

Criterion A: Planning

Defining the problem

My client Pawan Jaiswal is an owner of a bus traveling service named Jaiswal Bus Service, it's a type of business where customers need tickets for using services. The bus travels across different cities and has different stops. The customer is a person who wants to travel one place from another, there can be a custom booking for buses for example Events, Trip, marriage etc.

Commented [B1]: The client is clearly identified.

The traveling business does not have the online platform for booking tickets by which there is not enough reach to customers and customers are also dependent on booking tickets from the bus station. Some customers left their services because booking the ticket is not available online. Later on customers are more engaged towards online booking, it results in drastic loss of customers for Pawan Jaiswal, it's actually because of this COVID-19 global pandemic. Now people are using online services and internet consumption has also increased these days. In this case an online reservation platform is very important in order to improve the reach of customers. The main problem of my client is accessibility of the services they provide are limited. An IT system can solve this problem.

Commented [B2]: A suitable scenario has been investigated.

Word count: 192 words

Rationale to the solution

I have decided to create a web based application as a solution for my client. As per the requirement that a wider audience needs to be reached, the web application will give easier accessibility to the customer. The application will contain an admin and user panel. In the user panel the customer can book the tickets for the bus and in the admin panel the owners can add their busses and route that will be shown in the user panel. The web application will be feasible for this problem and it will help the business to scale.

Commented [B3]: Rational explained both for the solution and the software used.

For the development of the application I am going to use html for basic structuring and developing the web contents for my application. For styling this element the CSS frameworks will be used that are tailwind css and bootstrap. Use of these frameworks will allow me to create responsive web-pages. For the frontend this is the majority of the work will be done using this technologies, if required some other technology might be used such as JavaScript. For the backend development of the application the Laravel Framework of PHP will be used. The main reason for using this framework is because it provides lots of built- in libraries and functions that helps in developing common actions with very ease and saves a lot of time. Creating the application with core php can increase chances of problems with bugs and security issues. In the available time I will be able to develop more using laravel rather than core PHP. MYSQL will be used for database management.

Word count: 262 words

Success Criteria

- The system will allow the user to sign up and login into the system.
- The system will verify the user via email
- The system will allow the user to search busses for chosen date and locations
- The system will allow the user to reserve the bus by sending request to the admin
- The system will notify the user about their reservation via email.
- The system will allow users to make payments for reservations.
- The system will allow the user to view upcoming and previous trips.
- The system will be responsive working on all the resolutions.
- The system will allow admin to add, delete and update the buses, routes, and cites.
- The system will allow admin to create the fare chart
- The system will allow automatic calculation of fare after the route had been created by admin
- The system will allow the user to select the seats for the reservation from the seat selector.
- The system will allow admin to view the reservation requests
- The system will allow the admin and user to view reports with sorting and searching.
- The system will allow admin and user to download and print the reports.
- The system will allow users to personalize their profile by adding avatar
- The system will allow admin to approve or reject reservation request
- The system will generate graph for sales

Commented [B4]: Success criteria both specific and testable.