



Faculty of Engineering & Technology
Computer Science Department
Software Engineering COMP433

Phase 2: Requirements Engineering – Online Flight Booking System

Instructor: Dr. Adel AlTaweel
Group Number: 4
Section: 2
Date: 8/12/2025

Feedback:

- User requirements: Poor/reasonable written: check some are not well specified, ambiguous, not meaningful/verifiable, traceable, use of shall/should.
- System requirements: Reasonably/poor written, check some should be detailing, correctly categorised, traceable not detailed enough to capture system view, many ambiguous, not meaningful/verifiable, poor use of shall/should for some
- Effort estimation: Good, need to show full calculation and make full use of all developers?

Overall Evaluation: Reasonable/Poor (B-): needs major improvements

Group members:

Name	ID	Role
Diaa Badaha	1210478	Project Manager
Nasri Omar	1210810	Requirement Engineer
Omar Shujaiah	1220027	Secretary
Sameer Ayman	1221561	Technical Architect
Ayham Amryah	1221052	Programmer

Check all your user and system requirements, MANY have the same problem=...ambiguous, not verifiable, need to be specific... think how to verify?

A user requirement is one that defines an action, an ability that needs to be provided to serve its users as part of the business services. Each user requirement is unique, providing a unique business service.

Task 2.1: USER REQUIREMENTS

UR1. The system shall enable users, as customers, to search for available flights.

UR2. The system shall enable users, as customers, to view information for each available flight.

UR3. The system shall enable users, as customers, to reserve a flight.

UR4. The system shall enable customers to cancel a confirmed booking.

UR5. The system shall enable users, as customers, to make modifications to an existing booking.

UR6. The system shall enable users, as customers, to contact customer support.

[Leader: Nasri, Reviewing: Ayham, Discussing: Sameer, Implementing: Diaa, Re-designing: Omar]

ambiguous UR/verb or functions?
Request from whom?

Do not customer support staff require URs, to handle customers requests?

INCOMPLETE/
Not clear URs:
- Customer Support? handling requests?
- saving of card information for cancelations?

B-

Task 2.2: SYSTEM REQUIREMENTS

System requirement is one that defines an action, an ability that need to provided to serve its users, detailing specific needs of ONE Specific User Requirement, to support the respective business services

UR1. The system shall enable users, as customers, to search for available flights.

SR1The system shall **require** customers to enter a **ambiguous UR/verb or functions?** travel date, and passenger count before submitting a search. **Request from whom?**

SR2The system shall validate that **Not meaningful functional term use for requirement** an valid airport locations.

SR3The system shall **prevent** users from selecting a travel date earlier than the current date.

SR4The system shall retrieve **only** flights that match all entered search parameters.

SR5The system shall **return** flight data that includes departure time, arrival time, fare for each class, and availability status.

SR6The system shall **return** an empty-result notification when no flights match the criteria.

[Leader: Sameer, reviewing: Diaa, discussing: Nasri, Finalizing: Omar, Re-drawing: Ayham]

UR2. The system shall enable users, as customers, to view information for each available flight.

SR1The system shall **retrieve** the following information when a customer clicks on a specific flight:

2.1.1. The date of the flight

2.1.2. The Start and End time of the flight.

2.1.3. Th available seat classes, for each class the system shall display **Not meaningful and ambgious Are not you implementing this subsystem** class. The classes are Economy, Business and VIP.

SR2The system shall **show** baggage allowance associated with each fare class

SR3The system shall **retrieve** up-to-date seat availability from the **reservation subsystem**.

SR4The system shall **prevent** users from selecting a class that has zero available seats.

SR5

[Leader: Ayham, reviewing: Nasri, discussing: Omar, Finalizing: Diaa, Re-drawing: Sameer]

UR3. The system shall enable users to **reserve** a selected flight **by providing passenger information and confirming their travel options.**

SR1 The system shall **require** the customer to **provide** passenger information during the reservation process, which includes:

- Full name (first and last name).
- Date of birth.
- Email address.

SR2 The system shall validate passenger information according to the following rules:

- The full name shall consist of a first and last name and shall contain only alphabetical characters.
- The passenger's year of birth shall **be earlier** than the reservation year.
- The system shall ensure that the provided email address is **verified** before continuing the reservation process.

SR3 The system shall ensure that the passenger **complies** with airline age **regulations**:

- Passengers under **the age of 18 shall not be allowed to complete a reservation without parental authorization.**
- Adult passengers **(18 years or older) shall be allowed to proceed without additional authorization.**

SR4 The system shall **verify** seat availability for the selected flight **before creating a reservation.**

SR5 The system shall **associate** selected seats with the customer's reservation.

SR6 The system shall **prevent** reservation creation if no seats are available.

SR7 The system shall assign an initial status of "Pending Payment" to newly created reservations.

SR8 The system shall keep unpaid reservations active for up to 30 minutes after the reservation is done.

SR9 The system shall immediately cancel unpaid reservations once the time limit expires,

SR10 The system shall **release** previously reserved seats upon reservation cancellation.

SR11 The system shall enable the customer to **provide** payment information required to **complete** the reservation, including:

- Cardholder name.
- Card number.
- Card security code (CVV).

SR12 The system shall **determine** whether the payment is successful or unsuccessful after processing it.

SR13 The system shall create a reservation record once passenger information, seat selection and payment are **validated**

SR14 The system shall generate a unique reservation reference **number** for it.

SR15 The system shall update the reservation status to “Confirmed” upon successful payment.

SR16 The system shall **prevent** confirmation of reservations with **failed** or **incomplete** payments.

SR17 The system shall generate an electronic ticket for confirmed reservations. The electronic ticket shall include passenger information, flight details, and reservation reference number.

SR18 The system shall enable the customer to **select optional** services during the reservation process, including but not limited to

- Additional baggage.
- Seat selection.
- Assistance services.
- Pet travel.

SR19 The system shall **validate** the availability of optional services for the selected flight.

SR20 SRX.13 The system shall **update** the **total reservation** price when optional services are added or removed. The updated price shall be associated with the reservation record.

avoid how a system
implementaton

SR21 The system shall **store** all selected optional services as part of the confirmed reservation.

SR22 The system shall **prevent** the selection of unavailable optional services.

[Leader: Diaa, coleader: Nasri, discussing: Ayham, Finalizing: Omar, Re-drawing: Ayham]

UR4. The system shall enable customers to cancel a confirmed booking.

SR1The system shall **retrieve** the booking details **after** the user enters reference.

Not meaningful and
ambiguous
Are not you implementing this
subsystem

SR2The system shall **trigger** a **refund** request to the **financial module** when refund is applicable. Refund is applicable if the customer attempts to cancel the flights up to 2 weeks before the flight date, if it's less than 2 weeks duration the **system shall not process** the refund.

SR3The system shall display refund **eligibility** and total refund amount to the user **before** confirmation.

SR4The system shall update the booking status to "Cancelled" after user confirmation.

SR5The system shall restore the cancelled seats back into available seat inventory.

[Leader: Nasri, reviewing:Omar, discussing: Dia, Finalizing: Sameer, Re-drawing: Ayham]

UR5. The system shall enable customers to **request** modifications to an existing booking, including date changes or seat adjustments.

SR1The systems shall enable the modification upon two categories:

5.1.1. Seat adjustment: this option does not change the **flight itself**, but the seat type instead.

5.1.2. Date changes: this option shall enable the user **to search** for other flights that have the same origin and destination but with different dates.

SR2The system shall enable the customer to **retrieve** a booking using the booking reference number.

SR3The system shall **verify** availability for any **requested** new flight, seat class, or date.

SR4The system shall calculate modification fees and fare differences when applicable.

SR5 The system shall **allow** the user to confirm the modification only **after** displaying total modification fees.

SR6 The system shall update the booking record and seat inventory upon successful modification.

SR7 The system shall **send** a confirmation **message** to the **user** after modification is completed.

SR8 The system shall **prevent** customers from modifying bookings that **don't belong to** them.

[Leader: Omar, reviewing: Diaa, discussing: Nasri, Finalizing: Sameer, Re-drawing: Ayham]

UR6. The system shall enable customers to contact customer support.

SR1 The system shall provide a support **form** requiring user name, contact information, and inquiry description.

SR2 The system shall validate that all required fields are filled before submission.

SR3 The system shall generate a unique support ticket ID for each submitted request.

SR4 The system shall **store** support tickets in the system **database** with a timestamp and status.

SR5 The system shall **notify** customer support staff when a new request is submitted via email.

SR6 The system shall enable customers to check their support request status using the ticket ID.

SR7 The system shall display customer support contact information (telephone numbers and office addresses) on the customer support page.

[Leader: Sameer, reviewing: Diaa, discussing: Nasri, Finalizing: Omar, Re-drawing: Ayham]

UI spec, UR should actionable, functional

avoid how a system implementaton

How requests are managed?

A-

Task 2.3: EFFORT+TIME ESTIMATION

UR	Estimated number of Developers	Estimated Effort	Total effort "for one developer"
UR1	2	2 pw	$2 * 2 = 4$ pw
UR2	2	1 pw	$2 * 1 = 2$ pw
UR3	5	4 pw	$5 * 4 = 20$ pw
UR4	3	2 pw	$3 * 2 = 6$ pw
UR5	2	2 pw	$2 * 2 = 4$ pw
UR6	1	1 pw	$1 * 1 = 1$ pw
Total effort/avg	$(2 + 2 + 5 + 3 + 2 + 1) / 6 = 2.5$ dev	12 pw	37 pw
Schedule time "30%"		$12 * 1.3 = 16$ (min time to complete)	$37 * 1.3 = 49$ max time to complete
Cost		Avg Salary = \$300	$300 * 49 = \$14700$
Profit Margin		Min cost →	$14700 * 1.1 = \$16170$
Min = 10%		Max cost →	$14700 * 1.3 = \$19110$
Max = 30%			

Unit?

[Leader: Diaa, coleader: Omar, Reviewing: Nasri, Finalizing: Ayham, Re-drawing: Sameer]

How many developers in your team?
Did you think of utilising all of them to optimise development time?
Development time within the semester time?

GOOD keeping of meeting minutes - I will ask you to include in the final report

Minutes of Meetings

A formal meeting was held between the development team and the customer representatives to clarify expectations and gather detailed requirements for the Online Flight Booking System.

The meeting lasted 2 hour and covered essential business services, system functions, and operational processes required to ensure the system aligns with real airline reservation workflows.

Meeting Participants

From the Development Team:

- Diao Badaha
- Nasri Omar
- Omar Shujaiah
- Sameer Ayman
- Ayham Amryah

From the Customer Side:

- Tareq Mansur
- Ali Hassounah
- Alaa Awashra
- Noora Na'amneh
- Maysan Safi

Discussion Topics

1. Flight Search & Schedules:

The customers emphasized the need for users to easily search for flights using origin, destination, travel date, and passenger count. The system must show accurate schedules, prices, and seat availability in real time.

Sorting and filtering (time, price, class) were suggested as future enhancements.

2. Booking Process & Passenger Information:

Customers clarified that the booking workflow must collect full passenger details, verify seat availability, and generate a reservation reference before payment.

They also requested real-time seat availability checking to avoid double-booking issues.

3. Payment Methods & E-Ticket Issuance:

Multiple payment options are required, including:

- Credit/debit cards
- Bank transfer
- Cash at agency (offline)

The system must confirm successful payment and automatically issue an **e-ticket** via email. A clear payment confirmation page is also required.

4. Modifications & Cancellations:
Customers requested support for:

- Date changes
- Seat class upgrades/downgrades
- Optional services changes (e.g. baggage)

The system must enforce airline rules and calculate fees for each modification.

For cancellations, the system must show refund eligibility and apply airline policy rules before processing.

5. Optional Travel Services:
Customers highlighted the need to support optional travel services, including:

- Extra baggage
- Preferred seat selection
- Special-needs assistance
- Pet travel

Each service must follow airline rules and capacity limits.

6. Types of System Users:
Customers requested support for multiple user roles with different permissions:

- **Traveler (User):** Search, book, pay, modify, cancel, manage bookings, add services
- **Support/Operations Staff:** Handle modifications, cancellations, refunds, and support tickets.
- **Admin:** Manage staff accounts, flight data, system settings, reports, and policies.

Each category must have different system privileges.

7. Customer Support & Communication:
A support center must be included to allow users to:

- Submit inquiries
- Request assistance
- Report urgent travel issues

Support staff should receive notifications when new requests arrive, and users should be able to check ticket status.

8. Airline Rules, Policies, and Restrictions:

Customers stressed the importance of displaying airline policies clearly for:

- Baggage allowance
- Modifications
- Cancellation rules
- Refund calculations

These policies must be enforced automatically during booking, modification, or cancellation.

9. Reporting & System Statistics (Admin):

Admins require access to detailed system analytics, including:

- Total bookings
- Cancellations and modifications
- Revenue summaries
- Popular destinations
- Customer activity
- Support request statistics

Reports should be exportable for financial and operational use.

10. System Reliability, Performance, and Capacity:

Customers confirmed expected business capacity:

- 6,000–8,000 total registered users
- 10,000–15,000 monthly flight searches
- 250–450 monthly bookings

The system must be reliable and fast enough to handle peak periods (holidays, special events).