Hong Kong Institute of Vocational Education (Tuen Mun) Department of Information Technology

Higher Diploma in Software Engineering

**Final Year Project (ITP4913M) - Final Report**

**(2020/2021)**

**"Online Appointment System" for The Community Testing Programme (COVID-19)**

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| --- | --- |
| Supervisor: | Mr. Tang Ting Kap |
| Co-supervisor: | Mr. Yau Chak Yuen |

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| --- | --- | --- | --- |
| **Student** | **Student No** | **Contribution to the project (%) (Total 100%)** | **Signature** |
| Ip Man Kit | 190169874 | 25 |  |
| Yen Ka Yin | 190081182 | 25 |  |
| Wong Yeung Chin | 190202421 | 25 |  |
| Cheuk Shu Ho | 190002668 | 25 |  |

We declare that this is a group project and that no part of this submission has been copied from any other student’s work or from any other source except where the due acknowledgment is made explicitly in the text, nor has any part been written for us by another person.

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# Abstract

To begin with, this project is to build an Online Ticketing System for improving customer relationship. For some customers, they want to get their tickets through their mobile phone or online instead of queue up in the real live; or sometimes you might just want to tag some valuable customers with VIP label so they can move to the top of your ticket list for advanced serving.

Then, we need to design an Online Ticketing System for The Community Testing Programme (COVID-19) in this project, that people do not have to be physically present to make an appointment. To reduce the risk of COVID-19 outbreak in the community.

This report will consist of system requirements include functional requirement and non-functional requirement. In functional requirement, we divided it into 2 parts which are, android application and website. In the non-functional requirement, we will go through it as system service requirement, organization requirement and external requirement.

In conclusion, this report will describe details for building the system and decide how the new system will operate.

# Introduction

**Background**

Since COVID-19(Coronavirus) is currently the highest risk for sustained local outbreaks in Hong Kong, researching an "Online Ticketing System" for society could be the most effective way of detecting people with symptoms as everyone nowadays all work from home. 

In 2019, COVID-19(Coronavirus) was originated in China. After a short period, the world is being affected by the epidemic as there are confirmed cases in most countries. According to the New York Times and Wikipedia statistics (26/9), Over 32 million confirmed cases worldwide with nearly 1 million deaths. This shows the "destructive power" of the COVID-19 (Coronavirus).

Now, the epidemic continues to affect us. Moreover, invisible communicators have appeared in various communities. COVID-19(Coronavirus) is currently the highest risk for sustained local outbreaks in Hong Kong. To recover the economy as soon as possible and reduce the unemployment rate. Researching an "Online Ticketing System" for society could be the most effective way of detecting people with symptoms.

According to this system, people do not have to be physically present to make an appointment, and users can choose the way to detect according to their preferences so that the contact between people can be reduced, effectively preventing the risk of infecting COVID-19 and avoiding an unnecessary disaster.

We believe the Online Ticketing System for The Community Testing Program (COVID-19) is most suitable solution to improve the current situation in Hong Kong. Under the influence of the system, Hong Kong will return to yesterday’s prosperity.

In recent months, the government has funded the construction of quarantine centers in various places in Hong Kong to provide a place for quarantine. However, some people consider that the entire quarantine appointment process requires too much time, so they think it is too troublesome to attend and avoid making an appointment. However, in recent days, a community outbreak occurred in multiple districts during the peak period, and the number of quarantine personnel have increased greatly, causing the staff to be in a state of confusion and the medical system unable to meet the needs of the public. Therefore, the government invites a private organization to build a system to improve the original method, because the original method requires citizens to queue up which wastes too much time. On the other hand, queuing may lead to the outbreak of community disease and cause serious problems.

The government now entrusts us to design a system for citizens to make appointments and register to solve most of the urgent problems. We will make a web system and mobile application, which can facilitate the citizens to register or make an appointment and reduce unnecessary expenses. Our professional team has experience in handling databases, developing websites and mobile applications with professional qualifications and guarantees, and can ensure the personal safety of customers. We believe this is more efficient than the government's self-developed system. don’t understand--> Because the original method of making the money is to let citizens go to the quarantine center to collect funds and queue up or call the hotline center to make an appointment. This will require a lot of manpower and waste public money, and it cannot be open 24 hours. In severe cases, it will be difficult to handle many citizens who need to make an appointment. The demand for people’s dissatisfaction eventually led to rising public grievances. Most of our citizens have basic daily equipment such as mobile phones and computers, and they will also be exposed to the Internet in daily life. Therefore, our plan is to develop web pages and mobile phone systems to facilitate the citizens to make appointments in two ways. We will be brief. The entire appointment procedure can ensure the personal safety and data security of the citizens. Ayu registration form can be submitted online to shorten the appointment time, and the information will be encrypted

***Project Objectives***

* **Identify**

The online ticketing system greatly reduces the workload of the immunization center and increases its efficiency, making it faster to identify and conduct COVID-19 quarantine for citizens waiting for appointment.

* **Convenience**

Citizens do not need to line up to get chips, just make an appointment online. This could reduce the people's time cost.

* **Cost**

To replace citizens queuing to get chips. In this way, the government does not need to hire more people to issue chips, and citizens can get chips online, which greatly reduces the entire process time. When the quarantine center does not have the service of issuing chips, consider only opening during the day, no need to open 24 hours to reduce additional expenses.

* **Safety**

People no need to queue to get chips, and it is replaced by an online ticketing system, which can reduce the contact between people when queuing. That can reduce the chance of leading to serious consequences, such as increasing the risk of COVID-19 outbreak in the community

* **Customer Experience**

User who registered to the system would make an appointment for detection of new crown pneumonia virus.

* **Stimulate**

Citizens can use our system to make reservations to accumulate points and then redeem suitable gifts via mobile phones or websites.

* **Sustainability**

Due to an online ticketing system, chips will not be issued and no need to fill in the personal information registration form on paper, reducing paper waste and reducing environmental impact.

* **Quality**

When the time the system is applied, it would be improving the quality of the company’s services, processes, customer experiences, systems, and the data.

# Problems Finding

## 3.1 Government

### Waste of resources

Without an appointment system, there are problems in recruiting and arrangement of staffing health care professionals for testing. The Government cannot predict the number of people willing to take part in testing at different locations, which may lead to under staffing or over staffing in some testing centers. As testing is not conducted within a short period of time and the medical staff are highly paid, over-staffing will waste social resources and lead to uneven distribution of resources in the community.

### Slow testing progress

On the other hand, an unsatiated number of people involved in testing can lead to under staffing in testing centers. An excessive number of people participating in testing at the same time will not only increase the risk of an outbreak but also cause fatigue of the testing personnel, which will reduce work efficiency and affect the testing schedule. As a result, health care professionals and members of the public will find the Government's arrangement inappropriate and feel dissatisfied.

As a result, healthcare workers and the public may feel dissatisfied with the Government's inappropriate arrangement. It is even more difficult for the Government to gain the support from various parties for its anti-epidemic work, thus slowing down the progress of testing.

## Staff

### 3.2.1 Unpredictable of the actual situations

For example, many people choose to have their tests done at peak times and holidays or even register for on-site testing without making an appointment at a busy time. The number of people tested at each testing venue varies and we cannot estimate how many people will be involved in testing. It may result in an overload of work for the testing staff and can cause inconvenience to the testing staff.

## Citizen

### Time and location limit

There are many reasons that affect a citizen to do testing (COVID-19), such as, the citizen to busy on work does not time to appointment testing in fact to face and some quarantine center is far away to the citizen. On the other hand, the quarantine center has limited hours, and some of the quarantine centers is crowded in peak period, if citizen on the off-work time appointment testing (COVID-19), they may not be appointment or test successfully.

### Insufficient understanding of COVID-19

There are many citizens insufficient understanding of COVID-19, they think maybe doing the testing will infection new coronavirus disease, unwilling to make an appointment test through the queue.

### 3.3.3 Disclosure of personal data

If the forms submitted by the citizen are lost due to errors in the submission process, this will inevitably lead to the problem of data leakage and affect the Government's reputation. On the other hand, some citizen is reluctant to participate in testing for fear of having their information disclosed.

### 3.3.4 Inability to express a personal opinion

Citizens are not able to express their personal opinions during the testing programme because they do not have a proper channel to express their opinions which makes them easily dissatisfied with the government.

## Community

### 3.4.1 Increase the risk of an outbreak

The Government hopes that people without symptoms will take part in community testing. However, many people including high-risk groups such as those with symptoms, elderly people and resident in residential care homes, go for testing on their own without understanding the importance of clarification of asymptomatic and people who have symptoms. In addition, there is no appointment system to help categories people for testing, and elderly people have to queue up and the waiting time may be long, which causes inconvenience. Large numbers of people from residential care homes visiting the testing center at the same time may also result in more confusion. The above situation would increase the risk of an outbreak.

# Proposed Solution

* 1. **Use website to create the platform**

We will use the website to build the platform for the online ticketing system. Since the system requires user to register, the company can record all their participant’s information to the system through the website. It can help the company to manage the information and preparing booking for the COVID-19 testing.

On the website, users are required to login and input some personal information to continue the booking which the date can be customized for users that are looking to. The users can browse for the booking schedule and it would be the same looking like they are using the application to use the online ticketing system. Therefore, the user can view available date and they can be easy to understand the exact date and time of the booking through the timetable of the bookings.

Moreover, using website as the platform not only can help the users easier to booking the date by the technology. In depth, using website is more flexible, and it is easier to use for many devices and different operating systems without any conflicts that could occur errors or accidents. The company and user can use the website whenever they need to check the date and time, and they can also cancel the selected date and time if they are needed. Then, after they had applied to the system, they can receive notifications from the system to remind users the time to arrive the COVID-19 test. Also, website can reduce the manual processes to avoid large amount of costs and it is beneficial for a website to handle the large amount of data.

* 1. **Use application to create the platform**

We will use the application to build the platform for the online ticketing system. Since the system requires user to register, the company can record all their participant’s information to the system through the application. It can help the company to manage the information and preparing booking for the COVID-19 testing.

On the application, users are required to login and input some personal information to continue the booking which the date can be customized for users that are looking to. The users can browse for the booking schedule and it would be the same looking like they are using the website to use the online ticketing system. Therefore, the user can view available date and they can be easy to understand the exact date and time of the booking through the timetable of the bookings.

Moreover, using application as the platform not only can help the users easier to booking the date by the technology. In depth, using application is more convenient for users to obtain through application stores (Google play, App store...) for the android devices and iOS devices. The company and user can use the application whenever they need to check the date and time, and they can also cancel the selected date and time if they are needed. Then, after they had applied to the system, they can receive notifications from the system to remind users the time to arrive the COVID-19 test. Also, application can be the branch of the website to reduce the flow pressure, and it can reduce the manual processes to avoid large amount of costs and it is beneficial for an application to handle the large amount of data.

# System Architecture

Hardware, Software and Network Configuration

![A screenshot of a cell phone

Description automatically generated](data:image/jpeg;base64,/9j/4AAQSkZJRgABAQEAYABgAAD/4RDaRXhpZgAATU0AKgAAAAgABAE7AAIAAAAFAAAISodpAAQAAAABAAAIUJydAAEAAAAKAAAQyOocAAcAAAgMAAAAPgAAAAAc6gAAAAgAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAHVzZXIAAAAFkAMAAgAAABQAABCekAQAAgAAABQAABCykpEAAgAAAAMwOQAAkpIAAgAAAAMwOQAA6hwABwAACAwAAAiSAAAAABzqAAAACAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA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## 5.1 Benefits

Concerning the System Architecture, we provide different facilities in system architecture. The following facilities will give our system a lot of benefits:

|  |  |
| --- | --- |
| **Facilities** | **Description of benefits** |
| Firewall | There are 3 firewalls, it can prevent hackers, protection against trojans and better privacy to prevent data leakage. |
| Application server | It provides security by centralizing the management of data access and the authentication process. |
| UPS | It can protect the system against power interruptions, provide adequate power during short-term to convert to the backup supply lead to the system have enough time to save data. |
| Database | It can store data to prevent data loss |
| Database server | It offers better performance, safety and scalability. A database server provides better performance compared to the Access database alone. Moreover, it has an automatic recovery function is more stable. |

## 

## 5.2 Constraints and Limitations

In order to systems have high-quality performance configuration to avoid insufficient power supply. In fact, the system architecture must set up firewalls to safeguard the system form intrusion. Nevertheless, although our systems provide a lot of facilities, it is not enough hence we need regular maintenance and monitoring.

# Development Methodology

* 1. **What is Agile Development & Reasons for using Agile Development**

. Includes face-to-face communication. And it is extreme programming – emphasizes customer Agile Development, which is a group of programming-centric methodologies that focus on streamlining the SDLC satisfaction and teamwork.

Agile development eliminates much of the modelling and documentation. There are reasons we will use Agile development to develop the system are shown below.

* + 1. **Realistic Customer Expectations**

Agile development is a development method that can be speculated and explored, the plan at multiple levels and become more detailed closer to scheduling. It can regular adaptation to changing circumstances. Clients are allowed to express their expectation in each iteration, changes in requirements can be handled by agile development. The developers and the customer collaborate to define the requirements and to maintain them throughout the project. Hence, the expectations of the client can be met.

* + 1. **Develop a system with a short time schedule**

It is a short time schedule to provide timely solutions to business problems. Fixed schedule of a few weeks, new features can be delivered quickly and frequently, with a high level of predictability. It is easy to process and re-prioritize the overall product backlog, the modification can be done for the next iteration.

* + 1. **Reliable system**

The project development team can focus on high-quality development, testing, and collaboration by breaking down the project into manageable units. Moreover, quality will be improved by finding and fixing defects quickly and identifying mismatched expectation in advance. Iteration work helps improve the reliability of the system.

* 1. **The benefits of the development methodology that we use (Agile Development)**
* Manage change more effectively
* Improve customer engagement
* Focus on the highest priority first
* Increase productivity
* Feedback from the product owner
* Highly collaborative environment
* Visibility
* Accuracy
* Main features
* Agree to a clear definition
* Improve transparency

**6.2.1 Manage change more effectively**

By creating smaller iterations, the team can focus on providing value without having to make all the requirements up front. At the end of each iteration, the team will review the backlog of functions and re-determine where time should be spent in the next Sprint.

**6.2.2 Improve customer engagement**

Agile requires customers to participate heavily in the development process. The development team will seek customers to prioritize work for the next sprint and review work products during the review meeting. This continuous interaction reduces the confusion between customer needs and what the developer will provide.

**6.2.3 Focus on the highest priority first**

In a software development environment, you have to make many decisions, and it is difficult to keep all the decisions. Your to-do list will become your final priority, and the to-do list will be publicly displayed to everyone.

**6.2.4 Increase productivity**

Agile development can make better use of your resources so that they can start using them faster and remain productive at all times. As work is broken down into iterations, there is always a milestone and deadline. Developers always focus on refactoring and moving forward. They will not be idle, waiting for work in the discovery and design phase.

**6.2.5 Feedback from the user**

Break down your work into sprints, and user can provide feedback before, during, and after each task. This cooperation provides frequent opportunities to ensure that the team can achieve the established business goals.

**6.2.6 Highly collaborative environment**

Agile development values ​​individual, interaction and customer collaboration. All team members went all out. The success of this project depends on the understanding and optimization of everyone's subject knowledge.

**6.2.7 Visibility**

Agile development allows you to see and get familiar with the product from start to finish. While watching the growth of the application, you can provide feedback as you progress.

**6.2.8 Accuracy**

After the sprint, the team will know their speed. This allows for better planning. In future sprints, this will serve as a guide for the tasks they will complete.

**6.2.9 Main features**

Agile development allows us to prioritize and focus on the projects that have the greatest impact on the business, thereby providing value faster.

**6.2.10 Agree to a clear definition**

Will the words "ready" and "done" cause confusion for your IT team? In the agile world, you can set parameters for these definitions. "Done" may mean that it has been fully tested, or it may mean that the customer is ready for testing. A clear definition gives developers more responsibility, and everyone agrees with the goal.

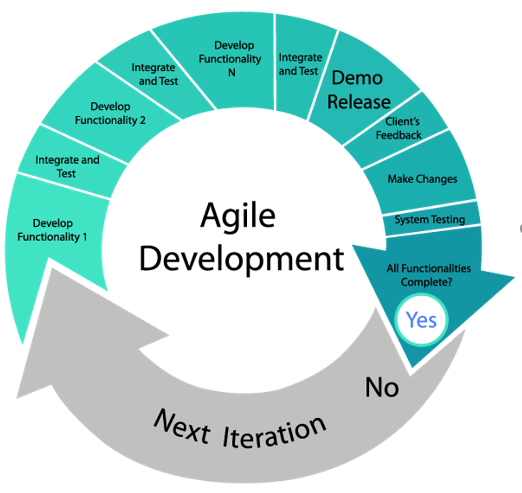
**6.2.11 Improve transparency**

Agility is highly transparent. Everyone from the stakeholders to the development team knows what to do, what not to do, and who is making the decision. When the entire team understands the overall situation, the project tends to move forward faster.

There are several benefits to adopting agile methods for software development. Getting started requires some work before finally reaping the benefits of a more successful project.

# 6.3 Usefulness in Developing Systems in our project

|  |  |
| --- | --- |
| **With unclear user requirements** | **Excellent** |
| **With unfamiliar technology** | **Poor** |
| **That are complex** | **Poor** |
| **That are reliable** | **Good** |
| **With short time schedule** | **Excellent** |
| **With schedule visibility** | **Good** |

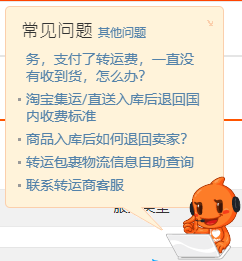


# Functional Requirement

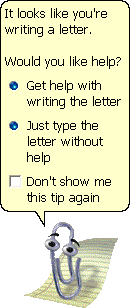
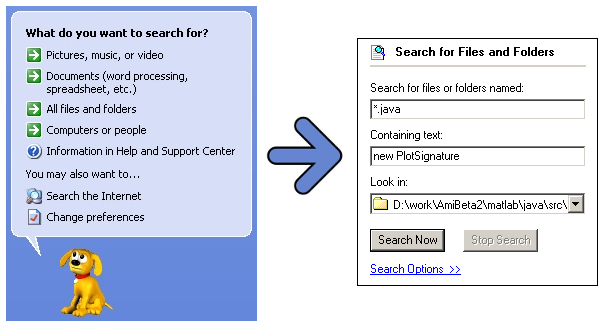
We proposed to design an Android application (App) and website to let users to use the Online Ticketing System in different ways.

|  |  |
| --- | --- |
| **Android application (App) / Website System(Web)** | |
| **Name** | **Description** |
| Register | If a user did not have an account of the Online Ticketing System, the user can register for a new account by entering his/her email address, phone number, username, and password. For each user, phone number are unique that are not allowed to duplicate. Users can only register one phone number for verification. |
| Login | The user is required to enter a username and password to login when the user wants to get tickets, receiving a booking date, or checking status. The system will verify the account is matches the database record or not. If the username and password are empty or not match, an “Incorrect Username or Password. Please enter again.” will be shown. Otherwise, the user can browse the interface that they have permission for. |
| Edit Account Information | When the users created an account and they have the right to change the account information after logged in (Change name, password, date of birth or email etc.) |
| Create Booking | A user can create booking with their own selected date which is available, and its booking number, booking date and time will be shown. Once the booking is created, a reminder will proceed to instruct the user to walk in to participate the COVID-19 testing program. |
| View booking schedule | A user can enter to check the booking detail in the applications to get its booking details, such as booking date, time, booking number, and checking whether it is available to book (available to participate during the chosen date), etc... |
| Cancel booking | A user can also cancel an existing booking if they are not available at the time, and its cancelled details will be shown. Once the booking is canceled, the user can create another booking to consort with his/her time to participate in the COVID-19 testing program. |
| View User Account  (in Web-interface Only) | This feature is only for admin or staff. Because sometimes the Staff(nurse) is necessary to check the personal information of the person who made the appointment. Also, the administrator is obligated to maintain the monitoring and management of user data, so it is often necessary to for admin or staff to access the user's personal data.  For security reason, this function only provides for Web-interface Only. Because it can reduce the loophole by the another system (i.e. Android), so the Admin function is more secure. |
| Use Online Service | A user can use the online service if they have any questions about using the system, staff can reply to the user for the answers that the user wants. User can also provide feedbacks about the system via the online service. |
| Provide Online Q&A Section / Consultation | The service is provided by the staff, if the user have any questions about using the system, staff can reply to the user and provide the answers that the user wants. The user feedbacks about the system can be received via the online service. |
| Comment Area | For login mental model <https://www.house730.com/buy-property-1721541.html> comment flow is referenced. "House730" used a text area as the comment area. After login, User just input the option into text area and submit. Referencing the comment mental model, after click inside the comment page, the user can see the comment area on the user side. They can view or fill in the comments and submit it. |
| Change **Eng/簡/繁 version** | User can choose the language they want to show, resulting a friendly interface that could comforts the users to understand the content. |
| Change background theme | **For normal users:**  To attract user, some background theme that can be choose by user.  **For the Support for Persons with Disabilities:**  Since we are designing a barrier-free website that cannot contain any indirect discriminatory elements, we should also take care of people with low vision when designing, so that they can choose some lighter backgrounds so that they can see more clearly the Contents of the web pages or mobile application. |
| Speak the voice of the content of the apps and webpage | For elder users or impaired users, the website and the application provide function that could read aloud the content to help the users to understand the content. |
| Location mapping | After the user has allowed us to access the location, he can view the nearest quarantine center location through this function. This function is provided by Google Maps. |
| Redeem a free-gift | Citizens can use our system to make reservations to accumulate points and then redeem suitable gifts via mobile phones or websites. The Normal User can Redeem a free-gift in the site by show the QR code on the hardcopy OR mobile App (Such as free mask, rubbing alcohol) |
| Play video (COVID-19 information) | Normal users can see the video we designed on the homepage, and the content of the video is the latest information about the covid19 found.  Goals:   * Teach the public correct knowledge of epidemic prevention * Encourages them to register as our member and use our service |
| Forget Password | To reset user’s password, they should enter their username, email and phone number correctly. Then we will request the password reset instructions to the user for this account.  If they don't know the username, phone number or their email address is no longer valid, who need to contact us by our phone number +852 12345678 for further assistance. |
| Log out | Just a simple log out function. They need to login again in login page if they logged out. |
| Virtual Helping Assistants (with animation) that could be chosen  (Figure1,2,3) | **To support, accompany, encourage, remind and notice user, some character (with animation) that can be chosen by user,**  -Character function: move, Enter Chat Bot chatroom, Enter Customer service chatroom  -After enter chat mode, it will provide the instant messenger-like chatroom  Moreover, people like to picture nowadays. |
| Chat Bot  (Figure 4) | Apart from real person Online Q&A Section / Consultation,  and to provide better user experience, Chat Bot function is provided to deal with some simple issues in faster response time, for example:  some users who do not know the usage of the application, including people not familiar with IT. |
| Provide Search bar | Search bar let user to type some keyword about our website and application.  Moreover, search bar can guess the potential search content from the users. |
| Medical report  (For General public) | Each user can read the 5 more people’s medical report, including: their parents and child Only,  -To register to read the other’s report: the related people must go to General Out-patient Clinics.  -If any enquiry, user can make ask CS to follow the problem of your medical report. |
| Medical report Reminder  (For Staff/Doctor) | Remind and urge doctor to write medical report within a certain time. |
| Add site map | For the Web interface and android apps:  -provide information for the pages, picture, and other files.  - state the relationships between each information (with hyperlinks) |

(Figure1) (Figure 4)

(Figure2) (Figure3)

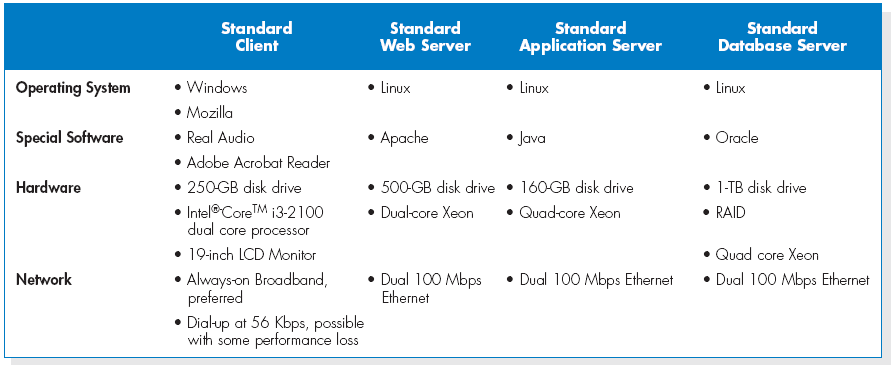
# Non-Functional Requirement

## Product requirement

* **Computer specification**

|  |  |  |
| --- | --- | --- |
| **Component** | **Recommended system requirements** | **Minimum system requirements** |
| **Processor** | Intel Core i5-4590/AMD FX 8350 equivalent or better | Intel Core i5-4590/AMD FX 8350 equivalent or better |
| **GPU** | NVIDIA GeForce GTX 1050, AMD  Radeon RX 480 equivalent or better | NVIDIA GeForce GTX 970, AMD  Radeon R9 290 equivalent or better |
| **Power Supply** | 600w | 400w |
| **Memory** | 4 GB RAM or more | 4 GB RAM or more |
| **Video output** | HDMI 1.4, DisplayPort 1.2 or newer | HDMI 1.4, DisplayPort 1.2 or newer |
| **USB port** | 1x USB 2.0 or newer | 1x USB 2.0 or newer |
| **Operating system** | Windows 8.1 or  later, Windows 10 | Windows 8 or later, Windows 10 |

* **Hardware and software specification**



**Software requirements**

* Notepad++
* Android Studio
* Dreamweaver
* MySQL
* XAMPP
* NetBeans

**Hardware requirements**

* Standard computer
* Disk drive
* Monitor
* Keyboard
* Mouse

**User-Friendly Interface**

To design a user-friendly interface for the user, the layout of the interface should not be puzzling (prefer more straightforward), which means different age group of people should get used to it quickly. All functions in an interface should be well-organized so that the user especially customer could quickly access those interfaces with enjoying system functions, giving them a good user experience.

* **Website**

All functions in the main page should be well-organized and clearly displayed on a specific area such as on menu or navigation bar. At the least the customer should be able to find the suitable tool and achieve the goal on the website quickly, such as searching the details of the desired furniture product.

* **Android application**

The Application layout should be simple since the phone screen will be smaller than PC. But we need to keep all the functions and look tidy so that the user can use our service easily, such as register, login, view booking record, cancel booking etc.

Moreover, Android application is the limited function, which means Android apps only contain functions for the public (without administration)

**Performance**

* **Operating Speed**

Operating speed determines how quickly the system can carry out the functions to the user. This is important as the system is designed for business use. If the operating speed is slow, the customer would be annoyed and consider the website and android application infeasible since it affects the business sales.

Since that, we will recommend our company to update the hardware components frequently so that they could maintain the utility of the hardware and the smoothness of the system. The customer would always feel satisfied while they are using the system.

* **System Stability**

We would always conduct a software performance testing to evaluate how stable does the system performs under different workload. We would immediately fix the found problem and make a review report for preventing the occurrence of the problem.

Also, there is a benchmark we would establish to measure the system stability. The benchmark is a range that observe whether the system keeps in the minimum acceptable level, a stable environment which a user using it without appearing the situation of any error or bug.

**Security**

* **Data protection**

Data is divided into two part. The first kind of data is the original data with the shop and software-based, for instance, product information such as its booking date, information of testing staff, storage which represents the data of “company-side”. Another kind of data is generated by the user. When a user signs up in our website, they fill in their personal information like names, telephone number and credit card information. Those are the data created by the user and saved in our system which represents the data of “client-side”.

The “company-side” of data are away from unauthorized and bad intention user, only the system administrator or the authorized user can amend the data depending on the situation.

The “client-side” of data should not be stolen or disclosed. All user can only manage their own profile and personally identifiable information.

Since that, we will take some basic data protection in programming and encoding to ensure those data will be well-protected especially the importance of privacy is getting more valued in nowadays.

* **Authentication & Data Access Right Control**

As mentioned above in data protection, there is a website for user to sign up their account for further functions in website or mobile platform. Therefore, setting up a strong username and password will be one of the essential ways for the user to confirm their identity and that we will focus on. Furthermore, we may set two or more authenticators for strong authentication when user logins their account.

About the data access right control, this means the system will decide what data can be accessed by the user for reading and editing. Therefore, we will establish some limitation on regular user’s actions when using the system. This ensures they cannot enter forbidden areas that saves sensitive and confidential data.

* **Operational**

The booking database will be constructed to facilitate searches by title, customer’s HKID, and phone number etc.

The system will run on any Web browser and support android 4.0 version or above.

In the event of a failure during submit a form, the customer will be able to re-fill the form.

**--System Choice**

To reduce the loophole affected by another system (i.e. Android), and enhance the security, stability and the data integrity of our system:

* The Admin function provided in Web-interface Only. Moreover, Admin function require the Admin to login, and using in windows server 2019.
* The doctor and nurse function provided in Web-interface Only. Moreover, Nurse function require the doctor and nurse to login and using in Windows 10.
* The General public function provided in Web-interface and Android 8 or above only. (limited function, which means without administration function).

Moreover, General public function requires the citizens to login, and using in Windows 8 or above (with Internet Explorer 11 OR google Chrome version 80 or above ).

Also, citizens can login with Android 8 or above(with Chrome version 80 or above)

Because it can reduce the loophole, so the Admin function is more secure.

**--No Allow pop-up in Any Browser**

No Allow pop-up in Any Browser(including Internet Explorer and Google Chrome), so it can prevent malware pop ups, spam, fake website and so on.

**--Vpn Server**

To ensure the stability and security, we will set up 3 vpn servers for our staff Only.

To reduce the internet attack (include Man-in-the-middle attack and packet sniffing), the system require admin, doctor and nurse login the system in our vpn server Only.

* **Cultural and political**

No special cultural and political requirements are expected.

* **Backup**

Data backup refers to saving the data in a safe place, and it can be recovered if there is a data loss event. Since data loss is common nowadays, we will make sure all the worth saving data being backed up to prevent data loss when the system cannot maintain its operation.

* **Database**

|  |  |  |  |
| --- | --- | --- | --- |
| Database | SQL server | MySQL | Oracle Database |
| Price | Around HKD685,000 with 8 kernel licenses | Around HKD240,000 (per year) | Around HKD1,080,000  with 200 Named User licenses |
| Processing efficiency | Excellent | Good | Excellent |
| Platform integration | * Windows | * Windows * Linux * Unix | * Windows * Linux * Unix |
| Programming language integration | .Net perform better | PHP perform better | Java performs better |

After comparison, we decide to use a MySQL database to handle the data since the price of it will be more affordable and it has a strong platform compatibility which is compatible with Windows, Linux, and Unix.

## Organizational requirement

**Staff requirement**

Staff such as nurses, online service staff need to be familiar with the entire web page and mobile application. On the one hand, they are obliged to guide citizens to use this system. On the other hand, they can increase work efficiency and avoid any emergencies at work. So we assume that they should know how to operate web systems and mobile apps. Employees also need to understand how to operate their employee system interface, and to understand the basic functions of the entire system, such as how to cancel an appointment for a normal user, add a new user account and login the system etc. The company should have a training course to train employees and teach them how to use the entire system.

**Administrators requirement**

We assume that all administrators, such as employees and customers, should be familiar with the operation process of both web pages and mobile applications, because they are involved in the design of the entire system, so there is no need for any training on using this system. On the other hand, the entire system involves users’ personal data. To protect the privacy of customers, administrators should regularly maintain web pages and mobile apps to ensure that their data is not leaked, otherwise our company will violate privacy regulations and face large amounts fine. Therefore, the administrator is responsible for preventing any bugs or errors in the entire system to maintain the company's reputation. To ensure that administrators can keep up with the latest technology and learn about the latest network technology security information, employees need to participate in some training courses regularly to ensure their professional skills

**Normal Users requirement**

Normal users may not be familiar with our system. Because our mobile apps and website system is new and available to the public. But there are many functions like appointment, create account, or view booking detail etc. Some of the computer novices might need a user guide to learn how to perform different tasks with the website. This user group are willing to take the safe, they prefer using a system after reading the user guide. From the behavior above the user group learning style can be consider as “Do then-Read.” However, we assume that most users are familiar with using computer and phone (Our website is self-explanatory, people who know the basic function of PC our should be able to learn how to use it in a short period).

**Quick support (Online Service Support)**

To receive immediate feedback from customers, our system will establish an online customer service function to solve user problems. Because not every user is familiar with our system, so there is a chance that they will encounter troubles or even find loopholes in the system, then they can report the problems encountered to us through online customer service, and we will also 24 hours Set up some customer service staff to answer users who need help. In addition, we also think that some users have difficulty in inputting Chinese characters, such as those who do not understand Chinese input methods, people with disabilities, or the elderly, so we will also provide assistance through WhatsApp, Facebook professional and telephone hotline, but the disadvantage is that the hotline is on weekends No services will be provided to citizens. Therefore, customer service mainly focuses on online service inquiries.

**System maintenance**

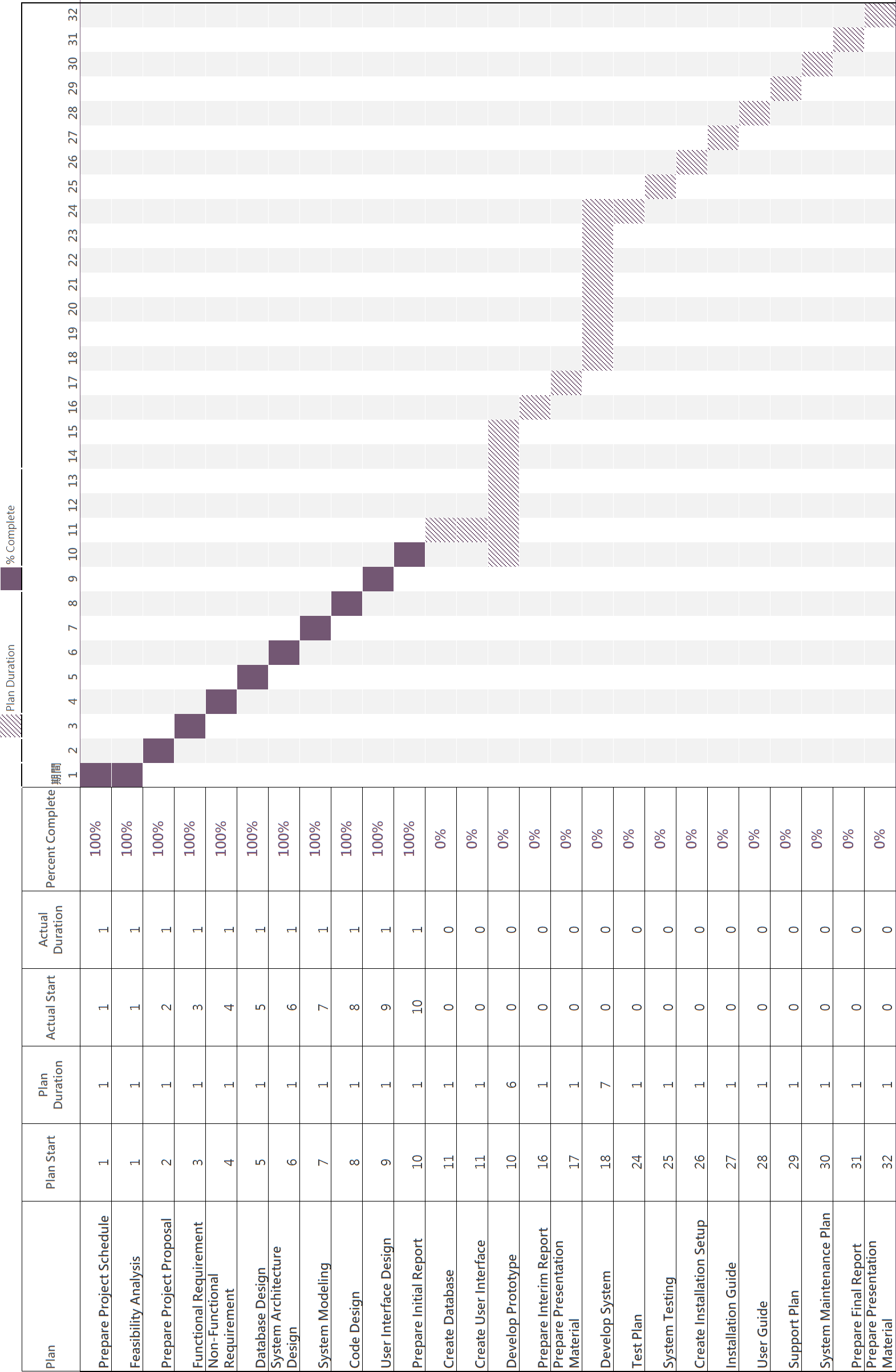
Warranty and maintenance are important to protect our system. The system will regularly have a maintenance on the night of every first Monday of the month. For the system maintenance, we will decide to hire a team, around five people, to respond for system maintenance to ensure the system will run correctly.

# Project Plan

## Scheduled Works

|  |  |  |  |
| --- | --- | --- | --- |
| **Activity Number** | **Activities** | **Dependencies** | **Duration (week)** |
| **1** | **Prepare Project Schedule** |  | **1** |
| **2** | **Feasibility Analysis** | **1** | **1** |
| **3** | **Prepare Project Proposal** | **2** | **1** |
| **4** | **Functional Requirement** | **3** | **1** |
| **5** | **Non-Functional Requirement** | **3** | **1** |
| **6** | **Database Design** | **4,5** | **1** |
| **7** | **System Architecture Design** | **6** | **1** |
| **8** | **System Modeling** | **7** | **1** |
| **9** | **Code Design** | **8** | **1** |
| **10** | **User Interface Design** | **9** | **1** |
| **11** | **Prepare Initial Report** | **10** | **1** |
| **12** | **Create Database** | **11** | **1** |
| **13** | **Create User Interface** | **11** | **1** |
| **14** | **Develop Prototype** | **12,13** | **6** |
| **15** | **Prepare Interim Report** | **14** | **1** |
| **16** | **Prepare Presentation Material** | **15** | **1** |
| **17** | **Develop System** | **16** | **7** |
| **18** | **Test Plan** | **17** | **1** |
| **19** | **System Testing** | **18** | **1** |
| **20** | **Create Installation Setup** | **19** | **1** |
| **21** | **Installation Guide** | **20** | **1** |
| **22** | **User Guide** | **21** | **1** |
| **23** | **Support Plan** | **22** | **1** |
| **24** | **System Maintenance Plan** | **23** | **1** |
| **25** | **Prepare Final Report** | **24** | **1** |
| **26** | **Prepare Presentation Material** | **25** | **1** |

* 1. **Gantt Chart**

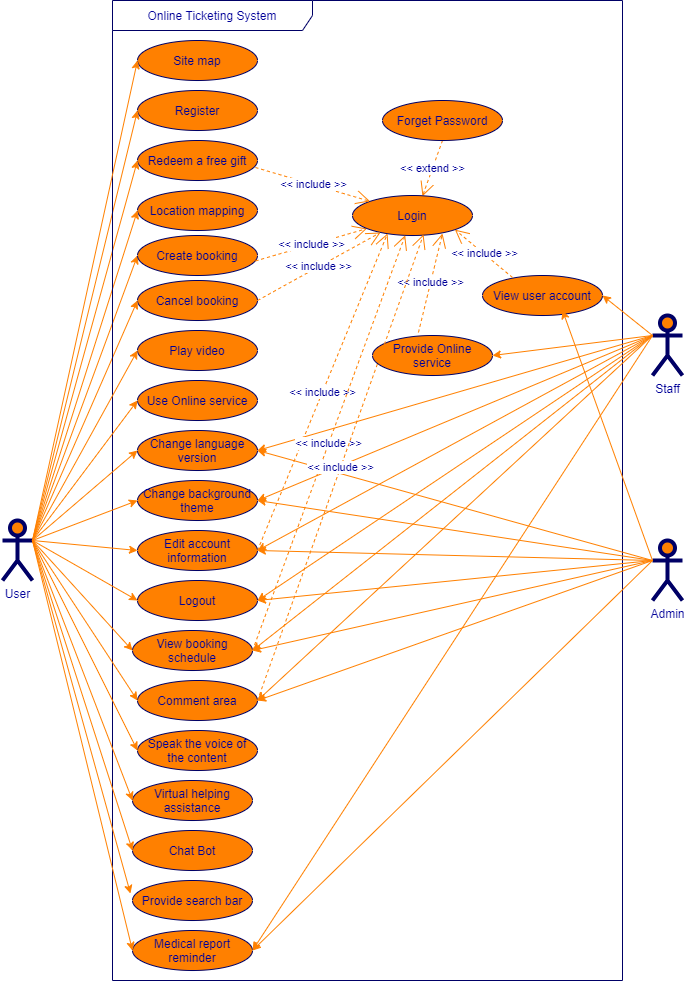


1. Use Case Diagram and Description

10.1 State transition diagram

# 

# 10.2 Use Case Diagram



# 10.3.1List of Use Cases

|  |  |  |
| --- | --- | --- |
| **Use Case ID** | **Use Case Name** | **Primary Actor** |
| 1 | Register | Normal Users |
| 2 | Login | Normal Users, Administrators, Staff |
| 3 | Forget Password | Normal Users |
| 4 | Edit Account Information | Normal Users, Administrators, Staff |
| 5 | Booking | Normal Users |
| 6 | View booking schedule | Normal Users, Administrators, Staff |
| 7 | Cancel Booking | Normal Users |
| 8 | View User Account | Administrators, Staff |
| 9 | Use Online Service | Normal User |
| 10 | Private Online Service | Administrators, Staff |
| 11 | Comment Area | Normal Users, Administrators, Staff |
| 12 | Change Eng./簡/繁 version | Normal Users, Administrators, Staff |
| 13 | Change background theme | Normal Users, Administrators, Staff |
| 14 | Speak the voice of the content of the apps and webpage | Normal Users |
| 15 | Location mapping | Normal Users |
| 16 | Redeem a free-gift | Normal Users |
| 17 | Play video (COVID-19 information) | Normal Users |
| 18 | Virtual Helping Assistants (with animation) | Normal Users |
| 19 | Chat Bot | Normal Users |
| 20 | Provide Search bar | Normal Users, Administrators, Staff |
| 21 | Medical report  (For General public) | Normal Users |
| 22 | Medical report Reminder | Administrators, Staff |
| 23 | Site map | Normal Users, Administrators, Staff |
| 24 | Log out | Normal Users, Administrators, Staff |

# 10.3.2 Use Case Description

|  |  |
| --- | --- |
| **Use Case Element** | **Description** |
| **Use Case Number** | 1 |
| **Application** | Login window, Database |
| **Use Case Name** | Register |
| **Use Case Description** | The main function is to give Normal Users to resister a new account |
| **Primary Actor** | Users (Normal Users, Administrators, Staff) |
| **Precondition** | Normal Users, Administrators and Staff must browse system “Login Window” interface |
| **Trigger** | / |
| **Basic Flow** | / |
| **Alternate Flows** | There are not acceptable when the user input the Chinese type of password |

|  |  |
| --- | --- |
| **Use Case Element** | **Description** |
| **Use Case Number** | 2 |
| **Application** | Login window, Database |
| **Use Case Name** | Login |
| **Use Case Description** | The main function is to give Normal Users, Administrators and Staff to login the system |
| **Primary Actor** | Users (Normal Users, Administrators, Staff) |
| **Precondition** | Normal Users, Administrators and Staff must browse system “Login Window” interface |
| **Trigger** | When a Normal Users, Administrators or Staff register an account in the system |
| **Basic Flow** | Normal Users, Administrators or Staff login through the account registration system to use the complete system |
| **Alternate Flows** | Users, Administrators or Staff may not be able to enter the system because they have forgotten their passwords, so they need use the password recovery function to reacquire the passwords |

|  |  |
| --- | --- |
| **Use Case Element** | **Description** |
| **Use Case Number** | 3 |
| **Application** | Login window, Forgot Password and Database |
| **Use Case Name** | Forgot Password |
| **Use Case Description** | The main function is to give Normal Users to reset the account password |
| **Primary Actor** | Normal Users |
| **Precondition** | Normal Users must browse system “Login Window” interface |
| **Trigger** | When a Normal Users want to reset account password |
| **Basic Flow** | Normal Users via Forgot Password interface to reset password. |
| **Alternate Flows** | Normal Users may not be able to reset the account password because they have forgotten their information, so they need to contact the staff. |

|  |  |
| --- | --- |
| **Use Case Element** | **Description** |
| **Use Case Number** | 4 |
| **Application** | Login window, Database |
| **Use Case Name** | Edit Account Information |
| **Use Case Description** | The main function is to give Normal Users, Administrators and Staff to edit account information. |
| **Primary Actor** | Users (Normal Users, Administrators, Staff) |
| **Precondition** | Normal Users, Administrators and Staff must browse system “Edit account information” interface |
| **Trigger** | When a Normal Users, Administrators or Staff need to modify account information in the system |
| **Basic Flow** | Normal Users, Administrators or Staff login through the edit account information system to modify personal information |
| **Alternate Flows** | When a staff, user or administrator modifies account information, some of the account information, such as the username, will not be the same as for other users. |

|  |  |
| --- | --- |
| **Use Case Element** | **Description** |
| **Use Case Number** | 5 |
| **Application** | Login window, Database, |
| **Use Case Name** | Booking |
| **Use Case Description** | This is the main function of the system, which allows users to choose the time they prefer to book a test appointment with the system. |
| **Primary Actor** | Normal Users |
| **Precondition** | Login, Enter appointment interface |
| **Trigger** | When the user navigates the booking interface |
| **Basic Flow** | Users can make test appointments through the booking interface |
| **Alternate Flows** | The system gives users less time to choose from, as the number of bookings for popular sessions is often full. |

|  |  |
| --- | --- |
| **Use Case Element** | **Description** |
| **Use Case Number** | 6 |
| **Application** | Login window, Database |
| **Use Case Name** | View booking schedule |
| **Use Case Description** | Users can find out some details the appointment will be held by checking the booking information. |
| **Primary Actor** | Normal Users, Administrators, Staff |
| **Precondition** | Login, Enter View booking schedule interface |
| **Trigger** | When the Normal users, administrators, staff browses the view booking information page |
| **Basic Flow** | All user can via View Booking schedule interface to view booking details, it includes booking date, time, booking number, and checking whether it is available to book. |
| **Alternate Flows** | If all users cannot use the View booking schedule function, please write a comment or online service to report, and then wait for the system to update. |

|  |  |
| --- | --- |
| **Use Case Element** | **Description** |
| **Use Case Number** | 7 |
| **Application** | Login window, Database, Booking |
| **Use Case Name** | Cancel Booking |
| **Use Case Description** | Users are able to cancel appointments through the cancellation function |
| **Primary Actor** | Normal Users, |
| **Precondition** | Login, Enter Cancel Booking interface |
| **Trigger** | When the user wants to cancel a booking |
| **Basic Flow** | Normal users can via cancel booking interface to cancel testing appointment |
| **Alternate Flows** | If normal users cannot use cancel booking function, please write a comment or online service to report, and then wait for the system to update. |

|  |  |
| --- | --- |
| **Use Case Element** | **Description** |
| **Use Case Number** | 8 |
| **Application** | Login window, Database |
| **Use Case Name** | View User Account |
| **Use Case Description** | The main function is to let the administrators, staff to check the personal information of the person who made the appointment. |
| **Primary Actor** | Administrators, Staff |
| **Precondition** | Login, Enter View User Account interface |
| **Trigger** | When the administrators, staff wants to check the personal information of the person who made the appointment. |
| **Basic Flow** | Administrators, staff can via view user account interface to check personal information details |
| **Alternate Flows** | Some citizens will not be able to check their information details if they use on-site testing. |

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| **Use Case Element** | **Description** |
| **Use Case Number** | 9 |
| **Application** | Login window, Database |
| **Use Case Name** | Use Online Service |
| **Use Case Description** | The main function is to let the normal users use the online service chat function if they have any questions about using the system. |
| **Primary Actor** | Normal User |
| **Precondition** | Login, Use Online Service interface |
| **Trigger** | When the user has any questions about the system |
| **Basic Flow** | Users can use the function to communicate with staff for further information about the system. |
| **Alternate Flows** | Online service function may not be able to respond immediately due to prolonged occupation by some users |

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| **Use Case Element** | **Description** |
| **Use Case Number** | 10 |
| **Application** | Login window, Database |
| **Use Case Name** | Private Online Service |
| **Use Case Description** | The main function is to allow administrators and staff to use the online service chat function when answering user questions about the system. |
| **Primary Actor** | Administrators, Staff |
| **Precondition** | Login, Enter Private Online Service interface |
| **Trigger** | When staff or administrators need to answer user questions about the system |
| **Basic Flow** | Administrators and staff can use this function to communicate with users and to facilitate answers to their questions about the system. |
| **Alternate Flows** | Online service function may not be able to respond immediately due to prolonged occupation by some users |

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| **Use Case Element** | **Description** |
| **Use Case Number** | 11 |
| **Application** | Login window, Database |
| **Use Case Name** | Comment Area |
| **Use Case Description** | The main function is to allow users to make comments. Comments can include system, test procedures, staff quality, etc. Administrators and staff can also respond, and the system will take these comments for improvement. |
| **Primary Actor** | Normal Users, Administrators, Staff |
| **Precondition** | Login, Enter Comment Area interface |
| **Trigger** | When the user has any comments on staff quality, testing procedures and systems |
| **Basic Flow** | All users will be able to write reviews normally |
| **Alternate Flows** | As the number of comments may be too high, the server may be overloaded! |

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| **Use Case Element** | **Description** |
| **Use Case Number** | 12 |
| **Application** | Login window, Database |
| **Use Case Name** | Change Eng./簡/繁 version |
| **Use Case Description** | Available in different languages for easy reading by different people |
| **Primary Actor** | Normal Users, Administrators, Staff |
| **Precondition** | click the languages version icon |
| **Trigger** | When the user understands only part of one language |
| **Basic Flow** | Users can change the language version via the Change Language function |
| **Alternate Flows** | Translations may not be available in some languages |

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| **Use Case Element** | **Description** |
| **Use Case Number** | 13 |
| **Application** | Login window, Database |
| **Use Case Name** | Change background theme |
| **Use Case Description** | provide different background themes to cater for low vision or give the user more choice. |
| **Primary Actor** | Normal Users, Administrators, Staff |
| **Precondition** | click the change background theme  icon |
| **Trigger** | When the user needs to change the background theme |
| **Basic Flow** | Users can change the background theme by selecting different background theme icon |
| **Alternate Flows** | Some of the background themes users may not like |

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| **Use Case Element** | **Description** |
| **Use Case Number** | 14 |
| **Application** | Login window, Database |
| **Use Case Name** | Speak the voice of the content of the apps and webpage |
| **Use Case Description** | For elder users or impaired users, the website and the application provides function that could read aloud the content to help the users to understand the content. |
| **Primary Actor** | Normal Users |
| **Precondition** | click the Speak the voice button |
| **Trigger** | When the user is visually impaired or elder |
| **Basic Flow** | Users can understand the website content by listening |
| **Alternate Flows** | Some of the just a part of text support Speak the voice |

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| **Use Case Element** | **Description** |
| **Use Case Number** | 15 |
| **Application** | Login window, Database |
| **Use Case Name** | Location mapping |
| **Use Case Description** | Users can find the nearest quarantine center by local location |
| **Primary Actor** | Normal Users |
| **Precondition** | Login, Enter Location mapping interface |
| **Trigger** | When the user needs to know the location of the nearest quarantine center |
| **Basic Flow** | A location map allows users to find the nearest quarantine center by local location. |
| **Alternate Flows** | This function may not work when the user's local location is not within GPS range. |

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| **Use Case Element** | **Description** |
| **Use Case Number** | 16 |
| **Application** | Login window, Database |
| **Use Case Name** | Redeem a free-gift |
| **Use Case Description** | Citizens can use our system to make reservations to accumulate points and then redeem suitable gifts via mobile phones or websites. The Normal User can Redeem a free-gift in the site by show the QR code on the hardcopy OR mobile App (Such as free mask, rubbing alcohol) |
| **Primary Actor** | Normal Users |
| **Precondition** | Login |
| **Trigger** | When citizens have accumulated sufficient points in the appointment system |
| **Basic Flow** | Users exchange their points for gifts and deduct their point after they exchange the gifts. |
| **Alternate Flows** | Not enough point to exchange the free-gift |

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| **Use Case Element** | **Description** |
| **Use Case Number** | 17 |
| **Application** | Login window, Database |
| **Use Case Name** | Play video |
| **Use Case Description** | Normal users can see the video we designed on the homepage, and the content of the video is the latest information about the covid19 found. |
| **Primary Actor** | Normal Users |
| **Precondition** | Click the inside the video |
| **Trigger** | When the user wants to know more about covid19 |
| **Basic Flow** | A video can let normal user know more about covid19 information |
| **Alternate Flows** | The video error loading |

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| **Use Case Element** | **Description** |
| **Use Case Number** | 18 |
| **Application** | Virtual Helping Assistants (with animation) |
| **Use Case Name** | Virtual Helping Assistants (with animation) |
| **Use Case Description** | To support, accompany, encourage, remind and notice user, some character (with animation) that can be chosen by user  Character function: move, Enter Chat Bot chatroom, Enter Customer service chatroom |
| **Primary Actor** | Normal Users |
| **Precondition** | Internet connection in function |
| **Trigger** | User click the character |
| **Basic Flow** | User can choose the character that the user like. |
| **Alternate Flows** | User cannot choose the character that the user like, with related error message. |

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| **Use Case Element** | **Description** |
| **Use Case Number** | 19 |
| **Application** | Chat Bot |
| **Use Case Name** | Chat Bot |
| **Use Case Description** | deal with some simple issues in faster response time, for example:  some users who do not know the usage of the application, including people not familiar with IT. |
| **Primary Actor** | Normal Users |
| **Precondition** | Internet connection in function |
| **Trigger** | User click the character |
| **Basic Flow** | User know the answer |
| **Alternate Flows** | 1.User cannot find the answer  2. ChatBot Fail to make any decision  3. ChatBot make the wrong decision  4.provide ,related error message. |

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| **Use Case Element** | **Description** |
| **Use Case Number** | 20 |
| **Application** | Provide Search bar |
| **Use Case Name** | Provide Search bar |
| **Use Case Description** | let user to type some keyword about our website and application |
| **Primary Actor** | Normal Users, Administrators, Staff |
| **Precondition** | Internet connection in function |
| **Trigger** | User click search button |
| **Basic Flow** | Step1: User type the keyword in the search bar  Step2: click the search button |
| **Alternate Flows** | No keyword is type by user, with related error message. |

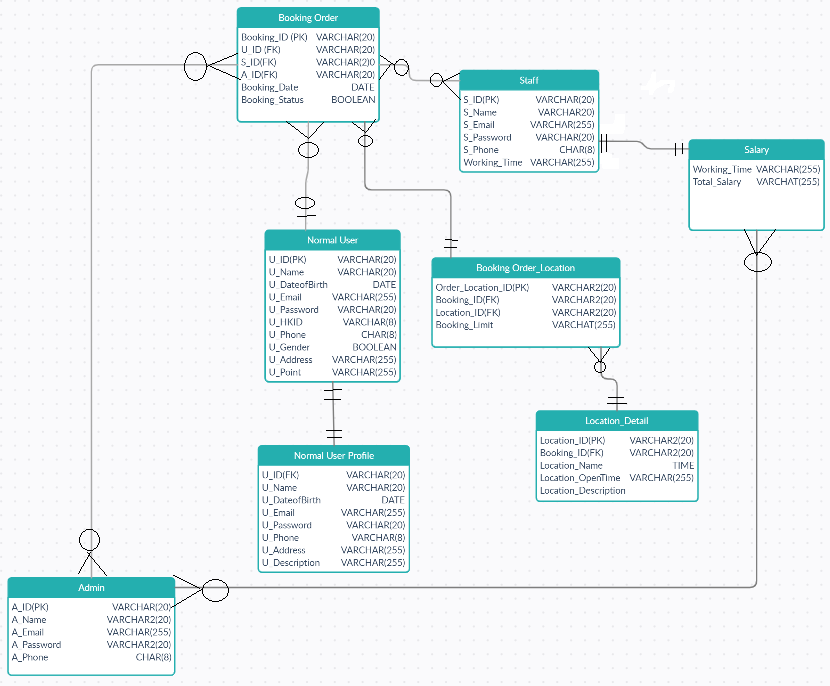
|  |  |
| --- | --- |
| **Use Case Element** | **Description** |
| **Use Case Number** | 21 |
| **Application** | Medical report  (For General public) |
| **Use Case Name** | Medical report  (For General public) |
| **Use Case Description** | Each user can read the 5 more people’s medical report, including: their parents and child Only, |
| **Primary Actor** | Normal Users |
| **Precondition** | Login and register to read the related Medical report. |
| **Trigger** | Click the Medical report pages |
| **Basic Flow** | Read the Medical report |
| **Alternate Flows** | Cannot read the Medical report with error message |

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| **Use Case Element** | **Description** |
| **Use Case Number** | 22 |
| **Application** | Medical report Reminder |
| **Use Case Name** | Medical report Reminder |
| **Use Case Description** | Remind and urge doctor to write medical report within a certain time. |
| **Primary Actor** | Administrators, Staff |
| **Precondition** | Already Login and the Medical report is not written which is 5 days before the deadline |
| **Trigger** | Step1:Medical report is not written which is 5 days before the deadline  Step2: user click Medical report Reminder |
| **Basic Flow** | User edit the Medical report |
| **Alternate Flows** | User fail the Medical report, with error message. |

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| **Use Case Element** | **Description** |
| **Use Case Number** | 23 |
| **Application** | Site map |
| **Use Case Name** | Site map |
| **Use Case Description** | -provide information for the pages, picture, and other files.  - state the relationships between each information (with hyperlinks) |
| **Primary Actor** | Normal Users, Administrators, Staff |
| **Precondition** | Internet connection in function |
| **Trigger** | User click the Site map page |
| **Basic Flow** | User can read the Site map page |
| **Alternate Flows** | User cannot read the Site map page with error message |

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| **Use Case Element** | **Description** |
| **Use Case Number** | 24 |
| **Application** | Login window, Database |
| **Use Case Name** | Logout |
| **Use Case Description** | Just a normal log out function. They need to login again in login page if they logged out. |
| **Primary Actor** | Normal Users, Administrators, Staff |
| **Precondition** | Login |
| **Trigger** | Click the log out button |
| **Basic Flow** | Allow user to log out their account |
| **Alternate Flows** | No network that can’t log out |

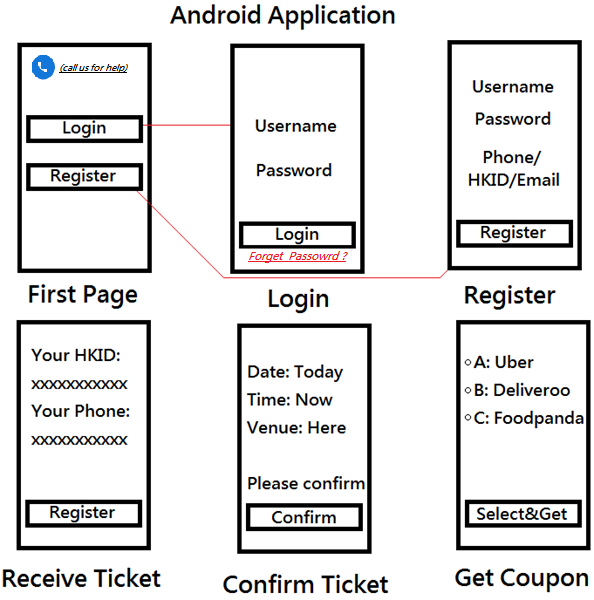
# Database Design

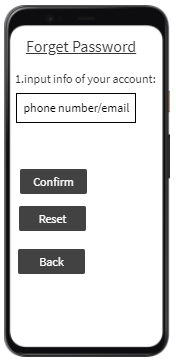
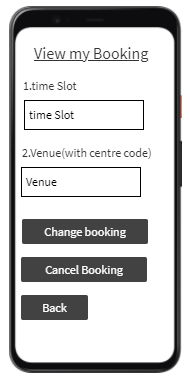
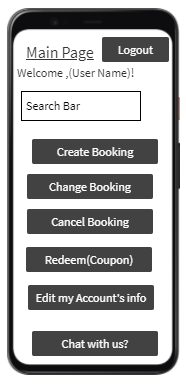


# 12.User interface design (Android Application)

**Accessibility Bar(on the top of the App)**

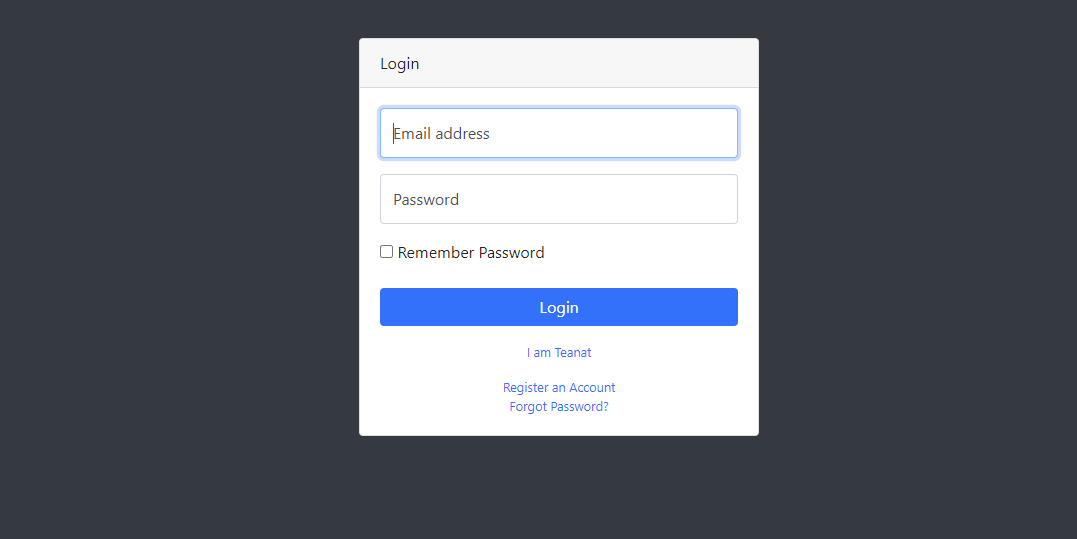




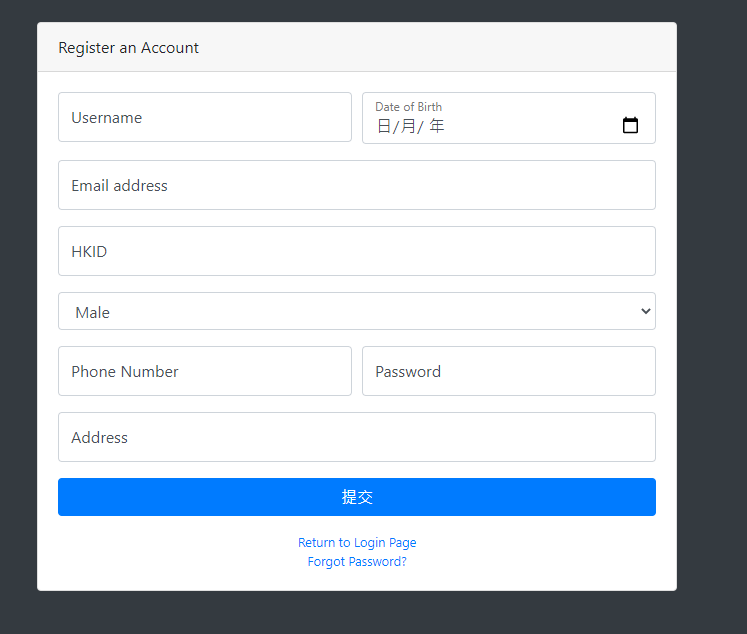


# 13.User interface design (Web Application)

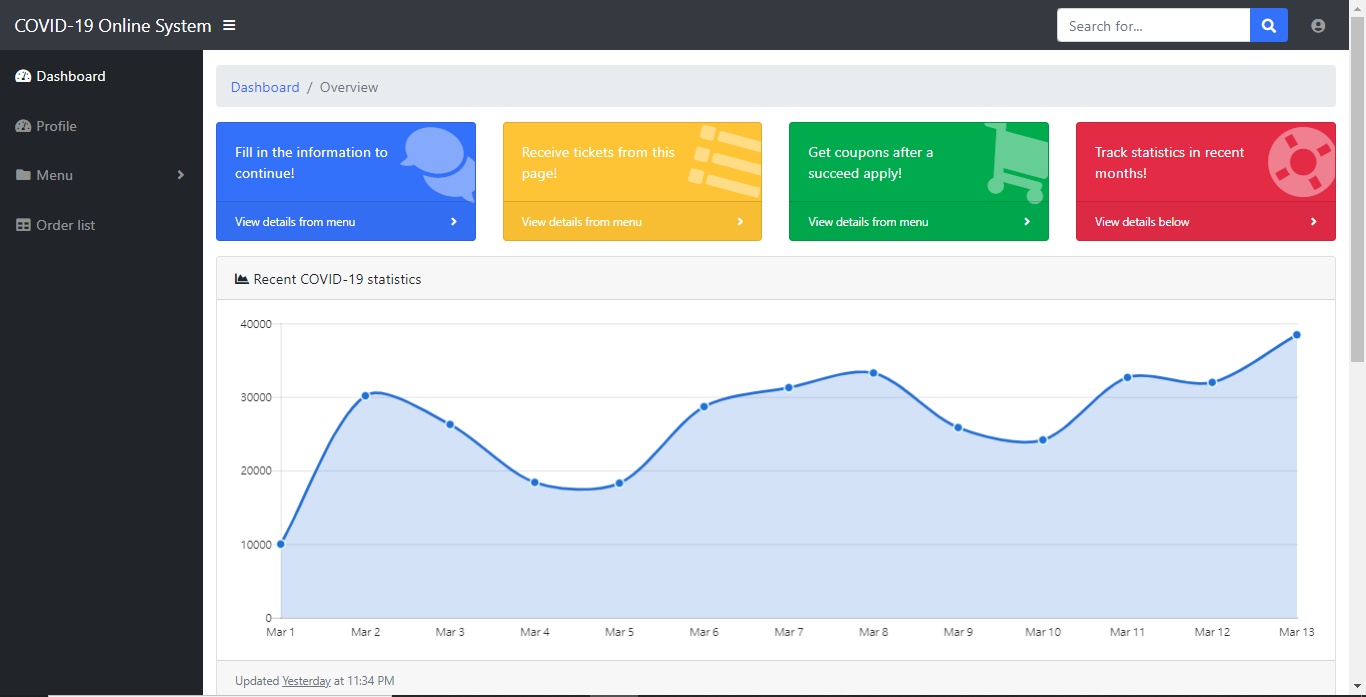
Login



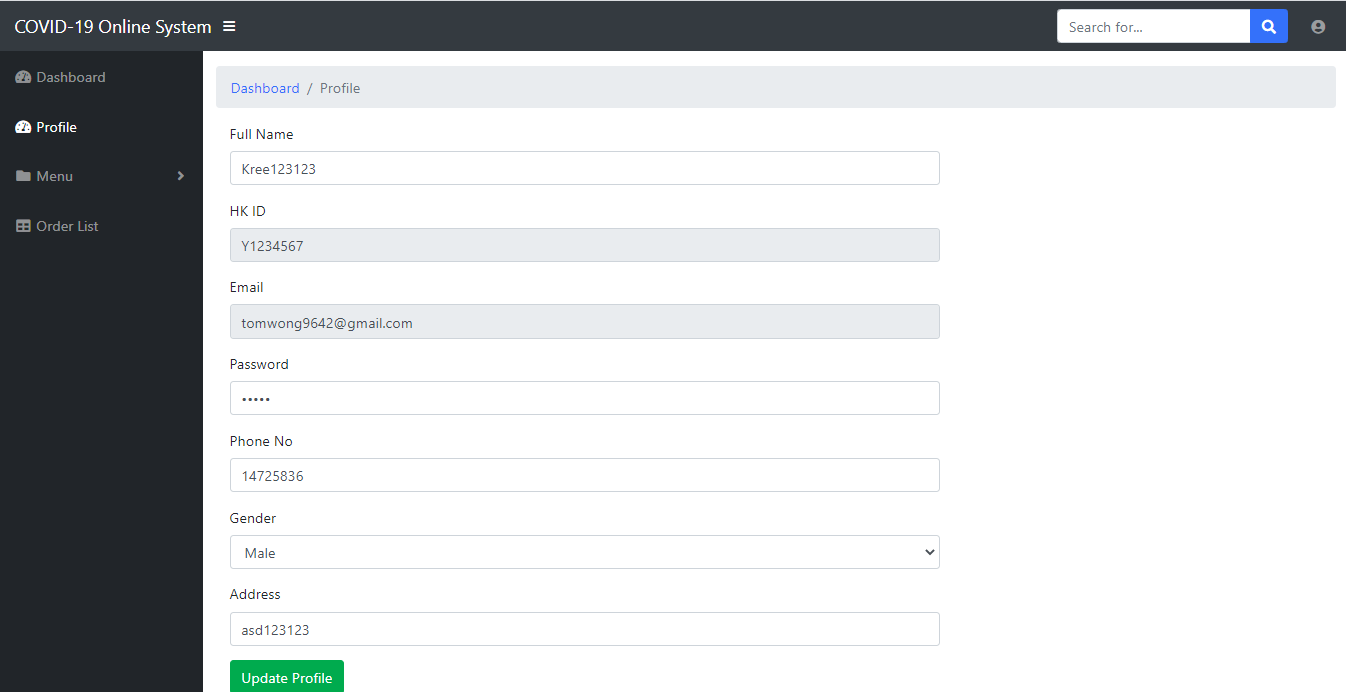
Register Account



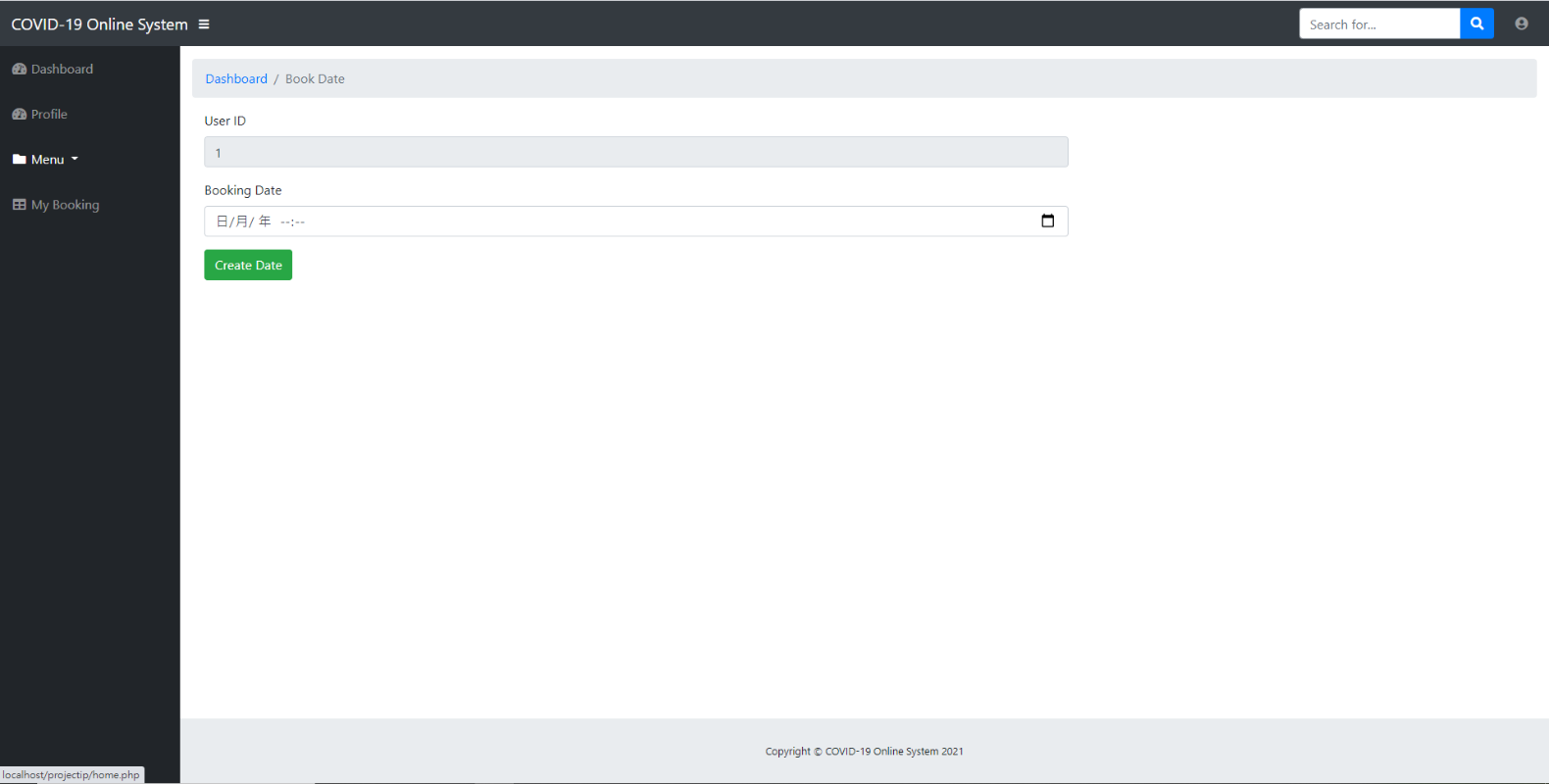
Home



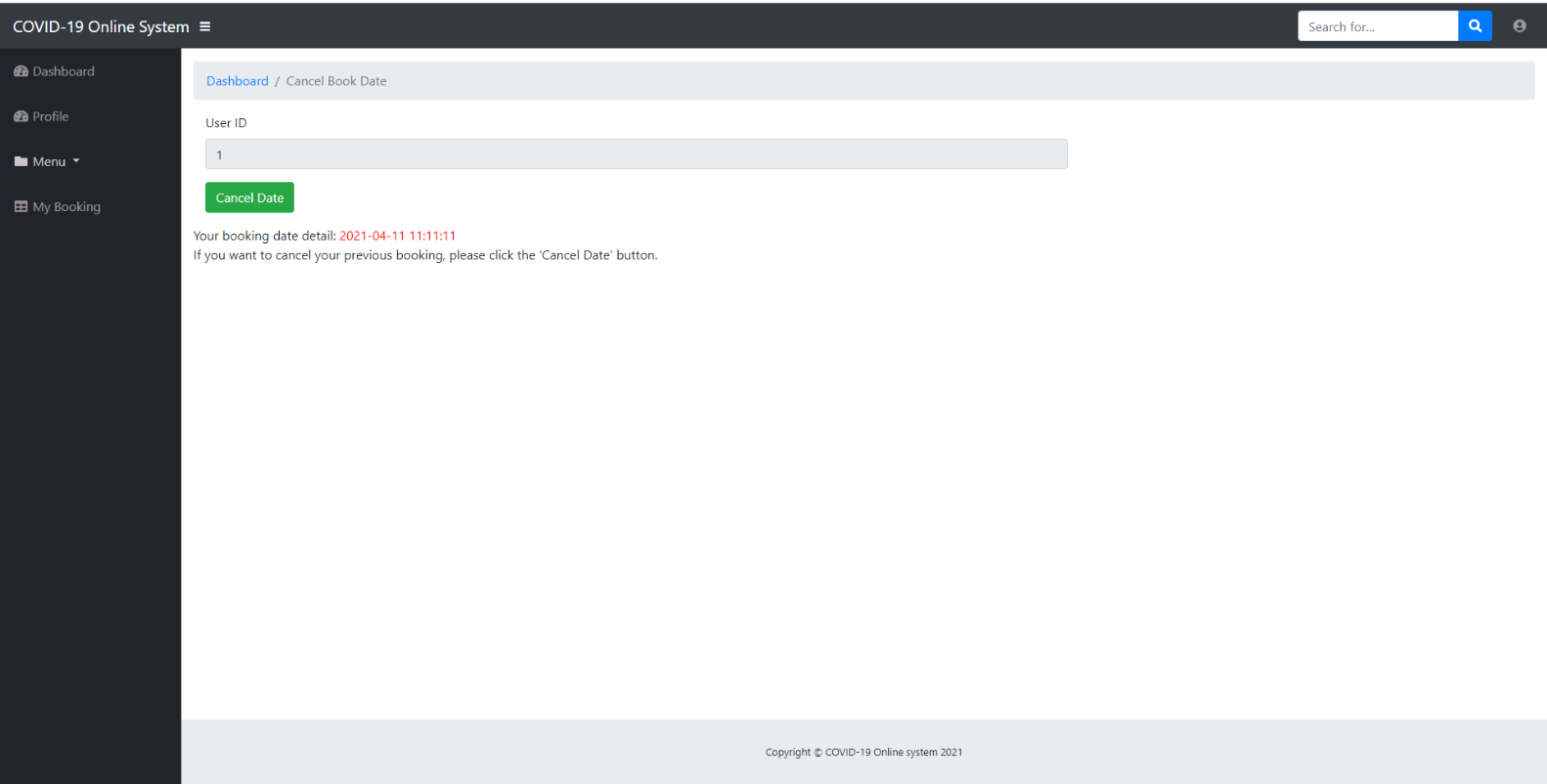
Profile



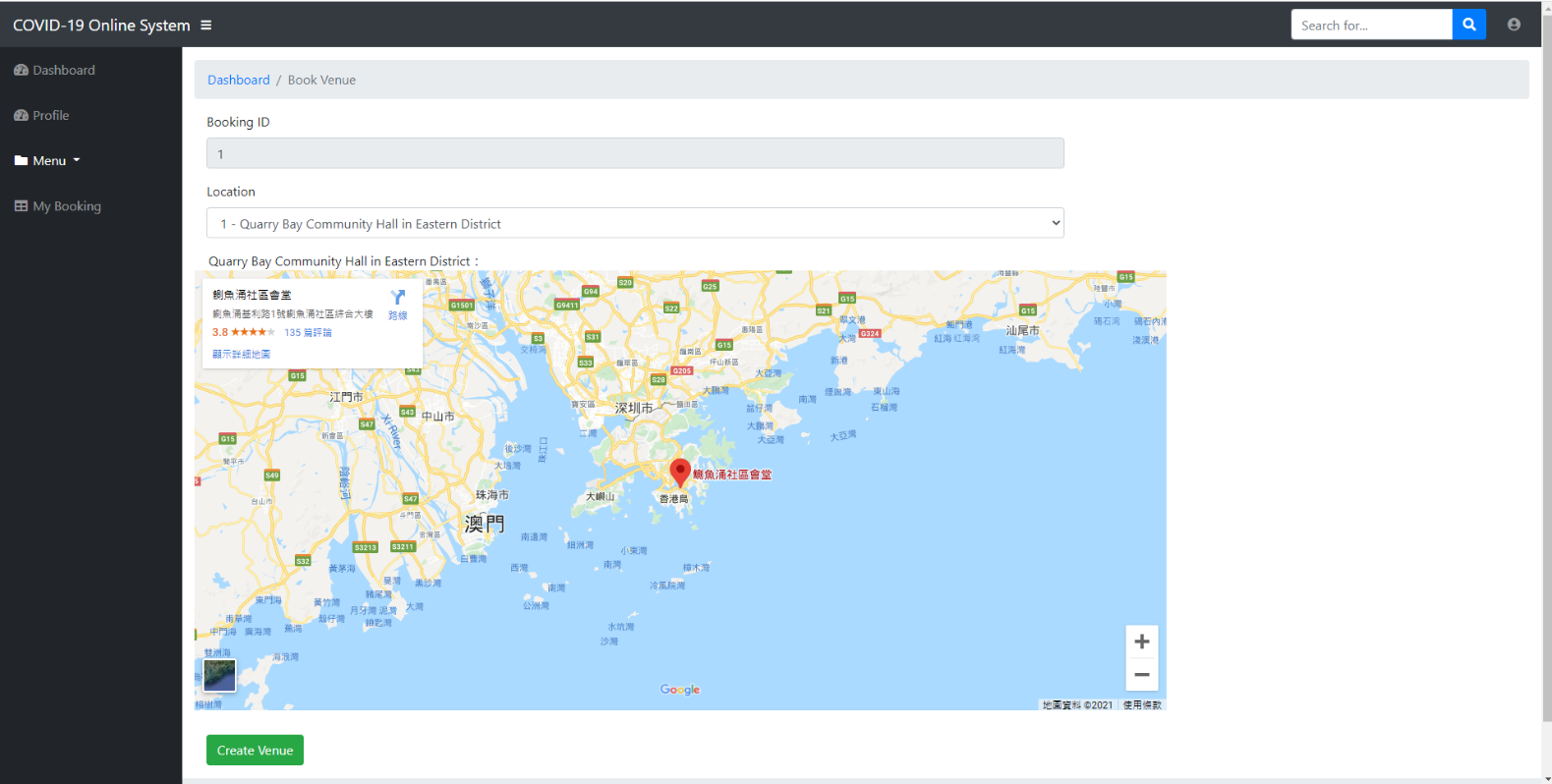
Booking Date



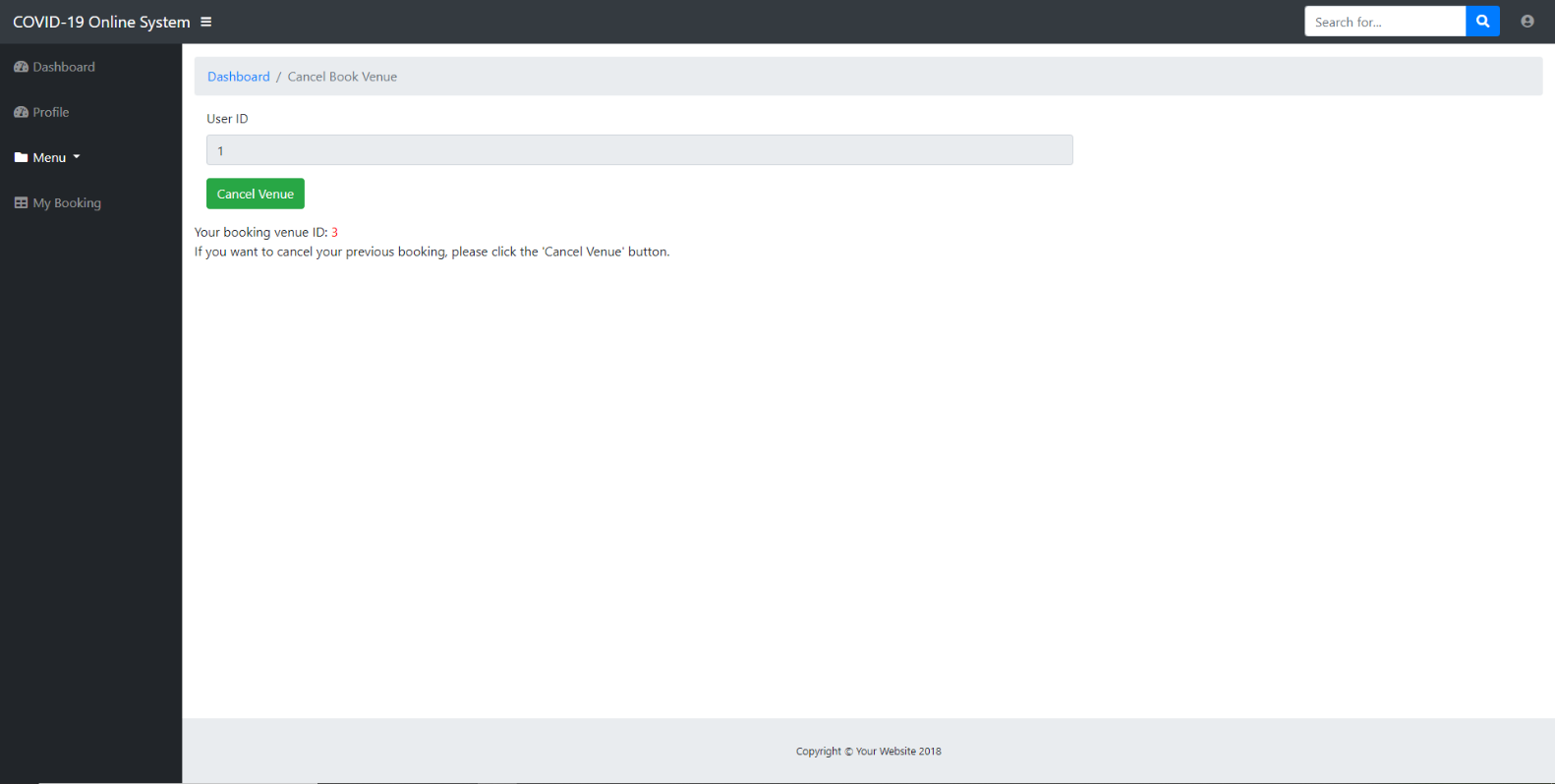
Cancel Book Date



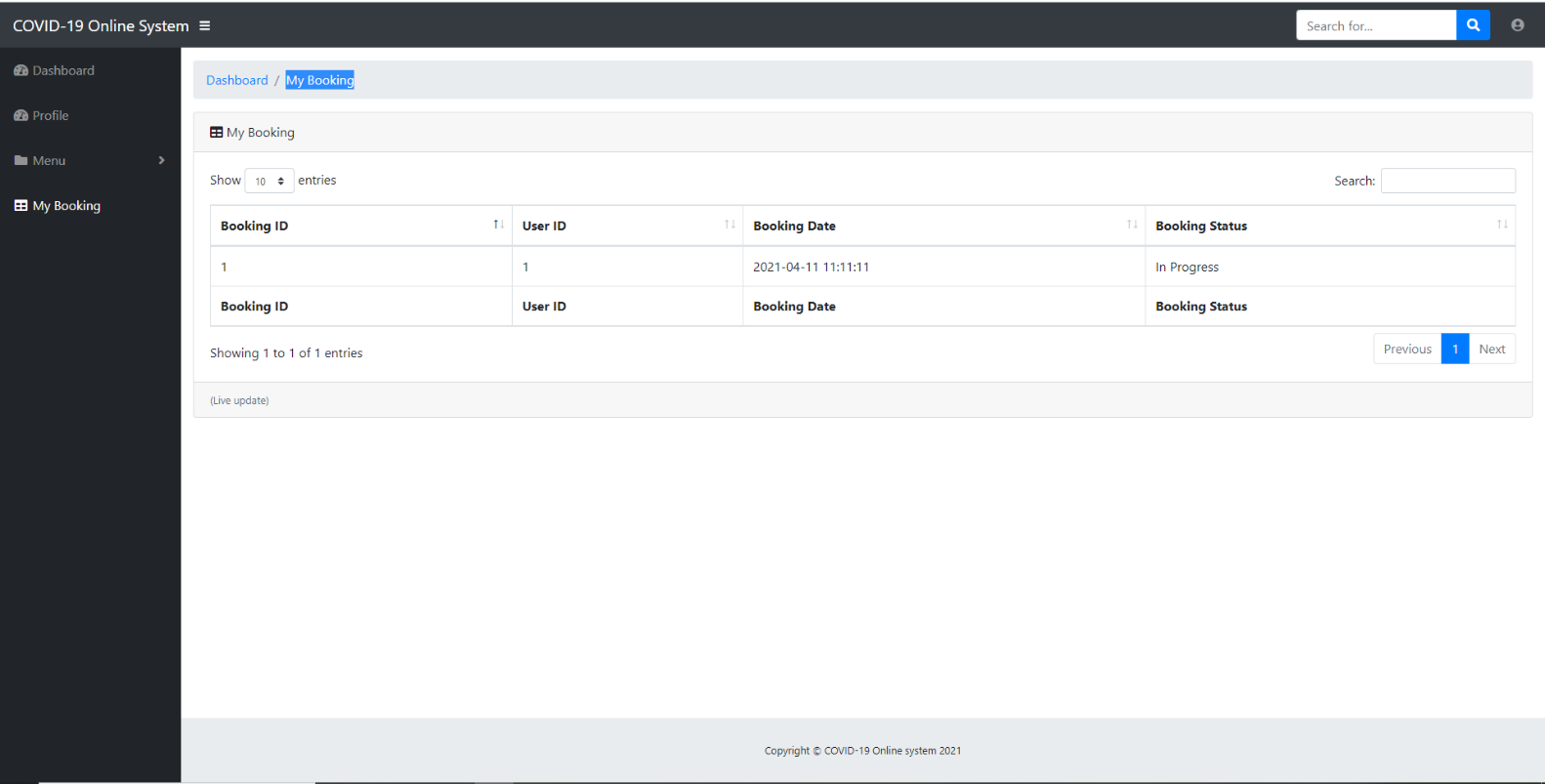
Book Venue



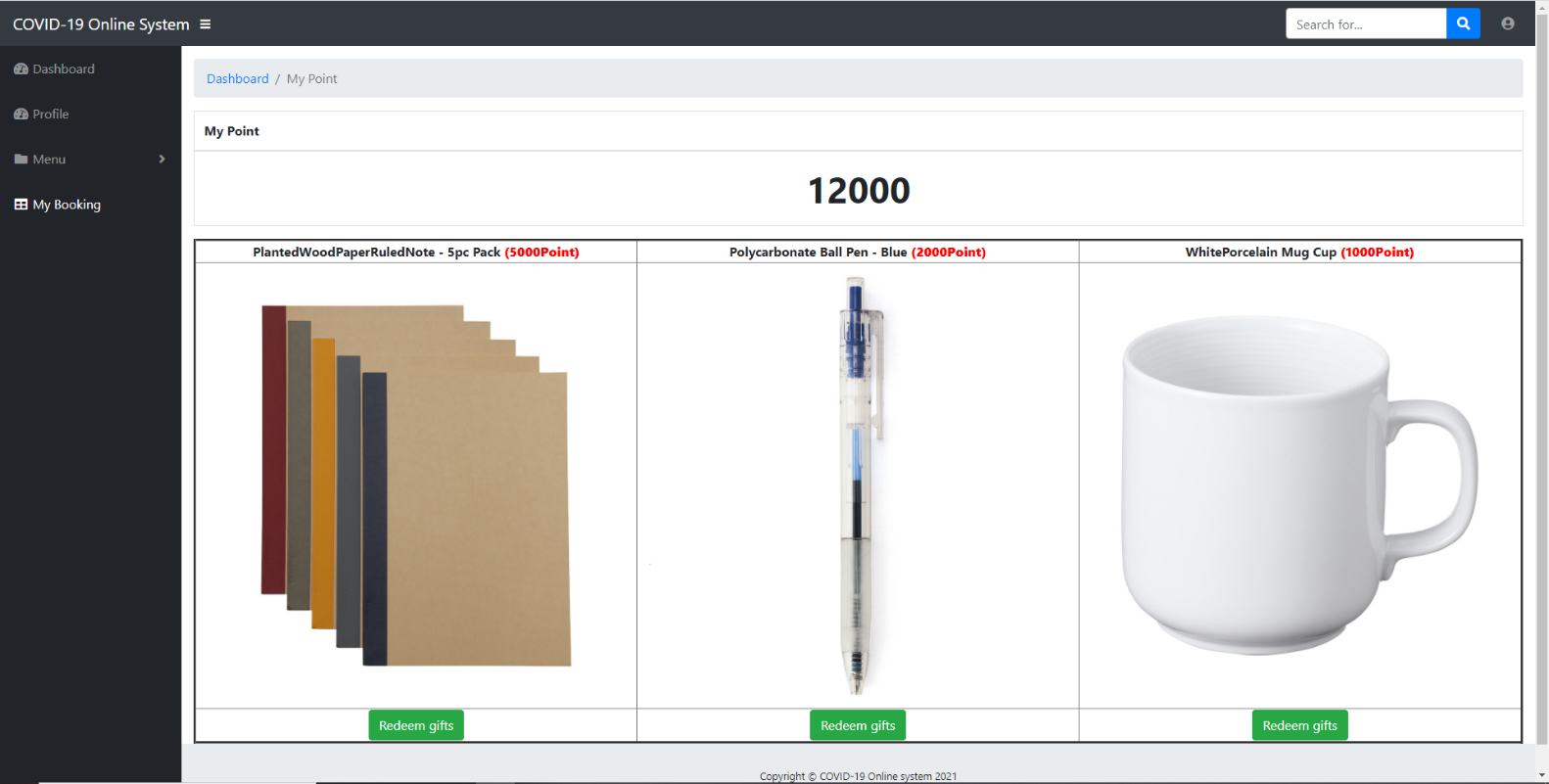
Cancel Book Venue



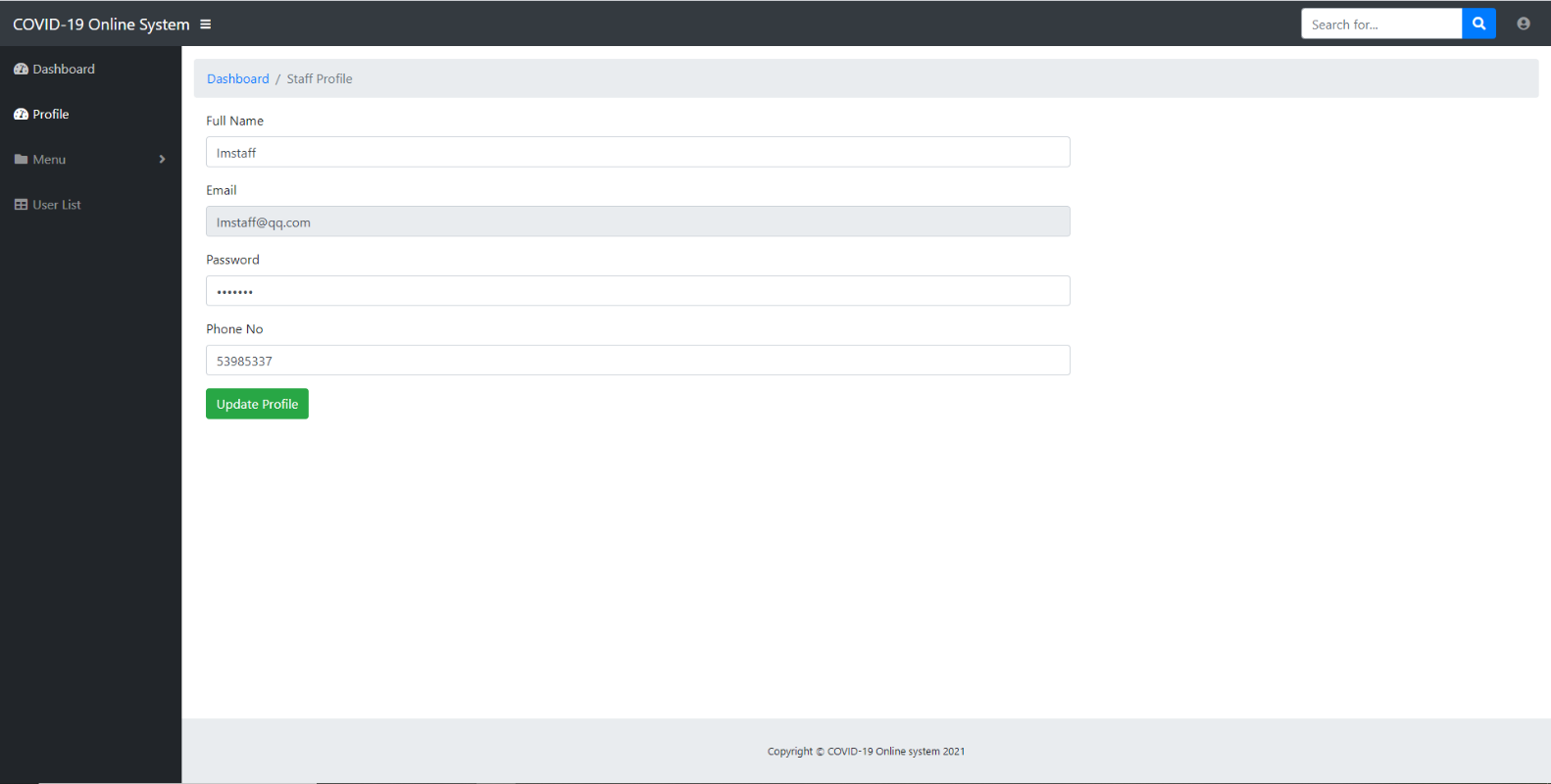
My Booking



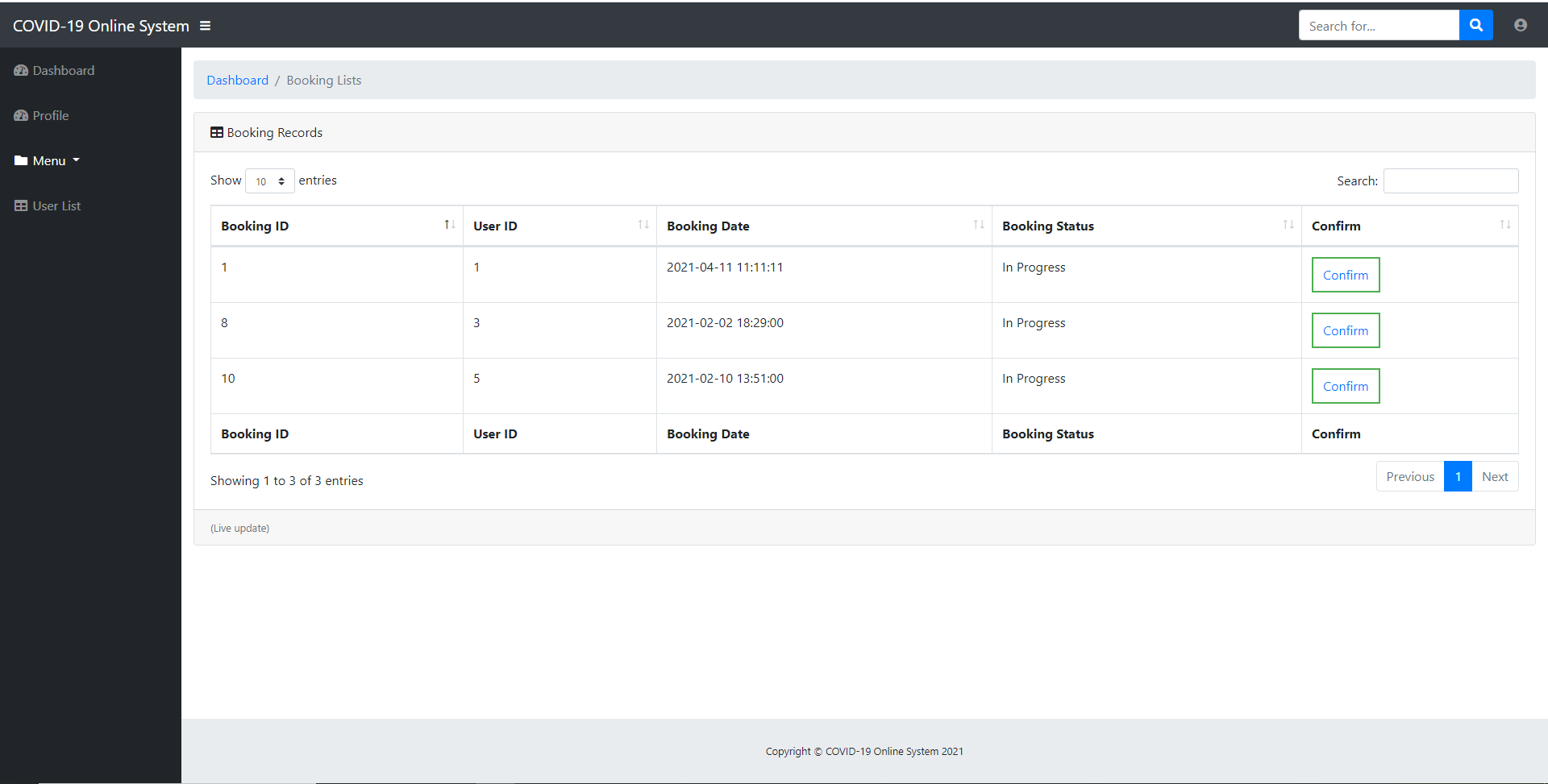
My Point



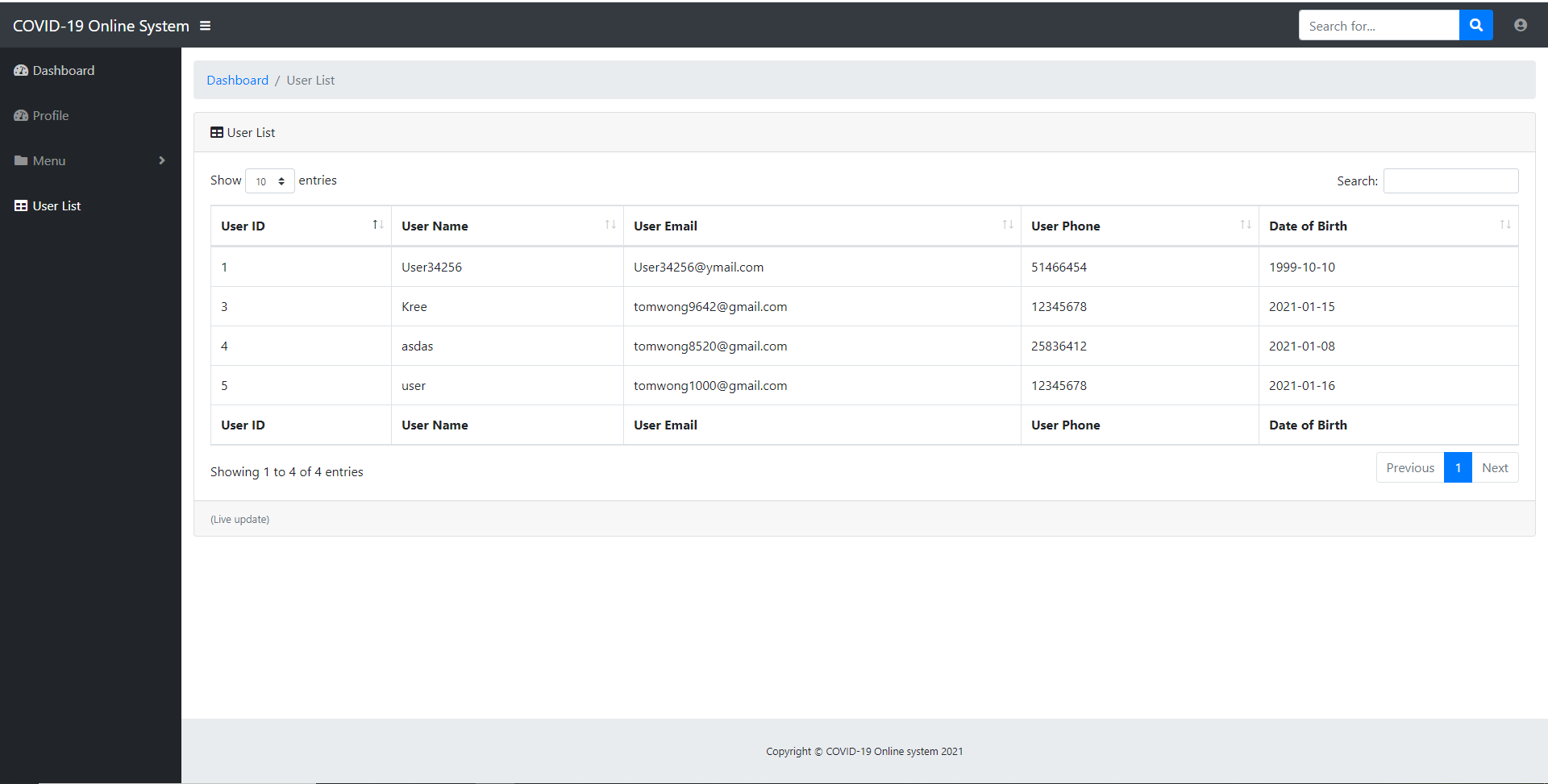
Staff Profile



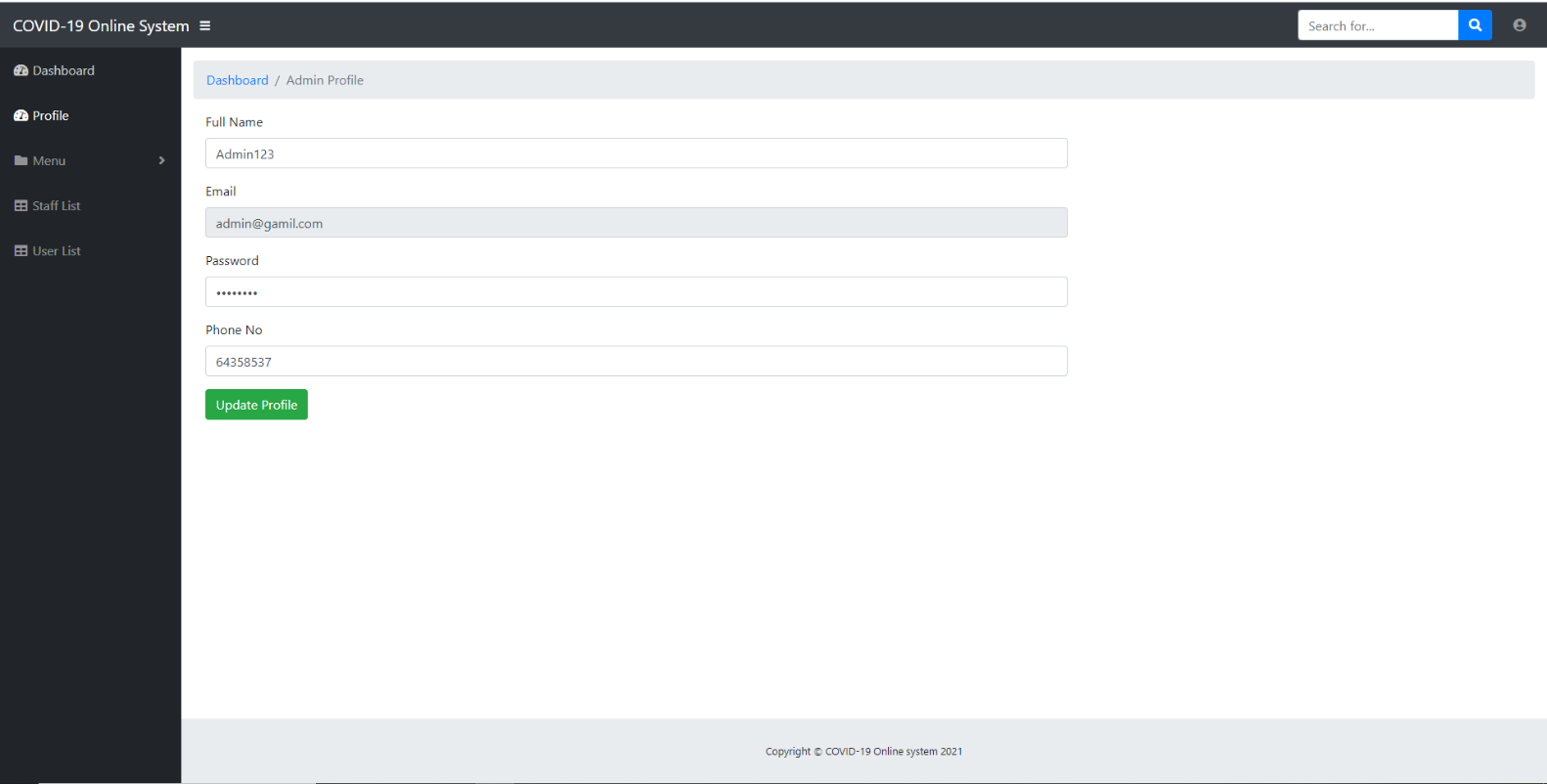
Booking Lists



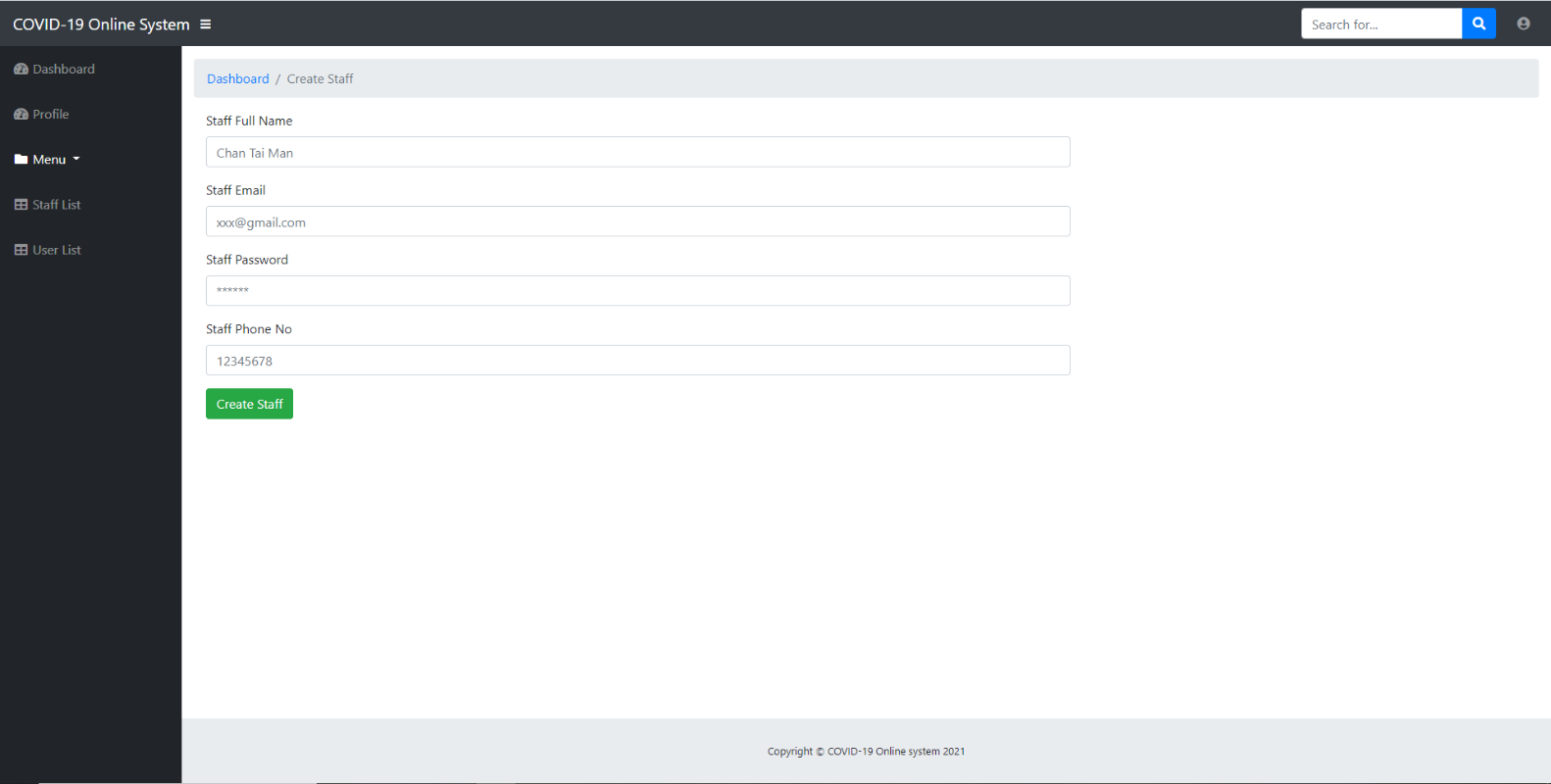
User List



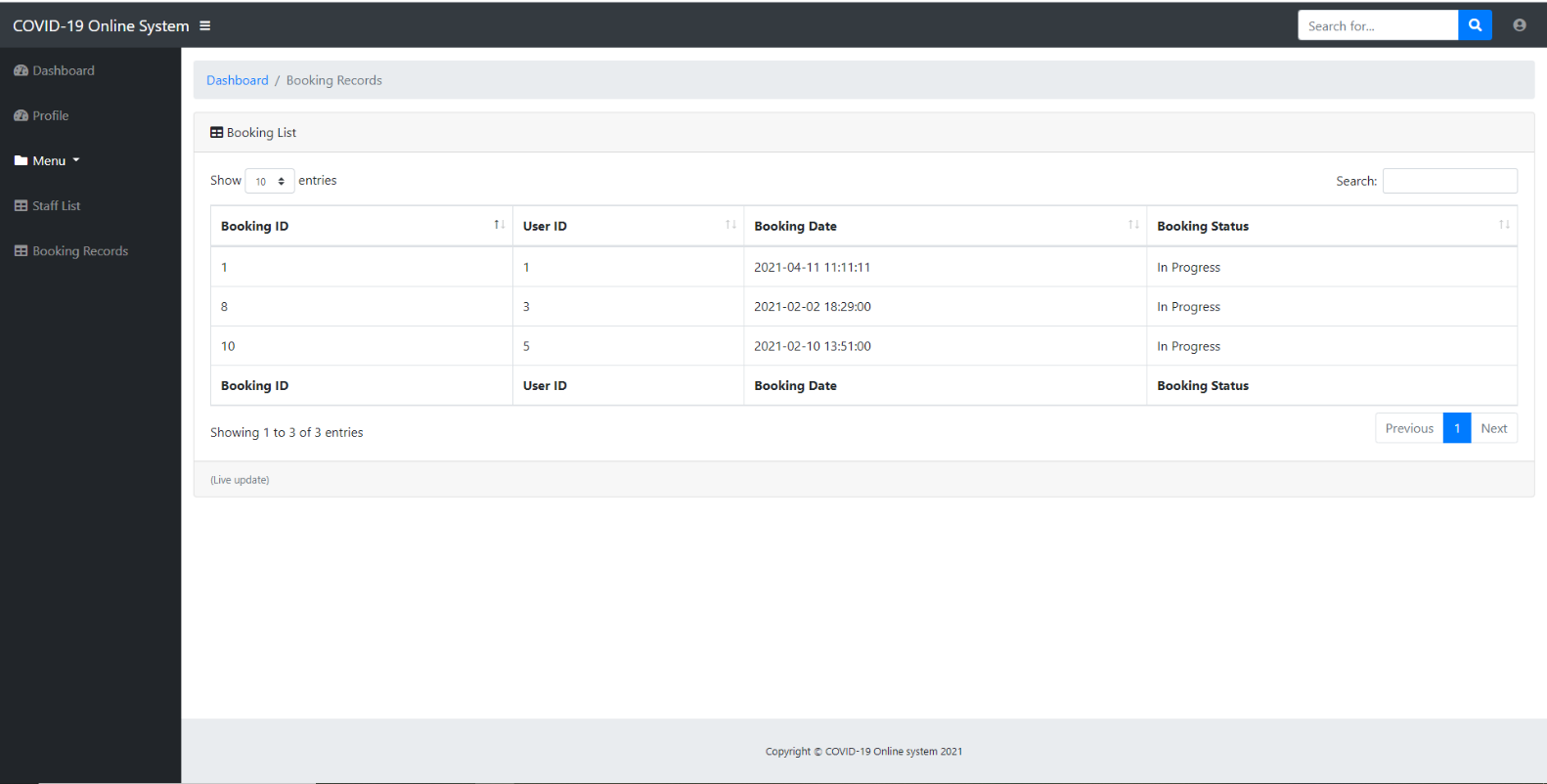
Admin Profile



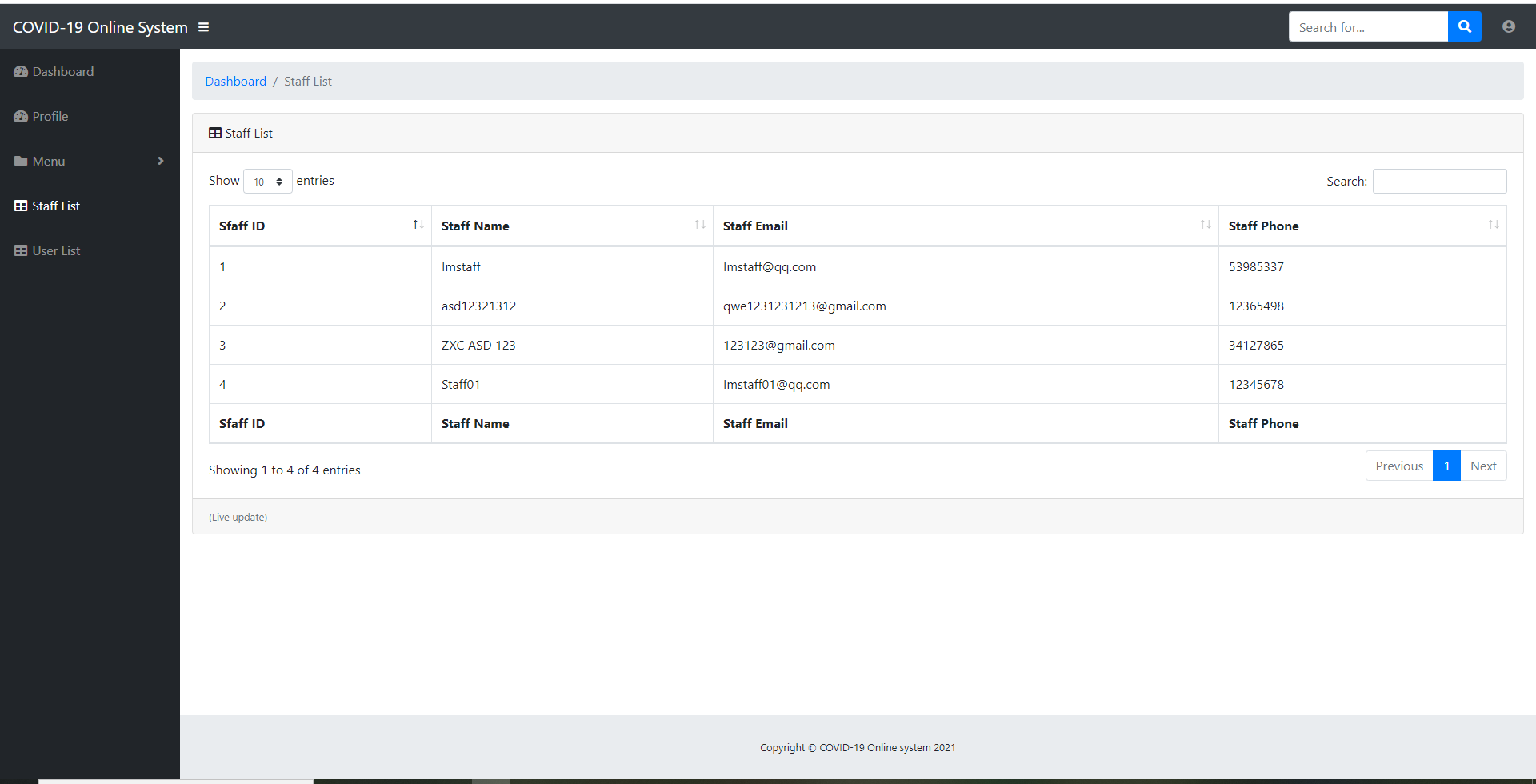
Create Staff



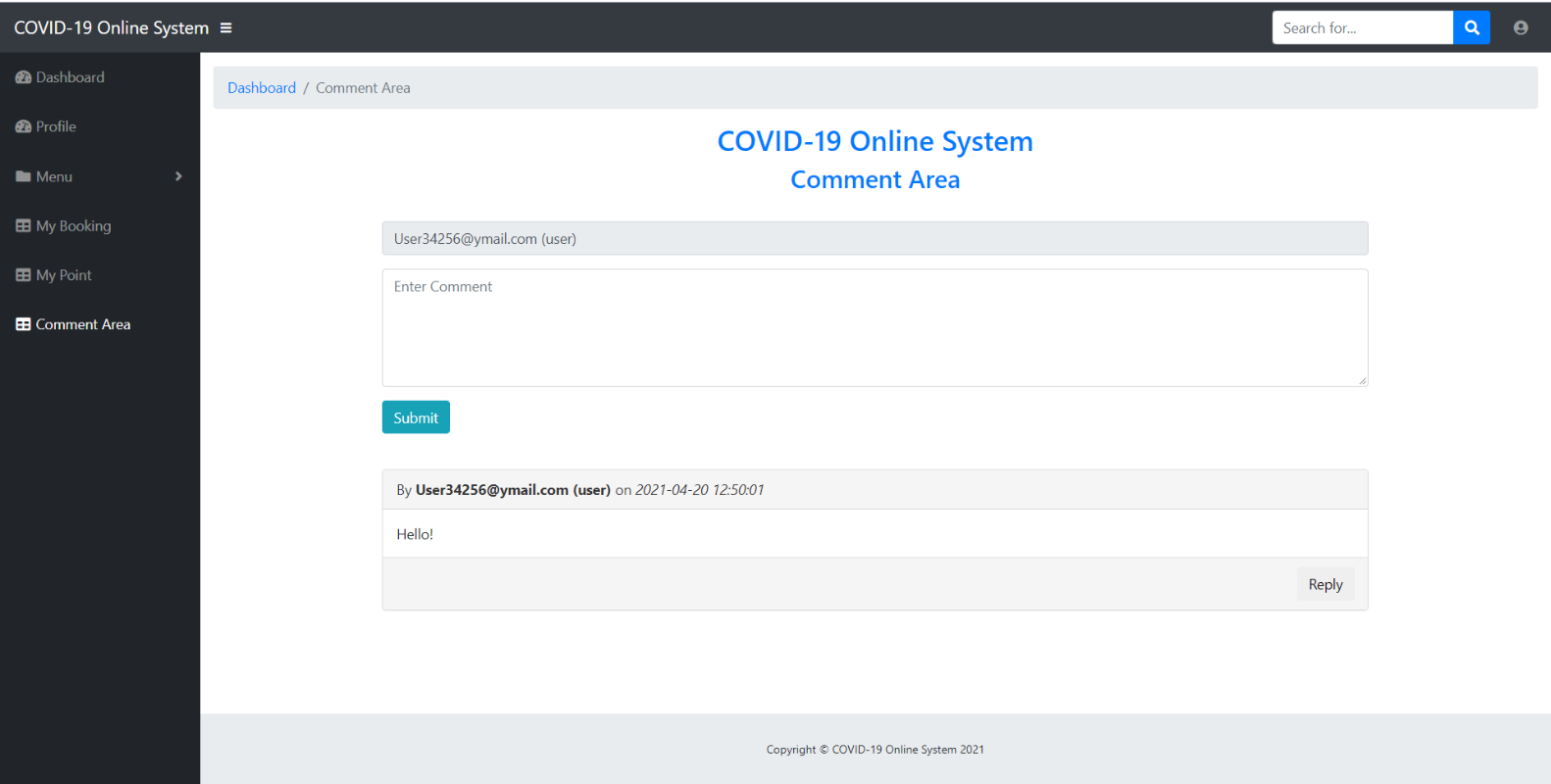
Booking Records



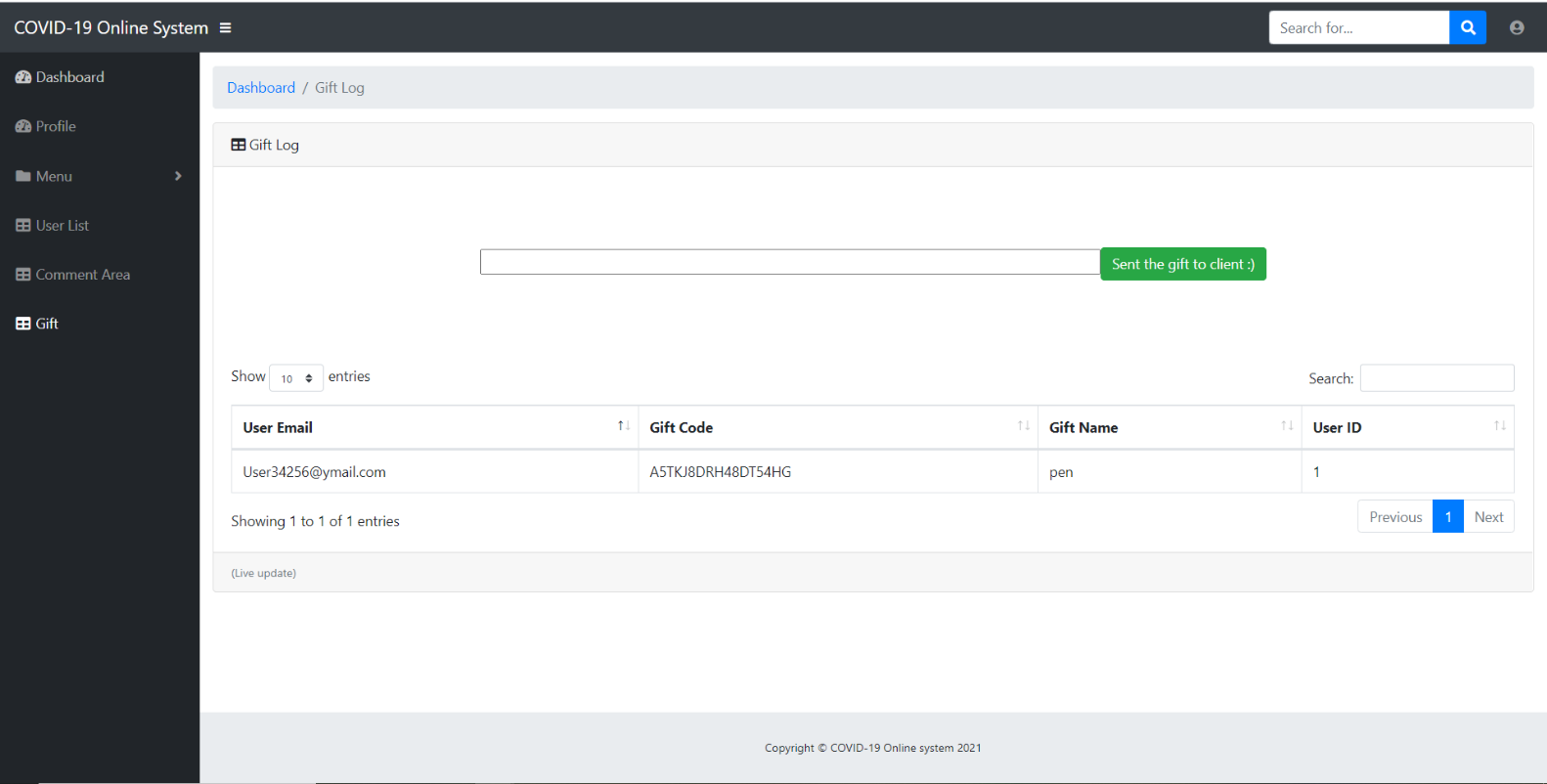
Staff List



Comment Area



Gift



# 14.Project Log

|  |  |
| --- | --- |
| **Task Action List** | **Initial** |
| **Event** | **Person in charge** |
| **Abstract** | **Cheuk Shu Ho** |
| **Introduction** | **Whole Group** |
| **Project Objectives** | **Cheuk Shu Ho, Yen Ka Yin** |
| **Problems Finding** | **Wong Yeung Chin** |
| **System Architecture** | **Cheuk Shu Ho** |
| **Proposed Solution** | **Yen Ka Yin** |
| **Development Methodology** | **Cheuk Shu Ho** |
| **Functional Requirement** | **Whole Group** |
| **Non-Functional Requirement.** | **Cheuk Shu Ho, Yen Ka Yin, Ip Man Kit** |
| **Project Plan** | **Whole Group** |
| **Use Case Diagram and Description** | **Cheuk Shu Ho, Wong Yeung Chin,**  **Ip man Kit** |
| **Database Design** | **Cheuk Shu Ho, Wong Yeung Chin** |
| **User Interface** | **Ip Man Kit** |
| **Coding** | **Whole Group** |
| **Test Plan** | **Whole Group** |
| **User Guide** | **Ip Man Kit** |
| **Conclusion** | **Cheuk Shu Ho, Yen Ka Yin** |

# 15.Conclusion

To conclude, the Online Ticketing System with website and application not only can meet the large demand for the COVID-19 testing project in Hong Kong and it can provide the corresponding services for the user to use the system at any time. And it is lower costs to set up the website and application. Therefore, the Online Ticketing System with website and application is effective and feasible.

We found that many of our problems need to be solved, so there are many functions that need to be developed. This is a very large project. The company may have to bear general risks. In view of this, we recommend hiring a consultant.

On the other hand, for the company, this is a project that can improve user satisfaction. For employees, employees may need to learn a new system. This means that it takes time to adapt. For users, it will be a very convenient system.

In terms of functional requirements and non-functional requirements, this involves a very wide area, so we may need more time to collect various information, as to enhance the competitiveness of the company. We believe that under the influence of this project, we can improve the company's service quality, provide users with a good market environment, and improve the company's efficiency.

Concerning the System Architecture, a lot of facilities will be involved, These facilities have the opportunity to bring benefits to our system, for example, USP can protect the system against power interruptions, Undoubtedly, there are some constraints an limitations in this system, we need some time to solve.

In addition, we utilize a Use Case Diagram try to analyze the system, understand the intention of each function of the system, these functions can meet the requirements of the enterprise is also indispensable and important of the system.

Furthermore, in order to understand more clearly the users in the system, the relationship between the administrator and the system, we paint Entity Relationship Diagram and Data Dictionary, to clearly understand the relationship between different stakeholders and the system.

This report has discussed the development of a management system. The objectives of this lab were to develop the necessary hardware and software to have the Register, Login, Edit Account Information, Create, Booking, View booking schedule, Cancel booking, View User Account, Use Online Service, Provide Online Service, Comment Area, Change, Eng/簡/繁 version, Change background theme, Speak the voice of the content of the apps and webpage, Location mapping, Redeem a free-gift, Play video (COVID-19 information) and Forget Password. All objectives were met. By creating a new management system, the system was able normal users, staffs and admin to use a UI display. Also, we designed all of the UI interface and Database for the management system, the design were made by our project team.

After that, apart from the fact that the images could not be stored in the database, the whole project was completed smoothly and within the schedule.

Finally, some details of the project may not be complete, including the receipt showing the date and access photos in the database. However, after the improvement, the whole project is almost without mistakes and the design is more perfect. We believe it will be available soon.

# 16.Reference

* **WIKIPEDIA. COVID-19 pandemic.**

<https://en.wikipedia.org/wiki/COVID-19_pandemic>

* **Dragonspears. Benefits of Agile Development**

<https://www.dragonspears.com/blog/11-benefits-of-agile-development>