**Requirement Analysis Document**

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**1.Introduction:**

**1.1. Purpose and scope:**

The purpose of this requirement document is to discuss and re-analyse the given requirements to figure out the lack of information, ambiguities and omissions in the requirements specification of an automated ticket-issuing system which sells tickets for a Theme Park and to resolve them accordingly to create a complete, correct, useable, secure, maintainable, compatible and accessible requirements specification document.

**2.Current System:**

The current system has a lot of ambiguities and omissions in the requirement specification which would lead to an incomplete and insufficient model and projects when developed further. Upon further analysis, the Ticket-issuing system has the below ambiguities /Omissions in its Requirements statements:

* **Lack of Security Protocol measures**
* **Lack of program flow and error/exception handling details**
* **Customer Privacy Policy page missing**
* **Lack of clarity on the Ticket details and games menu offered**
* **No mention of a user preview or confirmation page before payment**
* **Lack of a Customer Help prompt system**

**The idea here is to resolve the ambiguities and design a complete requirement specification document.**

**3.Proposed System Requirements**

**3.1 Functional Requirements**

**Proper program flow definition with error handling system:** Detailed control flow with error handling defined at each stage of the process namely – choice and selection of games list,selection, validation, cancellation and refund of credit card payment, verification of Unique Identification of the user, and Issuing of the ticket along with the necessary security requirements.

**Design of a Customer Help prompt system:** A fully functional user assistance support system to help out the users with voice and touch inputs to make it more accessible to all people.

**Implementation of a User preview /Confirmation page:** A final validation page that takes all the inputs the user entered and provides a summarized preview, so that the user can validate once before proceeding for payment.

**3.2 Non-Functional Requirements**

**Well defined Security measures: The credit card validation and processing are to be done according to the latest industry protocols. To avoid any unauthorized access, the personal identification verification is also to be done with Mobile / e-mail - One time password (OTP) verification by the user.**

**Well-Illustrated Menu, fast and responsive User Interface: The ticket details listing menu and the games and entertainment options menu is to be well laid out such that it is readable, usable and modifiable and runs efficiently with processing time preferably less than 1 seconds per step.**

**Privacy Policy Notice page: A user consent request pop up page is to be implemented as the transaction involves sensitive personal information and credit card details.**

**4.Constraints, dependencies and Assumptions.**

**The overall performance of the system even after a well-defined requirements definition is constrained on the hardware and internet connectivity systems available at the theme park.**

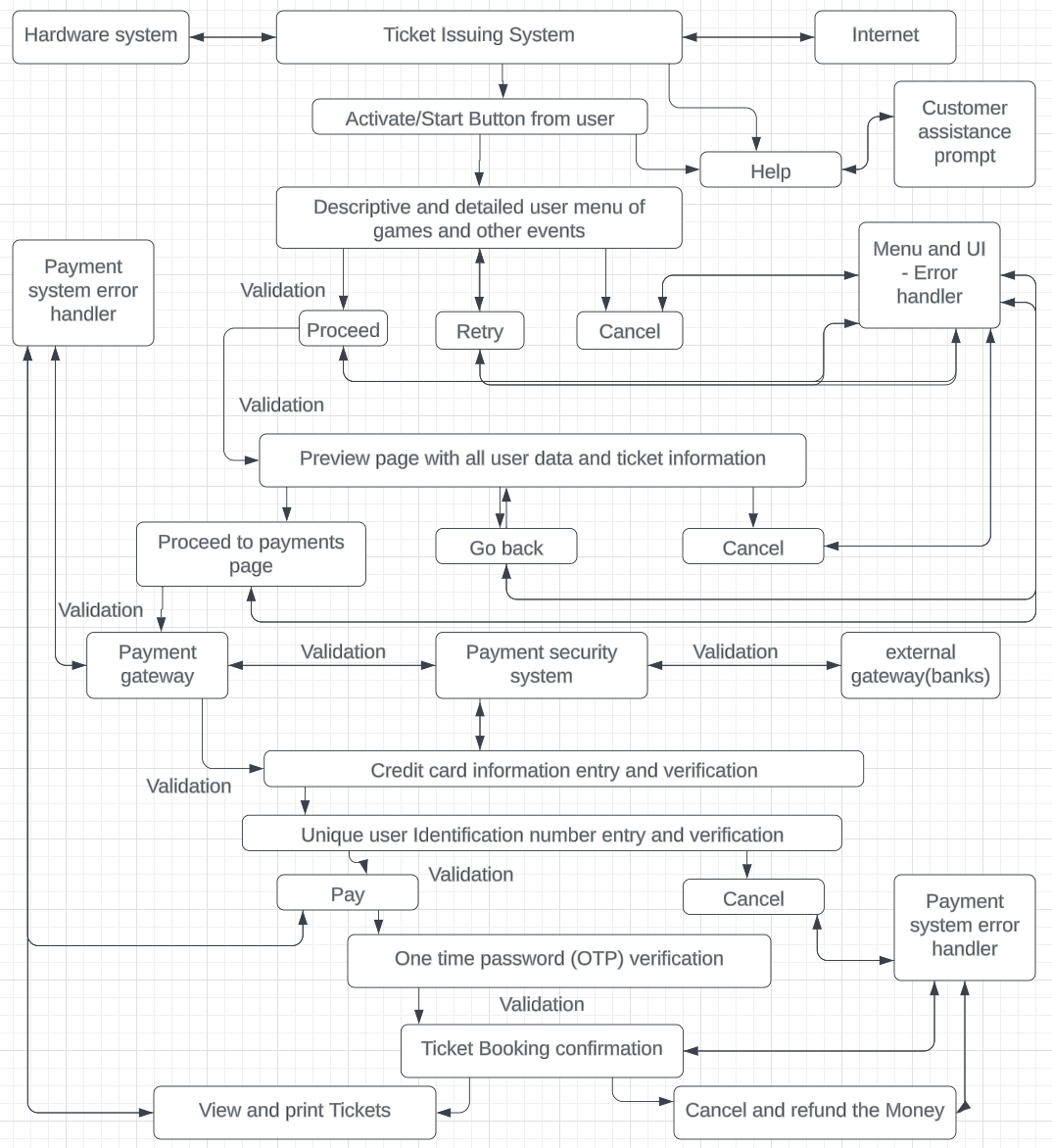
**The credit card transactions are dependant on the external agencies – banks and their internet banking systems in this case for the payment process. This is assumed to be working fine for a smooth and error free process.**

**5.Risk Analysis**

The system might face downtime /unavailability due to either external or internal issues. This is to be sorted out through well planned and periodic maintenance and troubleshooting of the system infrastructure and software.

Also, rigorous security measures are to be constantly updated and provided to protect sensitive user data, credit card and transaction data against cybercrime attacks.

**7.UML diagram of propose system model**

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