

Universiti Teknologi MARA

**Anna Dessert Online Ordering
System (ADOOS)**

Mohd Fahridzal Bin Hashim

**Thesis submitted in fulfilment of the requirements for
Bachelor of Information Systems (Hons.) Business Computing
College of Computing, Informatics and Media**

February 2023

ACKNOWLEDGEMENT

Alhamdulillah, praises and thanks to God, the Almighty, for His showers of blessings throughout my work to complete this project successfully. First of all, I would like to express my gratitude to my supervisor, Madam Zeti Darleena Binti Eri, for her time, support, and advice in helping me to finish this project. Special thanks to my CSP600 and CSP650 lecturer, Madam Norulhidayah Binti Isa, for the knowledge and wisdom that she provided during these two semesters.

I want to express my sincere gratitude to my dear parents, wife, and daughter for their consistent encouragement and strength that have enabled me to finish this project. I couldn't have finished this project effectively without their support.

Finally, my thanks go to all the people who have supported me to complete this project either directly or indirectly. I am grateful for all the help and guidance.

ABSTRACT

The evolution of the internet and technologies has created a great advancement in the E-Business and E-Commerce world. One of the sectors that receive a great impact because of the advancements of the internet and technologies is the food industry. Online ordering systems are very common nowadays for the food industries player. In order to compete in the market, an online ordering system is not merely for big companies, but it is also needed by small and medium companies. This project represents the process of creating an online ordering system for Anna Dessert. The system is called Anna Dessert Online Ordering System (ADOOS). The purpose of this system is to help solve the current problem that they are having with their current ordering process. The development of this system is to help Anna Dessert to further grow its business and to provide quality services to all its customers. ADOOS was developed using an adapted evolutionary prototyping model that consists of seven phases. This methodology was selected as it provides better risk analysis, and the initial operating time is much lesser than the other model. Adopting this model, the current business process and the problem of Anna Dessert were identified through the process of interviewing the owner. The design and development of ADOOS bring improvement to the current process of Anna Dessert. ADOOS give Anna Dessert's customers the ability to make an order anytime and anywhere plus it helps to solve issues on their current process of ordering. The functionality of ADOOS was also tested to make sure that the system's functionality is operating as required. In terms of the future, further improvements can be done such as offering more variety of payment options and also providing more advanced delivery tracking.

TABLE OF CONTENTS

CONTENT	PAGE
SUPERVISOR APPROVAL	ii
STUDENT DECLARATION	iii
ACKNOWLEDGEMENT	iv
ABSTRACT	v
TABLE OF CONTENTS	vi
LIST OF FIGURES	ix
LIST OF TABLES	xi
LIST OF ABBREVIATIONS	xii
CHAPTER 1: INTRODUCTION	
1.1 Background of Study	1
1.2 Current Business Process	3
1.3 Problem Statement	6
1.4 Objectives	7
1.5 Project Scope	7
1.6 Project Significance	8
1.7 Project Framework	9
1.8 Conclusion	11
CHAPTER 2: LITERATURE REVIEW	13
2.1 Introduction	13
2.2 E-Commerce	13
2.2.1 Type of E-Commerce	15
2.2.2 Benefits of E-Commerce	16
2.2.3 Online Ordering System	17
2.3 Common Online Ordering Problems	18
2.4 Theoretical Framework	19
2.4.1 Human-Computer Interaction (HCI)	19

2.4.2	Shneiderman's Eight Golden Rules	21
2.5	System Development Lifecycle (SDLC)	23
2.5.1	Spiral model	24
2.5.2	The Iterative Model	25
2.5.3	Evolutionary Prototype Model	27
2.6	Similar Existing Systems	29
2.6.1	The Skinny Bakers	29
2.6.2	Delectable by Su	31
2.6.3	M Cake Boutique	33
2.6.4	Comparison of Features	34
2.7	Implication of Literature Review	35
2.8	Conclusion	37

CHAPTER 3: METHODOLOGY

3.1	Introduction	38
3.2	Project Development Methodology	38
3.3	Requirement Gathering	40
3.4	Analysis	40
3.4.1	Functional Requirements	41
3.4.2	Non-Functional Requirements	41
3.4.3	Use Case Diagram	42
3.4.4	Activity Diagram	43
3.4.5	Class Diagram	45
3.5	Build Prototype	46
3.5.1	Site Map	46
3.6	Review Prototype	47
3.7	Redefined Requirements	49
3.8	Coding	50
3.8.1	Software Interfaces	50
3.9	Testing	51
3.10	Conclusion	52

CHAPTER 4: RESULT AND DISCUSSION

4.1	Introduction	54
4.2	Result for Objective 1	54
4.3	Result for Objective 2	56
4.4	Result for Objective 3	72
4.4.1	System Developer Testing Result.	73
4.4.2	Expert Testing Result.	90
4.5	Conclusion	91