Business Requirements Document

Website 2.0

Cineco’s Cinema

**VERSION: 1.0**

DATE 2023-01-16

# Version and Approvals

**UTORS**

|  |  |
| --- | --- |
| **Version History** | |
| **Version #** | **Date** | | **Revised By** | **Reason for change** |
| **1.0** | **2023-01-16** | | **Bas** | **First draft** |
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Content changes between the current version and the previous version are identified using the Blackline convention (i.e., additions and ~~deletions~~).

This document has been approved as the official Business Requirements Document for <project name>, and accurately reflects the current understanding of business requirements. Following approval of this document, requirement changes will be governed by the project’s change management process, including impact analysis, appropriate reviews and approvals.

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| --- | --- |
| **Document Approvals** | |
| **Approver Name** | **Project Role** | | **Signature/Electronic Approval** | **Date** |
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Project Details

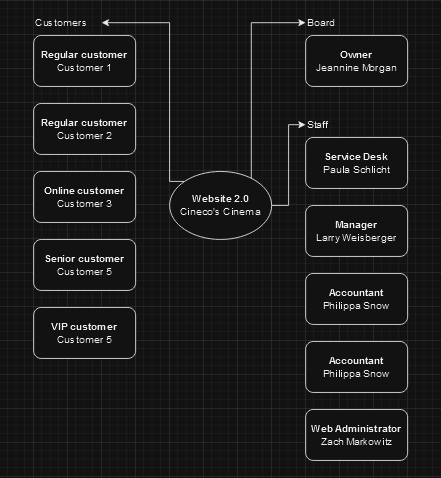
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| --- | --- |
| **Project Name** | **Website 2.0** |
| **Project Type** | **Website improvements** |
| **Project Start Date** | 2023-01-15 |
| **Project End Date** | 2023-03-31 |
| **Project Sponsor** | Jeannine Morgan |
| **Primary Driver** | Jeannine Morgan |
| **Secondary Driver** | Philippa Snow |
| **Division** | HQ |
| **Project Manager** | Larry Weisberger |

Overview

This document defines the high level requirements of Website 2.0. It will be used as the basis for the following activities:

* Creating solution designs
* Developing test plans, test scripts, and test cases
* Determining project completion
* Assessing project success

Document Resources

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Glossary of Terms

| **Term/Acronym** | **Definition** |
| --- | --- |
| Screening map solution | A website where you are redirected that enables you to select a seat |
| Loyal Customer | A event that took past in the place to stimulate returning visits |
| Survey System | This system send out small messages on the website and via email |
| Interactive map | See “Screening map solution” |
| Aggregation of our daily revenue | Sum of all expenses gathered and made |
| Online sales | Tickets bought through the website |
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Project Overview

## 4.1 Project Overview and Background

Website 2.0 is a project revolved around an update of the website. This update needs to fix some major and minor issues.   
In the current situation the following is happening

* The screenings can be overbooked
* It’s not possible to book anonymous people into the system
* Members who book a ticket via the box office are registered as anonymous
* Data entered into the website is not secured

The objective for project Website 2.0 is to create a website that is easy to understand and use. The new website needs to have a secure environment where clients can store there data to improve and speed-up their website experience. The database of the website needs to be connected to box office, to prevent double/overbooked screenings.

## 4.2 Project Dependencies

No current dependencies know

## 4.3 Stakeholders

The following comprises the internal and external stakeholders whose requirements are represented by this document:

|  | **Stakeholders** |
| --- | --- |
| 1. | Internal: Owner – Jeaninne Morgan |
| 2. | Internal: Service desk – Paula Schlicht |
| 3. | Internal: Manager – Larry Weisberg |
| 4. | Internal: Accountant – Philippa Snow |
| 5. | Internal: Web Administrator – Zach Markowitz |

Key Assumptions and Constraints

## 5.1 Key Assumptions and Constraints

|  |  |
| --- | --- |
| **#** | **Assumptions** |
| A1 | Customer data is not stored safe |
| A2 | Box office tickets bought are not added to the data base |
| A3 | To many redirections |
| A4 | Web content is not optimized for web performance |
| A5 | Client data is incorrect, due to the box office tickets not being registered |
| A6 |  |
| **#** | **Constraints** |
| C1 | Staff that handles the tickets and bar are students. |
| C2 | Staff changes on a regular basis |
| C3 | First results need to be available within two months |
| C4 |  |
|  |  |
|  |  |

Use Cases

1. **Buy ticket via Website**

Visitors want to be able to buy tickets for screenings.

1. **Create an account**

Visitors want to able to store their data, to reuse it incoming orders.

1. **Daily reports**

The accountant wants a daily overview of seats sold.

1. **Box office sales**

Visitors need to be able to buy tickets for screenings

1. **Maximum seats**

Never double book a seat for a screening

1. **Frequent staff changes**

We mainly work with staff that is enrolled into a study, when they graduate or go on internships we need to find replacements. Therefore we hire new staff on a regular basis. Using a booking system that is easy to use is a must to reduce the break in period.

1. **Reduce website traffic**

On the current website we have a lot of data traffic from people who are just browsing for films.

## Use Case Narrative

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID: | 1 | | |
| Use Case Name: | Buy tickets via website | | |
| Created By: | Bas Gosman | Last Updated By: |  |
| Date Created: | 17-01-2024 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actors: | Visitors |
| Description: | A visitor visits our website, is able to select a film and screening time. Then pick a seat if needed add snacks. After all selections are made he is able to pay and finalize his order. His order is confirmed and the confirmation with tickets is send to his email. |
| Preconditions: | Webpage of the Cineco’s cinema is open |
| Postconditions: | Tickets are ordered and a confirmation is shared via email |
| Normal Course: | 1. Open web browser 2. Enter URL 3. Search for film 4. Select screening 5. If needed add snacks 6. Select payment method 7. Pay 8. Confirmation on website 9. Confirmation + tickets is in email inbox |
| Alternative Courses: | None |
| Exceptions: | Point 5. Is optional |
| Includes: |  |
| Priority: | High |
| Frequency of Use: | Once per visit |
| Business Rules | BR2 |
| Special Requirements: | * 24/7 available * Stay within the same environment where possible * Seats can’t be double booked |
| Assumptions: | * Multiple seats can be booked by one person |
| Notes and Issues: |  |
| Use Case Graphic | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID: | 2 | | |
| Use Case Name: | Create an account | | |
| Created By: | Bas Gosman | Last Updated By: |  |
| Date Created: | 17-01-2024 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actors: | Visitors |
| Description: | Visitors want to able to store their data, to reuse it incoming orders. |
| Preconditions: | Webpage of the Cineco’s cinema is open |
| Postconditions: | Account is created |
| Normal Course: | 1. Open web browser 2. Go to URL 3. Click the my profile button 4. Click create account 5. Ask for an email address 6. Let the visitor create a password 7. Fill in the requested data 8. Save the date 9. Go to profile page |
| Alternative Courses: | If an account is already create, prompt the login page |
| Exceptions: | If an account is already create, prompt the login page |
| Includes: |  |
| Priority: | Medium |
| Frequency of Use: | Once per visitor |
| Business Rules | BR5 |
| Special Requirements: | * 24/7 available * Account data needs to be secured * Data is not allowed to be shared |
| Assumptions: |  |
| Notes and Issues: |  |
| Use Case Graphic | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID: | 3 | | |
| Use Case Name: | Daily reports | | |
| Created By: | Bas Gosman | Last Updated By: |  |
| Date Created: | 17-01-2024 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actors: | Accountant |
| Description: | The accountant want to receive an overview update of all sales at the end of the day |
| Preconditions: | It’s 16:30 on a workday |
| Postconditions: | It’s 17:00 on a workday and the accountant received a overview of the sales update |
| Normal Course: | 1. The accountant is behind a workstation 2. The accountant receives an email 3. Inside the email is an update of the sales made via the website and box office 4. End of day |
| Alternative Courses: | None |
| Exceptions: |  |
| Includes: |  |
| Priority: | Medium |
| Frequency of Use: | Once per day |
| Business Rules | BR4 |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |
| Use Case Graphic | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID: | 4 | | |
| Use Case Name: | Buy tickets via Box office | | |
| Created By: | Bas Gosman | Last Updated By: |  |
| Date Created: | 17-01-2024 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actors: | Visitors |
| Description: | A visitor comes to our cinema and want to attend a screening. At the box office he picks a film and screening. He pays at the register. |
| Preconditions: | The Cineco’s cinema is open |
| Postconditions: | Tickets are ordered and paid |
| Normal Course: | 1. Enter the Cineco’s cinema 2. Go to the box office 3. Pick a film 4. Select a screening 5. Pay for the screening |
| Alternative Courses: | None |
| Exceptions: |  |
| Includes: |  |
| Priority: | Medium |
| Frequency of Use: | Once per visit |
| Business Rules | BR3 |
| Special Requirements: | * The box office needs to be open when the cinema is open * Seats can’t be double booked |
| Assumptions: | * Multiple seats can be booked by one person |
| Notes and Issues: |  |
| Use Case Graphic | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID: | 5 | | |
| Use Case Name: | Maximum seats | | |
| Created By: | Bas Gosman | Last Updated By: |  |
| Date Created: | 17-01-2024 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actors: | System |
| Description: | The system is only allowed to book a seat once for a specific screening |
| Preconditions: | When a screening is created all seats are empty |
| Postconditions: | When a screening starts all seats are taken and no seats a double booked |
| Normal Course: | 1. Create screening 2. All seats are empty 3. Seats are filled throughout the time via **website** 4. Seats are filled throughout the time via **box office** 5. When the screening starts the adding seats via Website or Box office is closed |
| Alternative Courses: | None |
| Exceptions: | None |
| Includes: |  |
| Priority: | High |
| Frequency of Use: | Every time a seat is booked |
| Business Rules | BR1 |
| Special Requirements: | * 24/7 available * Seats can’t be double booked |
| Assumptions: | * Multiple seats can be booked by one person |
| Notes and Issues: |  |
| Use Case Graphic | |

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| --- | --- | --- | --- |
| Use Case ID: | 6 | | |
| Use Case Name: | Frequent staff changes | | |
| Created By: | Bas Gosman | Last Updated By: |  |
| Date Created: | 18-01-2024 | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actors: | System |
| Description: | We mainly work with staff that is enrolled into a study, when they graduate or go on internships we need to find replacements. Therefore we hire new staff on a regular basis. Using a booking system that is easy to use is a must to reduce the break in period. |
| Preconditions: | A new colleague is hired without any knowledge |
| Postconditions: | Within a hour they are able to work with the box office system |
| Normal Course: | 1. A new colleague is hired 2. The first day is training day 3. They learn the box office system with a supervisor 4. After an hour with supervision they are able to use the system them selves |
| Alternative Courses: | None |
| Exceptions: | None |
| Includes: |  |
| Priority: | High |
| Frequency of Use: | Every time a seat is booked |
| Business Rules | BR6 |
| Special Requirements: | * 24/7 available * Seats can’t be double booked |
| Assumptions: | * Multiple seats can be booked by one person |
| Notes and Issues: |  |
| Use Case Graphic | |

Business Requirements

The following sections document the various business requirements of this project.

The requirements in this document are prioritized as follows:

|  |  |  |
| --- | --- | --- |
| Value | Rating | Description |
| 1 | Critical | This requirement is critical to the success of the project. The project will not be possible without this requirement. |
| 2 | High | This requirement is high priority, but the project can be implemented at a bare minimum without this requirement. |
| 3 | Medium | This requirement is somewhat important, as it provides some value but the project can proceed without it. |
| 4 | Low | This is a low priority requirement, or a “nice to have” feature, if time and cost allow it. |
| 5 | Future | This requirement is out of scope for this project, and has been included here for a possible future release. |

## General / Base

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *REQ#* | PRIORITY | DESCRIPTION | RATIONALE | USE CASE |
| G1 | 1 | As a website visitor I only want to book seats for an screening of choice | Dependency S3:  A seat can only be booked once per screening | 1 |
| G2 | 1 | As a Box office employee I want to book seats for an screening of choice | Dependency S3:  A seat can only be booked once per screening | 4 |
| G3 | 1 | The system is only able to book available seats | The system is able to check if a seat is available. This counts for online and box office sales. | 5 |
| G4 | 3 | As a visitor I my data to be stored for future use | Dependency S1 | 2 |
| G5 | 4 | As a visitor if my data is stored I want to be able to modify my personal data | Dependency S1 and G4 | 2 |
| G6 | 4 | As a visitor I want to be able to delete my profile | Dependency S1 and G4 | 2 |
| G7 | 4 | As the accountant I want to limit my expenses on web traffic to €100,- | Check the content on the website for not optimized materials | 6 |

## Security

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| *REQ#* | PRIORITY | DESCRIPTION | RATIONALE | USE CASE |
| S1 | 3 | As a visitor all the data that is collected from me I want it to be stored safely | As we are going to store data of the users we need to make sure we follow the GDPR guidelines | 2 |
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## Reporting

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| --- | --- | --- | --- | --- |
| *REQ#* | PRIORITY | DESCRIPTION | RATIONALE | USE CASE |
| R1 | 3 | As an accountant I would like to receive a daily overview of the sales done throughout the website and box office |  | 3 |
|  |  |  |  |  |
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## Usability

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| --- | --- | --- | --- | --- |
| *REQ#* | PRIORITY | DESCRIPTION | RATIONALE | USE CASE |
| U1 | 2 | As a employee I want a system that requires no training to use | We change staff on a regular bases, therefore a system with no to minimal training is required | 6 |
| U2 | 4 | As a visitor of the website I want to be able to book screening tickets within five minutes |  | 1 |
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## Audit

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| --- | --- | --- | --- | --- |
| *REQ#* | PRIORITY | DESCRIPTION | RATIONALE | USE CASE |
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Appendixes

## Appendix A – Business Process Flows



## Appendix B – Business Rules Catalog

|  |  |
| --- | --- |
| Business Rule Name: | No double bookings |
| Identifier | BR1 |
| Description | It should not be possible to overbook a screening. All seats can only be reserved once per screening. |
| Example | If a visitor books seat B5, B6 & B7. No one else should be able to reserve these seats |
| Source | Accountant |
| Related Rules | BR2, BR3 |

|  |  |
| --- | --- |
| Business Rule Name: | Website bookings |
| Identifier | BR2 |
| Description | Visitors of the website should have a smooth experience reserving seats for a screening |
| Example | A visitor should be able to book his/hers seats within 5 minutes. |
| Source | Owner |
| Related Rules | - |

|  |  |
| --- | --- |
| Business Rule Name: | Box office bookings |
| Identifier | BR3 |
| Description | Visitors are able to book tickets anonymously at the box office |
| Example | A visitor at the box office is able to book a ticket without registering his details. |
| Source | Manager |
| Related Rules |  |

|  |  |
| --- | --- |
| Business Rule Name: | Sales overview |
| Identifier | BR4 |
| Description | Daily report of the sales made through the Website and Box office |
| Example | The accountant wants to receive a report of the sales of the website and box office at the end of the day. |
| Source | Accountant |
| Related Rules |  |

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| --- | --- |
| Business Rule Name: | Store website visitor data |
| Identifier | BR5 |
| Description | Visitors of the website want to store there data, to reduce the time at checkout. |
| Example | If a returning visitor, visits the website he wants us to fill in there default data E.G. Name, Address, Phone number, Email, etc |
| Source | Service Desk |
| Related Rules |  |

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| --- | --- |
| Business Rule Name: | Frequent staff change |
| Identifier | BR6 |
| Description | We work with a lot of students who work at the cinema as a parttime job next to there education. Due to changes in their schedule we have regular new hires. The maximum time to train new hires is one shift. Within this time they should know how the box office system works. |
| Example | One of our employees is going on an internship, that means he can’t work for the next six months. We have hired a new employee to take over his hours. His training will start next week and will last one shift. |
| Source | Service Desk |
| Related Rules |  |