**1. Managing Stakeholders (People Involved in Decisions)**

Stakeholders are the people who care about the project and influence key decisions.

**Who are the stakeholders?**

* **Business Owners** → They decide how the platform makes money and grows.
* **Theatre Partners** → They need the system to work well with their existing software.
* **Customers (B2C & B2B)** → Expect fast, easy booking and secure payments.
* **Tech & Engineering Teams** → Build and maintain the system.
* **Regulatory Authorities** → Ensure legal and security compliance.

**How were key decisions made?**

| **Decision Needed** | **What We Did to Finalize It** |
| --- | --- |
| **How to connect with theatres' existing IT systems?** | Held meetings, provided API documentation, and gave testing environments. |
| **Which payment gateway to use?** | Compared options (Stripe, PayPal, Razorpay) based on security, cost, and country support. |
| **How to scale the platform to multiple countries?** | Considered cloud solutions, payment methods, and local languages before choosing AWS/GCP. |
| **How to ensure security and compliance?** | Engaged security experts, followed GDPR and PCI-DSS rules, and implemented strong encryption. |
| **Which features to prioritize?** | Used customer feedback, A/B testing, and data analytics. |

**2. Managing Technology (Keeping the System Reliable & Scalable)**

* **Keeping it scalable** → Auto-scaling, multi-region cloud hosting, and microservices.
* **Keeping it secure** → Following OWASP guidelines, encrypting data, and securing APIs.
* **Keeping it fast** → Using caching (Redis), optimizing database queries, and deploying a CDN.
* **Preparing for failures** → Regular backups, disaster recovery plans, and monitoring tools.

**3. Helping Teams Work Efficiently**

* **Encouraged teamwork** → Created small focused teams (DevOps, QA, Security) for better efficiency.
* **Automated processes** →
  + **CI/CD Pipelines** (Jenkins, GitHub Actions) → Faster, error-free deployments.
  + **Automated Testing** (Selenium, JUnit) → Ensures quality.
* **Shared knowledge** → Conducted training, documented best practices, and held regular feedback meetings.

**4. Planning & Estimating Delivery Time**

| **Phase** | **Time Needed** | **What’s Done in This Phase** |
| --- | --- | --- |
| **Phase 1: Planning & Design** | 1-2 Months | Define features, design architecture, ensure compliance. |
| **Phase 2: Build & Test (MVP)** | 3-4 Months | Develop core features (booking, payments, seat selection). |
| **Phase 3: Beta Launch & Testing** | 2-3 Months | Limited release, test performance, collect feedback. |
| **Phase 4: Full Launch & Scaling** | 3-6 Months | Deploy globally, optimize speed, ensure reliability. |

* **Reduced risks** → Different teams worked in parallel (backend, frontend, testing).
* **Followed Agile** → Work was divided into 2-week sprints, with regular feedback loops.