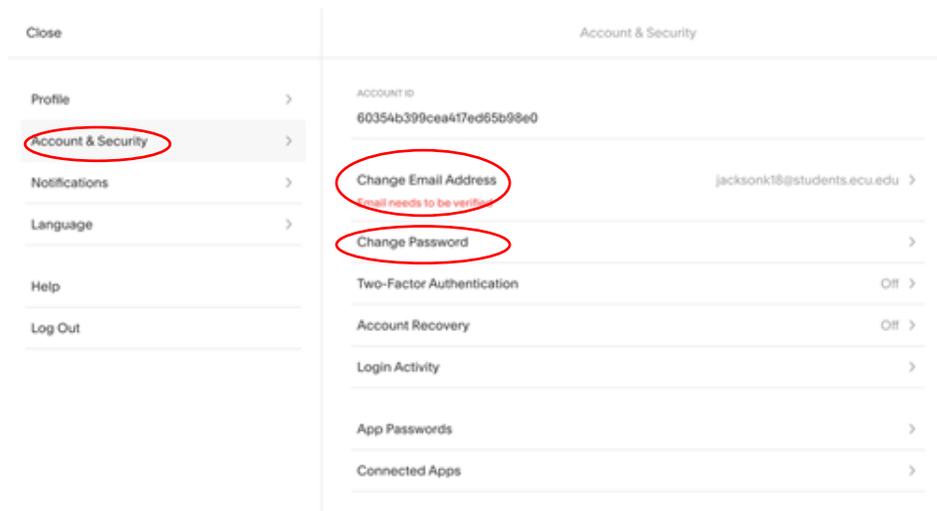
### Review Account

1. Navigate to [squarespace.com/login](https://squarespace.com/login) and login
2. In the top right corner, hover over the grey circle containing your initials and click “account dashboard”
3. From here you can update the domain, account settings, billing, and contributor’s access



### Manage Account Username/Password

1. Navigate to [squarespace.com/login](https://squarespace.com/login) and login
2. Once logged into your dashboard, click “Account Settings” in the top right-hand corner
3. Next click the “Account and Security” button
4. From here you can change your email address and password



### Update Domain

There is a 5-day period where you can change/cancel your domain. To change your domain after 5 days, you will have to make a new one. Your current Domain information includes:

<b>Domain</b>	Lastcallpizzaco.com
<b>Type</b>	Locked so cannot be transferred from Squarespace
<b>Auto Renew Date</b>	February 9, 2022
<b>Cost</b>	\$20

1. Login into Squarespace
2. In the top right corner, hover over the grey circle containing your initials and click “account dashboard”
3. Click “domains” button in the middle of the page
4. Click “Get a Domain” button
5. Then search for desired domain and click the shopping cart button

### Upgrade Site

1. Login into Square Space
2. Square Space is currently on version 7.1 so I am going to use 7.2 for the example
3. Start by beginning a 14-day trial on version 7.2
4. Begin copying & pasting all text, re-uploading all images, and rebuilding layouts.
5. Once everything has been moved and you are ready to go live, click “upgrade to paid service”
6. After you upgrade, the option to move the domain name will appear.
  - a. Click “Domains”
  - b. Select the domains you would like to move
  - c. Click “Move Domain to Another Site”
  - d. Click “Confirm”
7. Finally cancel your old version 7.1 version.
  - a. Click “Settings”

- b. Click “Billing”
- c. Under “Subscriptions” Click “Website”
- d. Click “Cancel Subscription”
- e. Select your reasons for canceling or click “Skip”

[For all other Technical Support](#)

Submit a [Customer Service Request](#) or utilize the resources on the Squarespace [Help Guide](#) Page.

- Once the form is completed you will choose which contact method you prefer
  - **Email:** 24/7 availability
  - **Live Chat:**
    - Monday-Friday: 5:30 AM to 8 PM ET
    - Saturday- Sunday: Closed

## Section 5 Executive Summary with Narrative and Conclusion

Section 5 includes the Migration plan as well as an explanation of challenges, problems and discoveries. Each sub section of the migration plan goes in depth for the Business Readiness, Technical Readiness, and People Readiness.

### Migration Plan

**Business Readiness:** Our client currently must still pick up phone calls from potential customers which hurts the employees time and the owner's time. The plan to implement this system will consist of all four of our team members to be on the truck to train our client and his employees. Last Call Pizza company will be trained how to operate and maintain the system we created for them. We have automated their current paper process to a fully operational website platform. We have also provided our client with a technical manual and a training manual if we are not available at the time. These manual's will be easy to read and find out what he should do if he has a problem with the system. The system will be given to our website to launch live at a certain date and time. Our team members will be there for support and to make sure everything works out as planned. Customers can purchase their amazing pizza's very soon at [www.LastCallPizzaco.com](http://www.LastCallPizzaco.com). Our team has decided to implement a direct conversion strategy because we want this system to replace their as-is system which is just writing down tickets manually. We also have chosen to use the pilot conversion since it is only location currently. For conversion modules, we have chosen to do the whole system conversion, where all modules are converted into one step. This conversion strategy emphasizes the minimization of costs for our client which is his main priority.

**Technical Readiness:** To ensure technical readiness for the system, the client must own and successfully operate the proper hardware and software. The clients must have adequate internet access to properly operate the web-based system. In addition, the client must have Squarespace and Square Pay downloaded on their hardware, as well as a Square Pay card reader. In terms of data conversion, we will be using a Direct, Pilot, Whole-System Conversion. During testing we will train the client on how to access, operate, and update the system and its components.

**People Readiness Plan:** To make sure customers are aware of the new site we plan to spend a few hours at the launch event for the site and ask customers to use our E-Commerce site instead of going up to the cashier to place an order and pay. They are going to be able to skip the line and place orders faster than if they were to wait in line and speak to the cashier.

## Migration Plan Challenges, Problems & Discoveries

**Challenges:** A challenge we encountered for our migration plan was making sure we chose the correct conversion strategy for our client.

**Problems:** We are having trouble communicating with our client for a launch date with our system because he has been out of town recently, as well as the food truck is not always open.

**Discoveries:** We have discovered a lot of enthusiasm from our client, ensuring us that the implementation is likely very high that it happens.

## Project Assessment

For this project, my team of four students were tasked with using a Scrum/Agile methodology to plan, analyze, design, and implement a working information system for a local Greenville, NC business over the course of 16 weeks. My team, Team 1, chose to build a system for Last Call Pizza (LCP) to improve business process efficiency. To conduct a successful project, each team member was assigned one of the following four roles: Systems Analyst, Business Analyst, Database Coordinator, and Co-Product Owner. Although I consider our project a success, there is always room for continued project improvement, so I have prepared this individual project assessment to reflect and discuss my actions as Team 1's Systems Analyst.

As a Systems Analyst (SA), my key roles during this project consisted of analyzing the business situation, identifying opportunities for improvements, and designing an information system (IS) to implement said improvements. While I was assigned the role of SA, I took on a variety of tasks not considered a part of my role. During this project, I handled most of the team's planning, organization, and presentation. Unfortunately, I was still taking MIS 4153, Web Application and Development, throughout the duration of this project, so I was at a slight disadvantage when it came to designing a system with the teams programming capabilities in mind. Luckily, by Sprint 3 I had learned the basics of Web Application and Development, specifically HTML and CSS programing and then supplemented my knowledge with YouTube videos and other research methods.

Having former experience as a Business Analyst and Project Management intern, I took on most of the planning and organizational aspects of the project. The bulk of my contributions consisted of the following:

- Gathering requirements from client
- Creating the project plan
- Constructing sprint presentation outlines
- Writing all executive summaries
- Constructing the DFD package
- Organizing, compiling and submitting all necessary documentation
- Designing the overall LCP website design aesthetic and review page

In addition to my main tasks, I assisted the group with revising, editing, and formatting their assign documentation, as well as brainstorming solutions for system errors. Upon reflection, I believe my strengths resided in analyzing the business situation and identifying opportunities for improvements, while my weaknesses revolved around the act of designing an information system to implement the opportunities for improvements.

Considering this was my first real project, I consider it a great success. Personally, I feel as though I learned a great deal over the course of the past 16 weeks. I was able to take my undergraduate knowledge and experiences and apply them to a real-life project. Also, I now have a better understanding of my personal strengths and weaknesses and how to best use them in

future team projects. For continues future improvement, I would suggest the following changes be implemented: a more in-depth explanation of group expectations; a greater emphasis on team member accountability; and allotting more time for project planning. All in all, I will take the skills and experiences from this project and apply them in my future career as a Technology Consultant.

