

Group No 11
Final Project Proposal

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Proposal for Boston Tourism Management System (BTMS)

Problem Statement

Boston is a city full of history and culture. It is one of the best places to visit in the United States. The experience for tourists is usually fragmented because there is a lack of cooperation between key groups: attractions, transportation, hotels, and event planners. Tourists face numerous issues, such as:

- It's hard to find real-time information about places, events, and transportation.
- No integrated booking system for tickets, accommodation, and tours.
- Not enough information on improving travel plans, which often causes waste of time and travel resources.
- Poor communication between businesses, like event organizers and hotels. These gaps result in decreased tourist satisfaction and missed revenue opportunities for the businesses.

Solution

The Boston Tourism Management System will be able to provide one integrated platform for key tourism services, ensuring tourists an overall seamless experience and smoothing operations for all stakeholders.

Key Features:

- One-stop management of attractions, events, transportation, and hospitality.
- Dashboards for tourists and businesses to manage activities easily.
- Information on events, bus and train timings, and details of hotel and restaurant availability.
- Communication among various organizations to coordinate resources, such as shuttles for events or rooms for conferences.
- Using data analysis to help businesses improve their tourism services and forecast trends.

Ecosystem Hierarchy

Network: Boston Tourism Network

The network connects all businesses and tourists within the BTMS system.

Organizations within enterprise

1. Attractions Enterprise

- Landmark Management organization
- Tour Guide Operations organization

2. Transportation Enterprise

- Public Transit Coordination organization
- Route Optimization organization

3. Event Enterprise

- Event Planning organization
- Ticketing organization

4. Hospitality Enterprise

- Hotel Management organization
- Restaurant Management organization

5. Analytics Enterprise

- Data Analytics Team organization
- Market Research Team organization

Roles

1.Tourist

Utilize the system to view attractions, schedule your trips, purchase tickets and view dining options.

2.Tour Guide

Update information on attractions and conduct guided tours.

3.Transport Coordinator

Manage public transport schedules and optimize routes.

4.Events Manager

Organize performances, manage tickets, and promote shows.

5.Hospitality Manager

Organize activities in hotels and restaurants, for example, booking rooms or tables.

6.Admin

Manage users, roles, and system-wide configurations.

7.Landmark Manager

Store information about attractions, such as availability and descriptions.

8.Data Analyst

Visualize visitor data to provide insightful info for business.

9.Customer Support

Help tourists with questions and solve problems.

Use Cases

Tourist Use Cases

- View Attractions: A tourist can view the attraction with details such as location, timings, and ticket prices.
- Plan Itineraries: Create, update, or delete personalized itineraries.
- Book Tickets: Book tickets for places to visit, events, or travel.

Enterprise Use Cases

1. Attractions Enterprise

Manage Attractions: Add or update landmarks, timings, and ticket prices.

Schedule Guided Tours: Arrange tour timings and assign guides their duties.

2. Transport Enterprise

Optimize Routes: Determine the optimal routes for tourist shuttles or public transport.

Manage Transit Data: Change the times and how available public transport is.

3. Event Enterprise

Plan Events: Add events to the system and manage reservations.

Coordinate Hospitality: Speak with hotels about room availability when there are events.

4. Hospitality Enterprise

Manage Accommodation: Add hotel listings and room availability.

Manage Restaurants: Adjust food options, menus and table openings.

5. Analytics Enterprise

Make Reports: Provide information on tourist behavior and money trends.

Market Research: Enhance offerings by using visitors' data.

Cross-Organization Use Cases

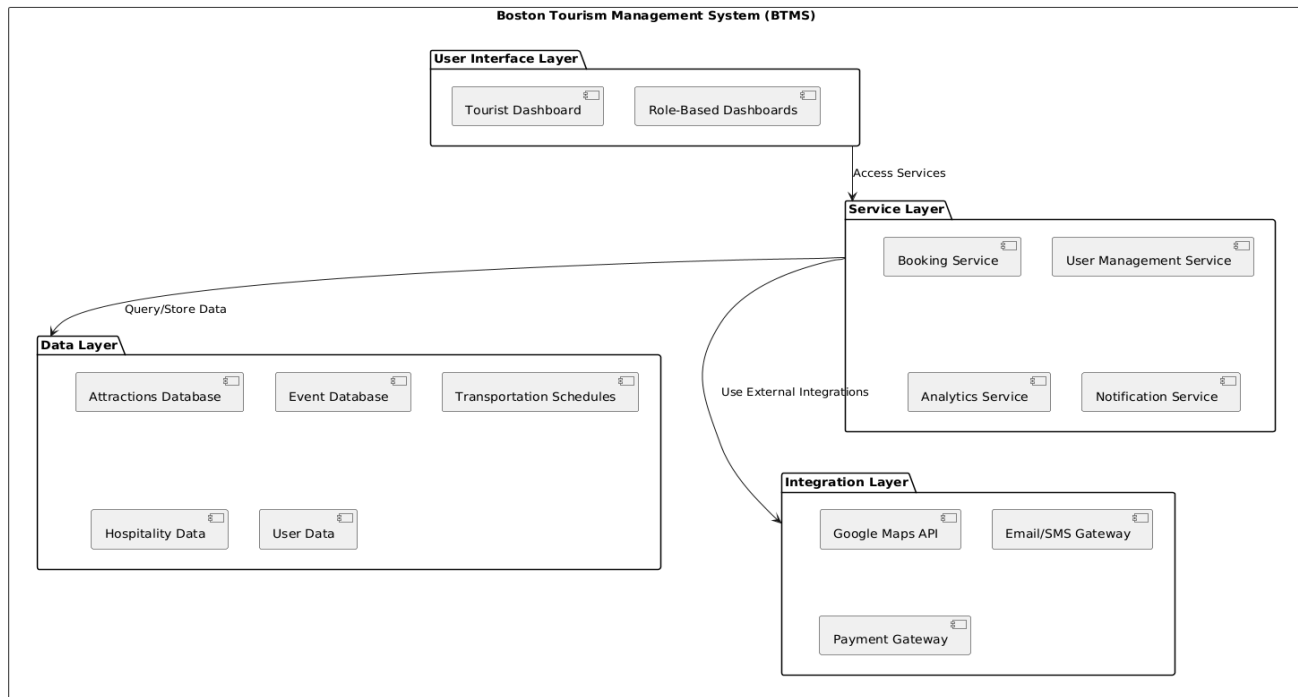
Event to Transport: Event organizers can request shuttle service for participants.

Hospitality to Attractions: Hotels can recommend nearby attractions to guests.

Analytics for All Businesses: Provide data-driven insights to improve the tourism service offering.

Component Diagram

Here is a high-level component diagram for the BTMS system:



Conclusion

Boston Tourism Management System is a system that helps to connect tourists with businesses, which provides a total solution to make tourism in Boston better. BTMS makes operations easier by integrating different businesses and using smart data analysis to encourage teamwork among different groups for lasting growth and better satisfaction for all.