Sri Lanka Institute of Information Technology

Assignment 1

Y1S2_2023_MTR_G10

Bus Scheduling and Booking System

Internet and Web Technologies – IT1100

B.Sc. (Hons) in Information Technology

Group Details

Group Number: Y1S2_2023_MTR_G10

Project Title: Bus Scheduling and Booking System

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4	IT22315496	ANURADHA D.P.G.C.	it22315496@my.sliit.lk	071-3952609
5	IT22002174	DINETH T.H.V.	it22002174@my.sliit.lk	076-6604096

1. Introduction

Bus Scheduling and Booking System

The Online Bus Scheduling and Reservation System is a web-based application developed to simplify people's lives.

This is where users can book a seat on the bus from anywhere in the world at any time and get to their desired destinations in a short period of time.

Bus travel is a typical mode of transportation in Sri Lanka. However, when riding in buses, passengers face a wide range of challenges.

Some of these challenges are:

- Lack of familiarity with transportation schedules.

- Must go without a seat to the needed location.

- Poor understanding of trip costs.

Because of this inconvenience, we have created our online application as a way to get over those difficulties.

This application does not need to be downloaded to your computer, laptop, or mobile device in order to use it. It may be used directly from the online browser.

We also provide a 24-hour service and a customer support team that is available 24/7 to assist customers.

The passenger can choose their destination, time, and seat number after registering on our website. After providing the necessary details, the passenger can purchase the ticket online or in person using cash.

Anyone with access to the internet can look over the available schedule, routes, and buses, but they cannot make a reservation. In order to make a reservation, one should create a user account on our website, which saves the necessary information and register on our website.

Here are several services that are available to utilize without creating an account on the website.

- How many seats are available?
- Number of seats reserved.
- Bus routes accessible
- The route's appropriate bus timetable.

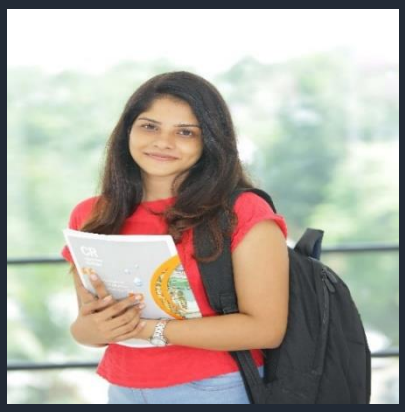
The reservation process for our web application entails multiple steps. Users must follow these procedures if they want to reserve a ticket.

- Choose the appropriate route.
- Choose the necessary travel times.
- Choose the necessary number of seats and
- Pay with an essential payment option.

Following this action, we will test the user's mobile phone and the ticket number for the customer to verify that their ticket booking was successful.

2. Personas

1st Person - New User registers to the site



University Student

CONTACT

nehara@gmail.com

076 – XXXXXXX

071 - XXXXXXX

BIO

Neha is a 2nd-year student at SLIIT University. She is studying Management Degree. She is busy with her study and her 2nd-year management project. She wants to go home as soon as her studies for the day are over.

NAME: S. E. Neha Savindi

AGE: 22 years

MOTIVATION: Know the exact bus time

GOALS:

- Manage her hectic life.
- Return home safely.
- Buy tickets easily.
- Have a stress-free journey

FRUSTRATIONS:

- Find out available buses at the weekend.
- Seats must be reserved early because due to crowd.
- Know about the weekend special bus services.

TECHNICAL ABILITY: General IT knowledge

2nd Person - Customer books the ticket

Office Worker

CONTACT

sahan@gmail.com

076 – XXXXXXX

071 - XXXXXXX

BIO

Sahan is a receptionist at the "Avend" Hotel. With his hectic schedule, he usually takes public bus transportation to work. He prefers to book tickets via online for the bus.

NAME: R. Sahan Manjula

AGE: 38 years

MOTIVATION: Looking for the comfortable transportation

GOALS:

- Time management
- Searching for a bus in his off time from his office.

FRUSTRATION:

- Sometimes buses are delayed during his office time.
- Many people try to book tickets during his office time.

TECHNICAL ABILITY: Have a good IT knowledge

3rd Person – Customer checks the bus schedule

Common Community

CONTACT

sithmi@gmail.com

076 – XXXXXXX

071 - XXXXXXX

BIO

Sithmi is a doctor. She is always busy. She provides essential medical care, prescribes medication, performs surgeries, and offers preventative measures to help people maintain their health. She must be on time for the hospital.

NAME: K. A. Sithmi Vihara

AGE: 33 Years

MOTIVATION: Going to the hospital on time

GOALS:

- Obtaining fast transportation.
- To expedite the booking process.

FRUSTRATIONS:

- A rush ticket reservation is challenging.
- Unable to arrive at the hospital on time.

TECHNICAL ABILITY: General IT knowledge

4th Person – Customer checks the bus route

Foreigner

CONTACT

steven@gmail.com

076 – XXXXXXX

071 - XXXXXXX

BIO

Steven is a Canadian citizen who frequently visits Sri Lanka during his vacation. He adores visiting Sri Lanka's natural, historical places and beaches.

NAME: Steve Oliver

AGE: 38 Years

MOTIVATION: Looking for the perfect journey.

GOALS:

- Expecting a safe, enjoyable journey.
- Expecting compatible service.

FRUSTRATIONS:

- Discomfort due to the lack of seats.
- Despite the climate, buses are not air-conditioned.
- Buses are not punctual.

TECHNICAL ABILITY: Good knowledge of IT.

5th Person - Admin updates the site by adding a new time schedule

Developer

CONTACT

thilina@gmail.com

076 – XXXXXXX

071 - XXXXXXX

BIO

Biwon is a Web-Developer in Artics company. He was an expert in Web Designing. He is a developer of the 'Bus Pass' system.

NAME: K. Biwon Shamika

AGE: 42 years

MOTIVATION: Make and continue a user-friendly interface for the users.

GOALS:

- Make a simple web application.
- Make attractive web applications.
- Provide suitable and quality service for users.

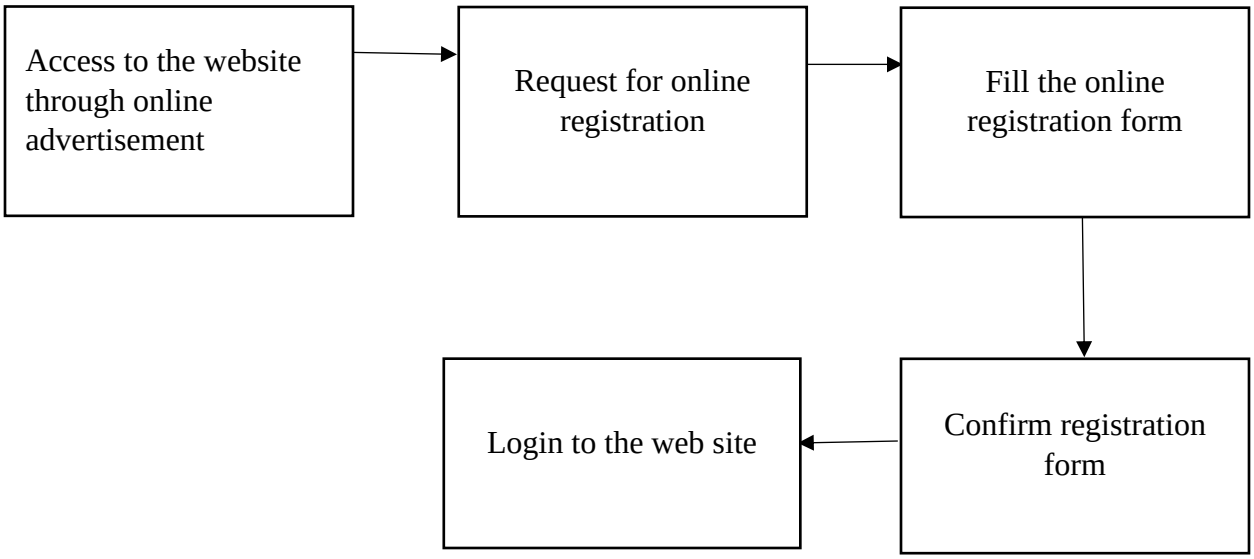
FRUSTRATIONS:

- Update the new bus schedule.
- Fixing bug issues whenever bugs occur.

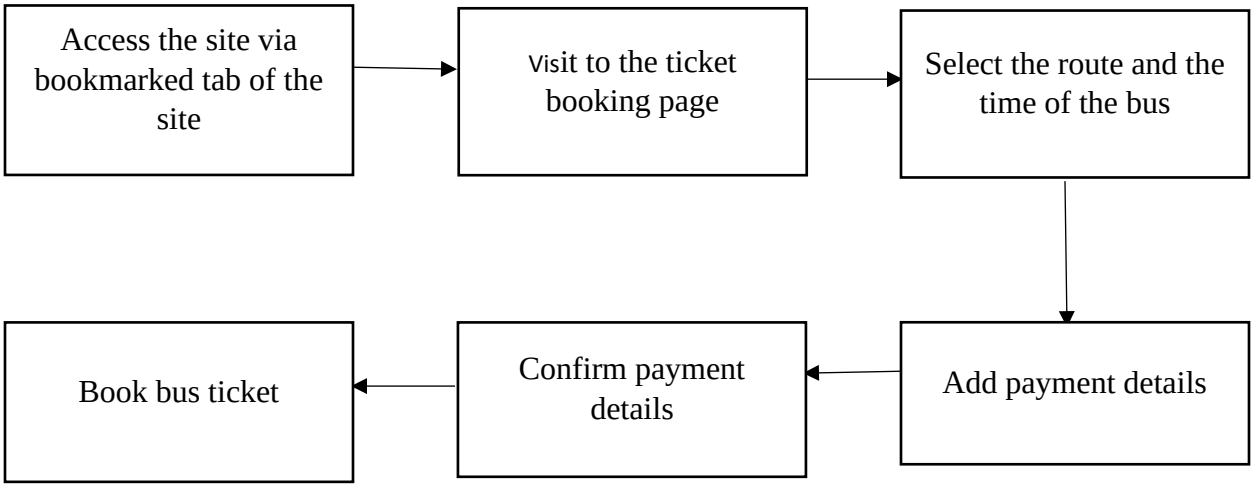
TECHNICAL ABILITY: Expert knowledge of Web-Design and Web-Development.

3. User Journeys

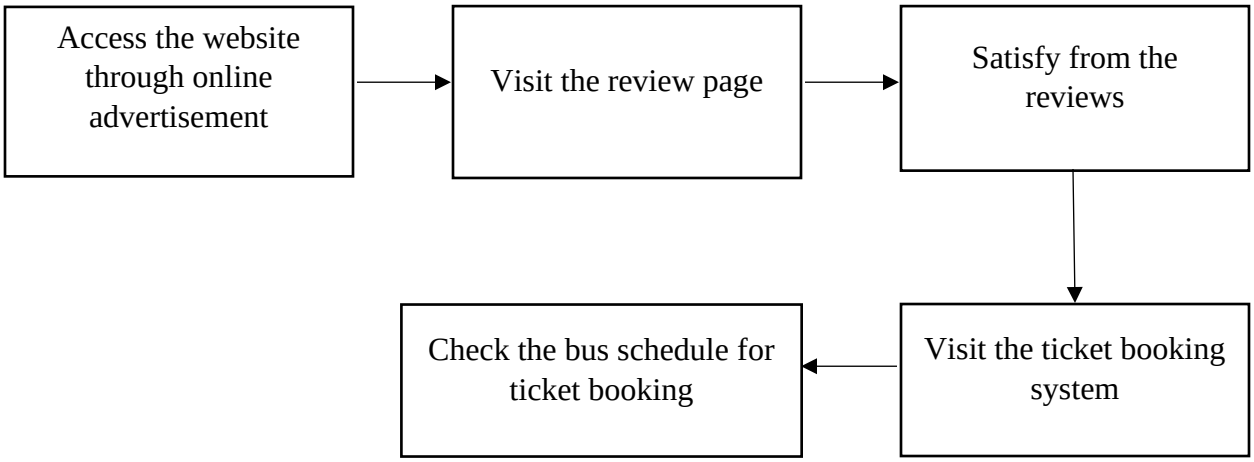
- **Persona** – New User / University Student (S. E. Neha Savindi)
- **User Journey** – Register to the site



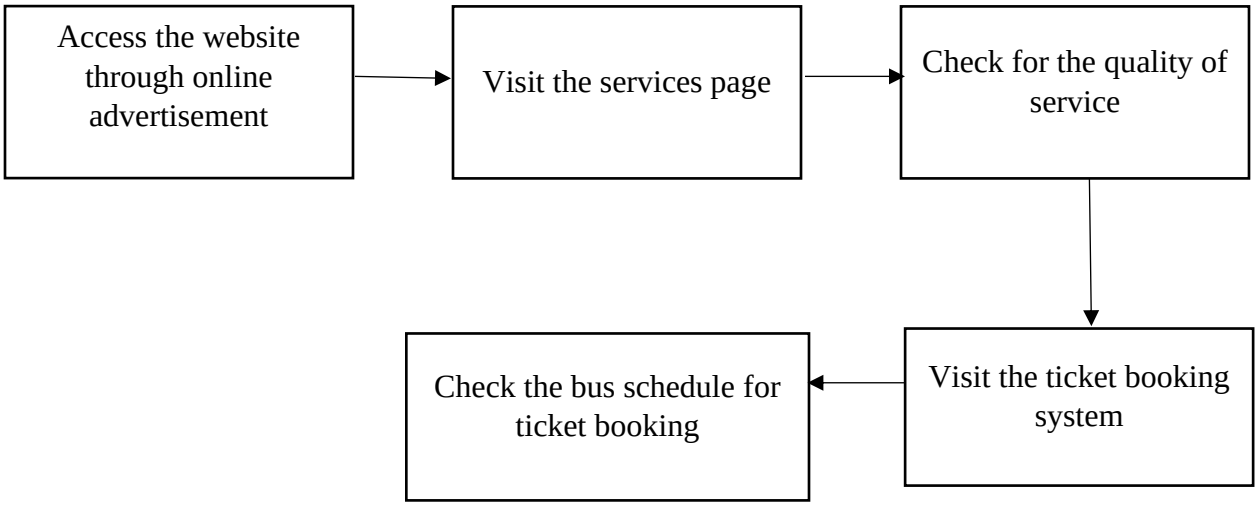
- **Persona** – Frequently User / Office Worker (R. Sahan Manjula)
- **User Journey –** Book the ticket



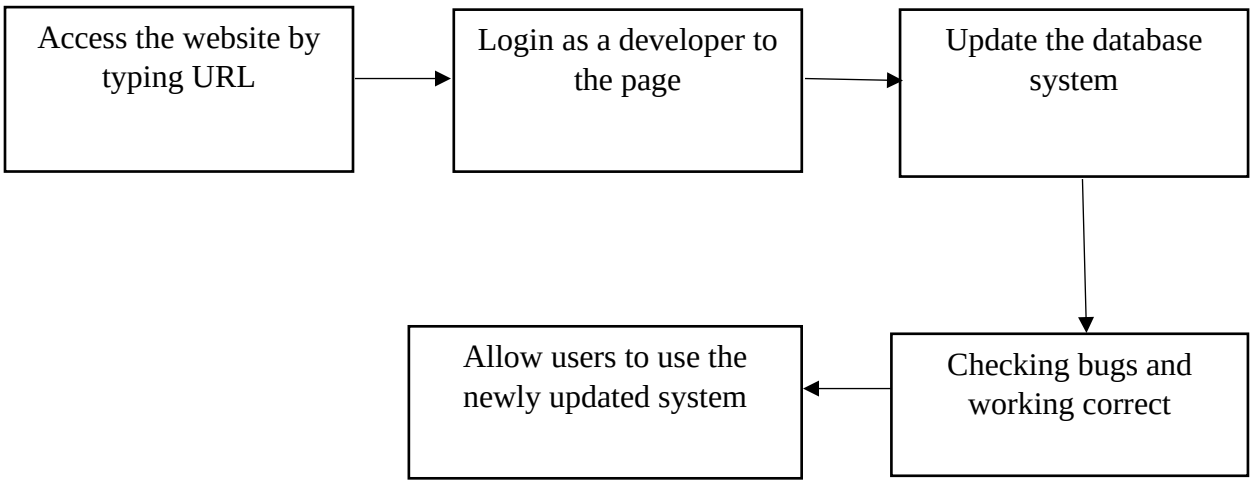
- Persona – Rarely User – Local / Common Community (K. A. Sithmi Vihara)
- User Journey - Check the bus schedule



- Persona – Rarely User / Foreigner (Steven Oliver)
- User Journey – Check the bus routes

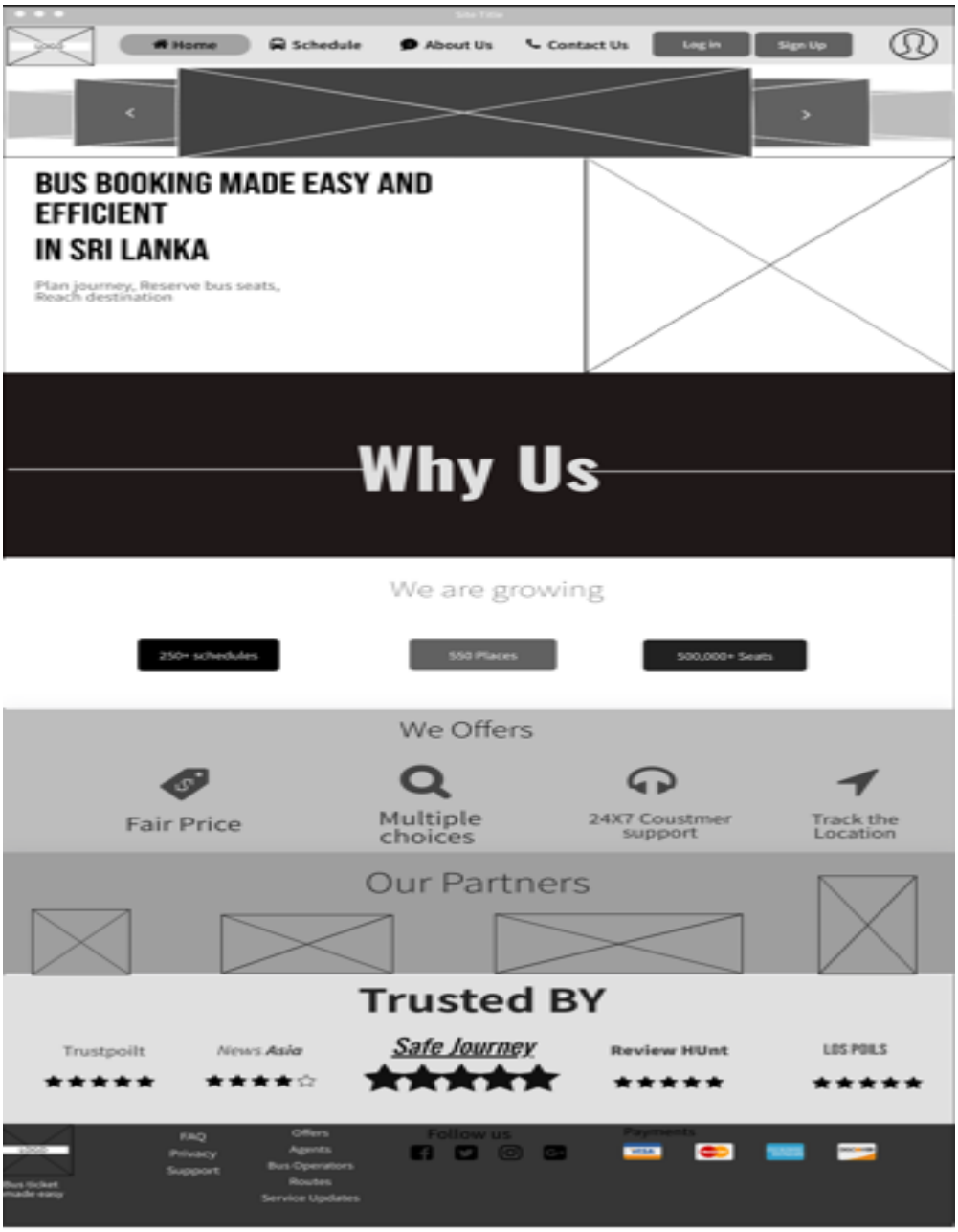


- Persona – Admin / Developer (K. Biwon Shamika)
- User Journey – Update the site

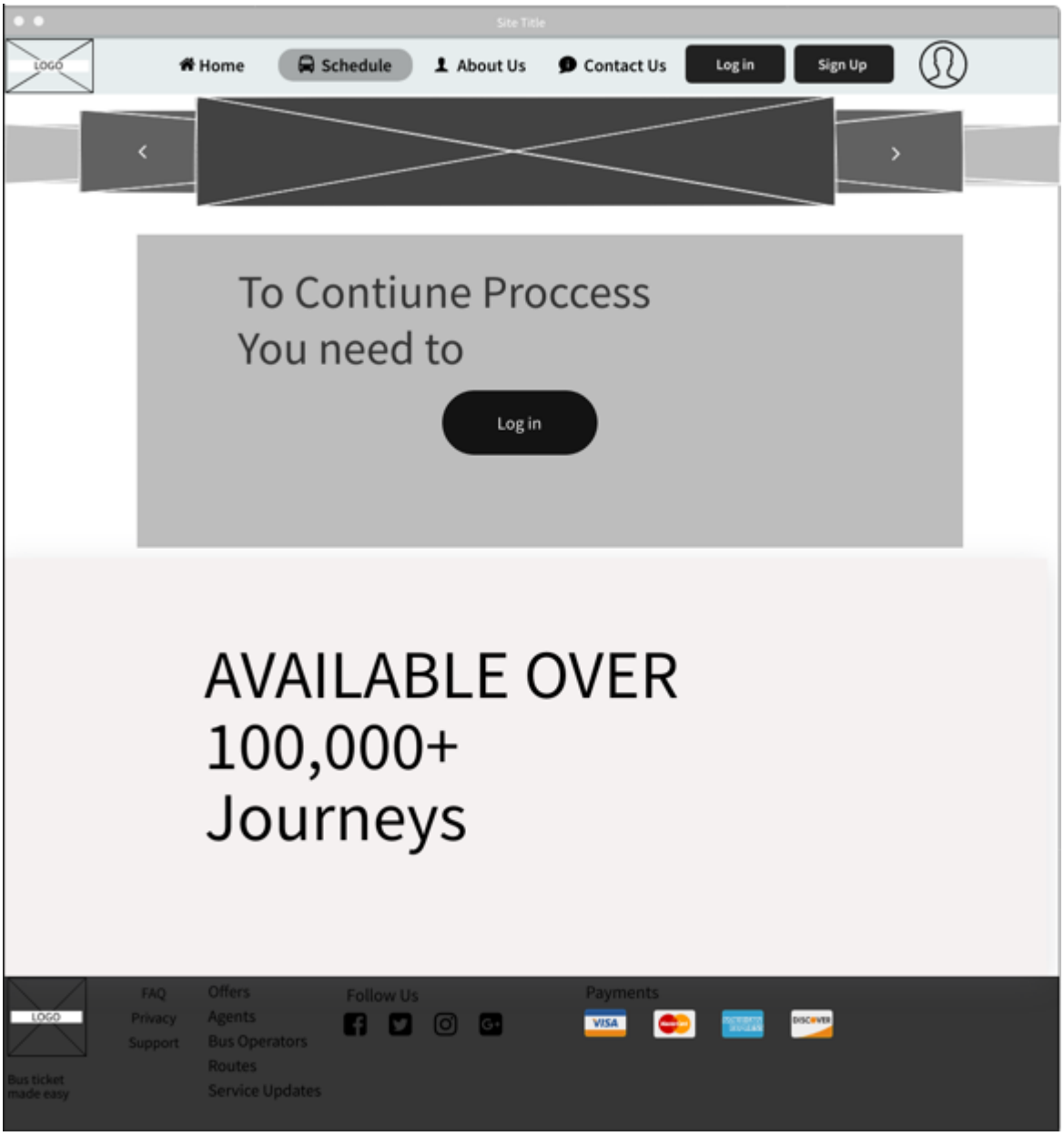


4. Wire Frames

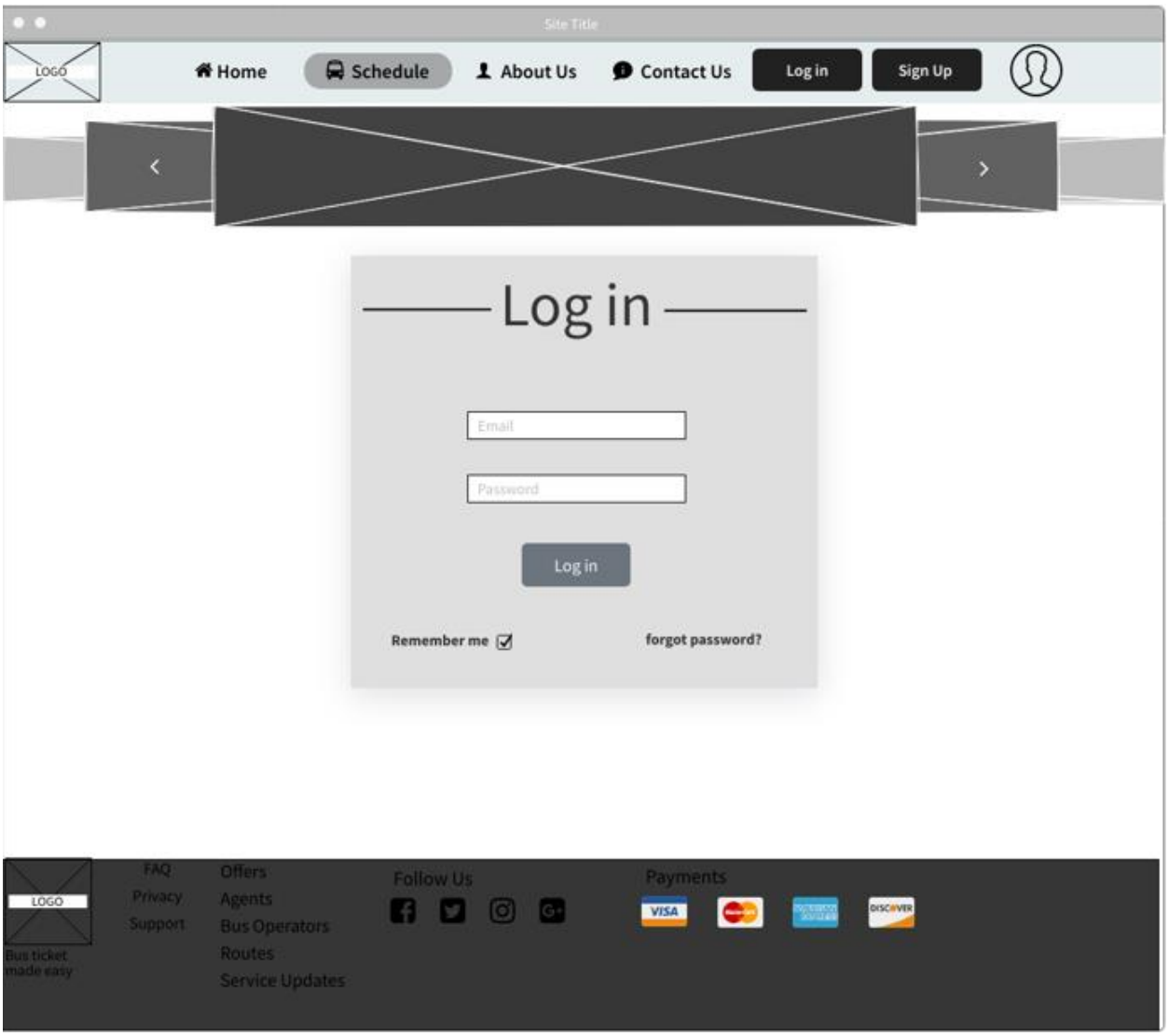
- Home Page



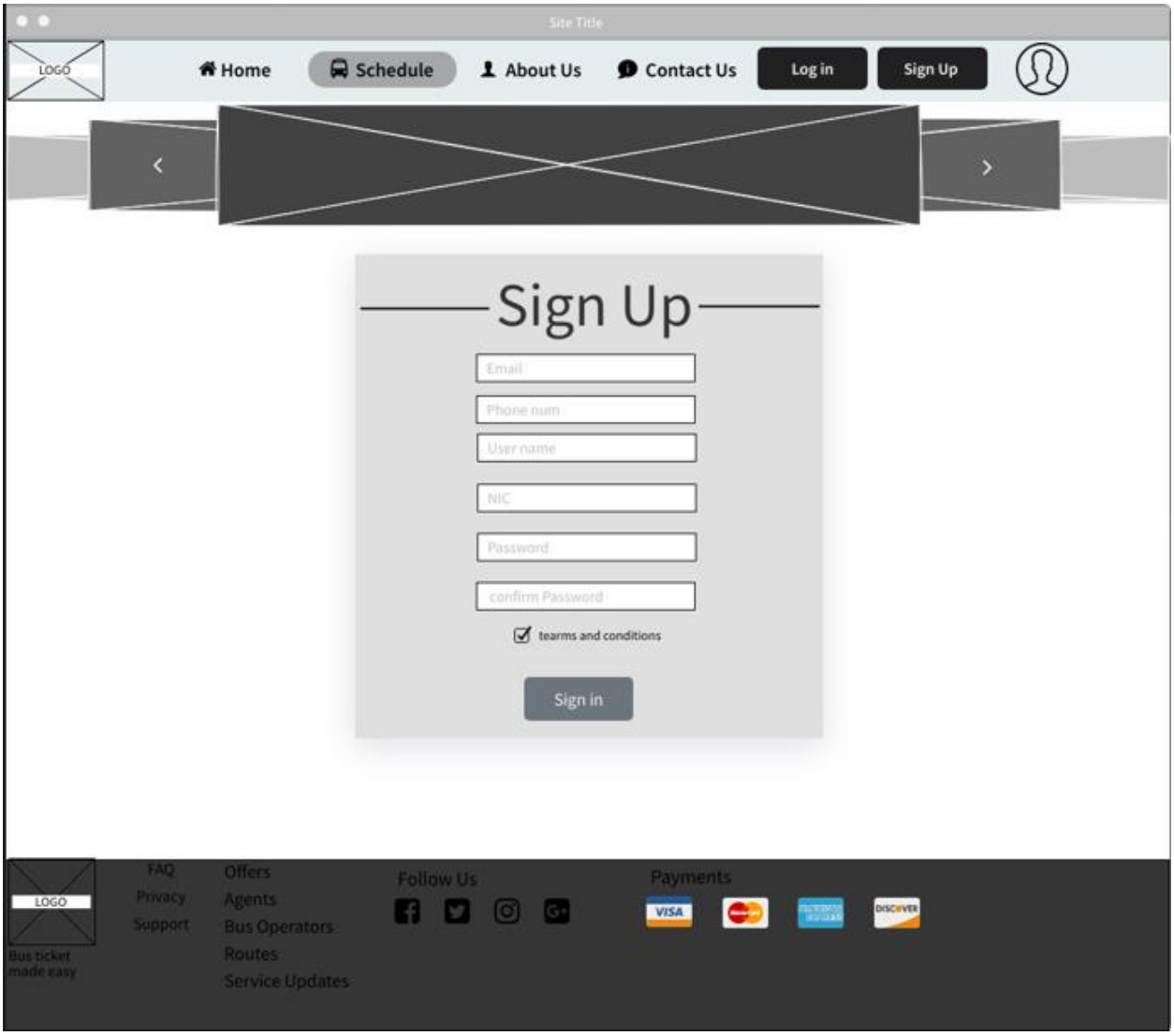
- Login Page 1


Site Title
LOGO
Home
Schedule
About Us
Contact Us
Log in
Sign Up
To Contiune Proccess
You need to
Log in
AVAILABLE OVER
100,000+
Journeys
LOGO
Bus ticket made easy
FAQ
Privacy
Support
Offers
Agents
Bus Operators
Routes
Service Updates
Follow Us
Payments

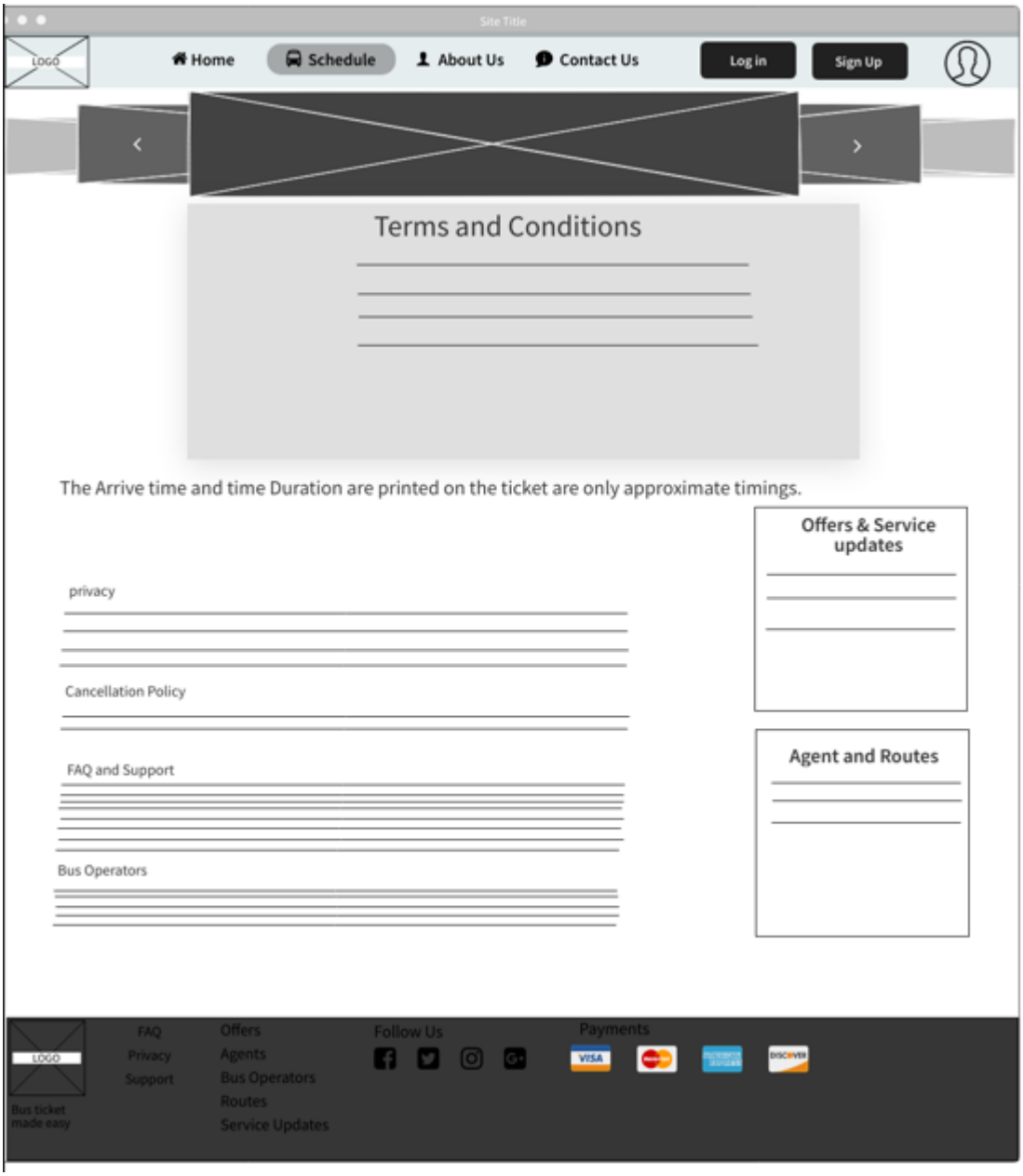
- Login Page 2


Site Title
LOGO
Home
Schedule
About Us
Contact Us
Log in
Sign Up
Log in
Email
Password
Log in
Remember me
forgot password?
LOGO
Bus ticket made easy
FAQ
Privacy
Support
Offers
Agents
Bus Operators
Routes
Service Updates
Follow Us
Payments

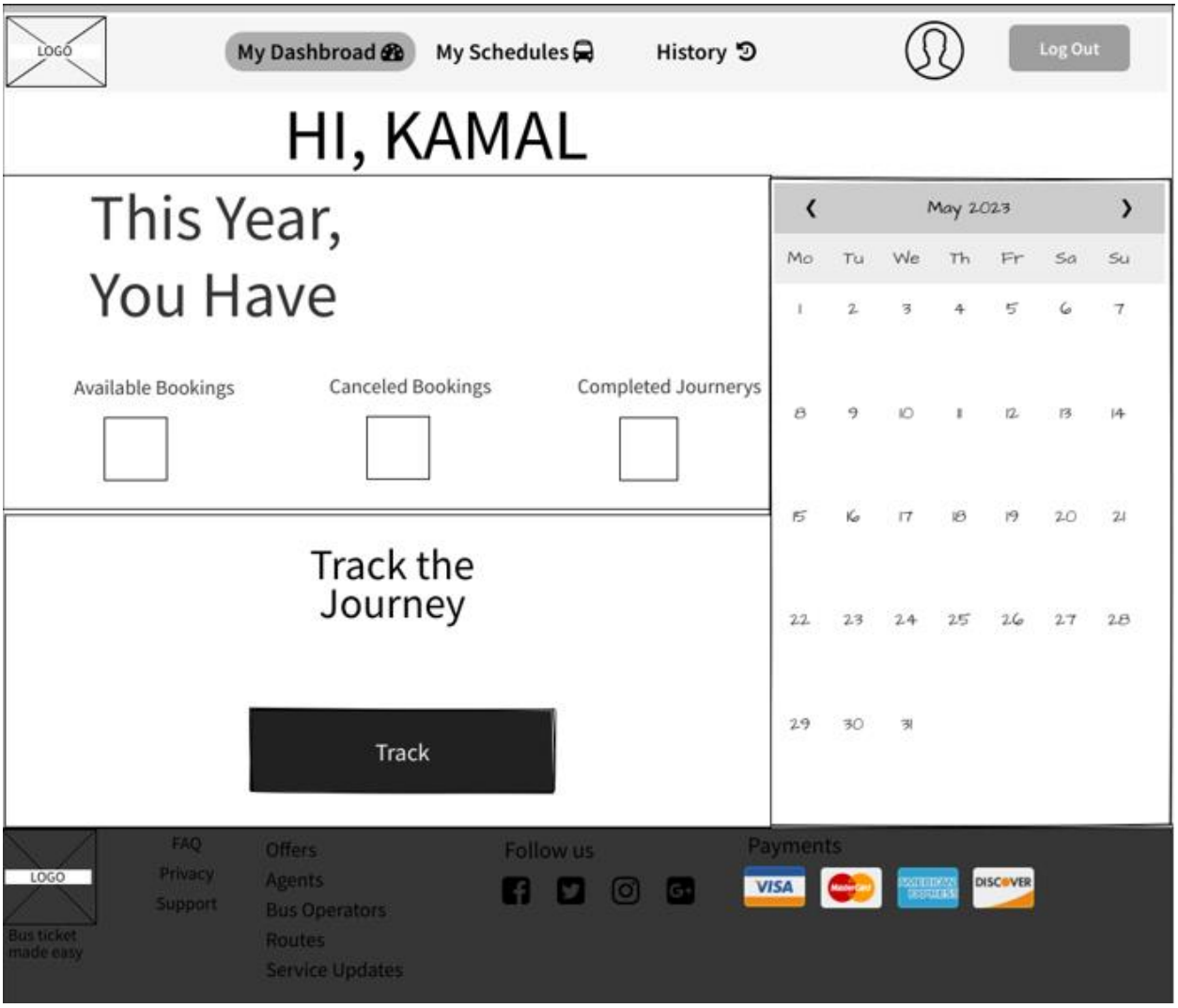
- Registration Page



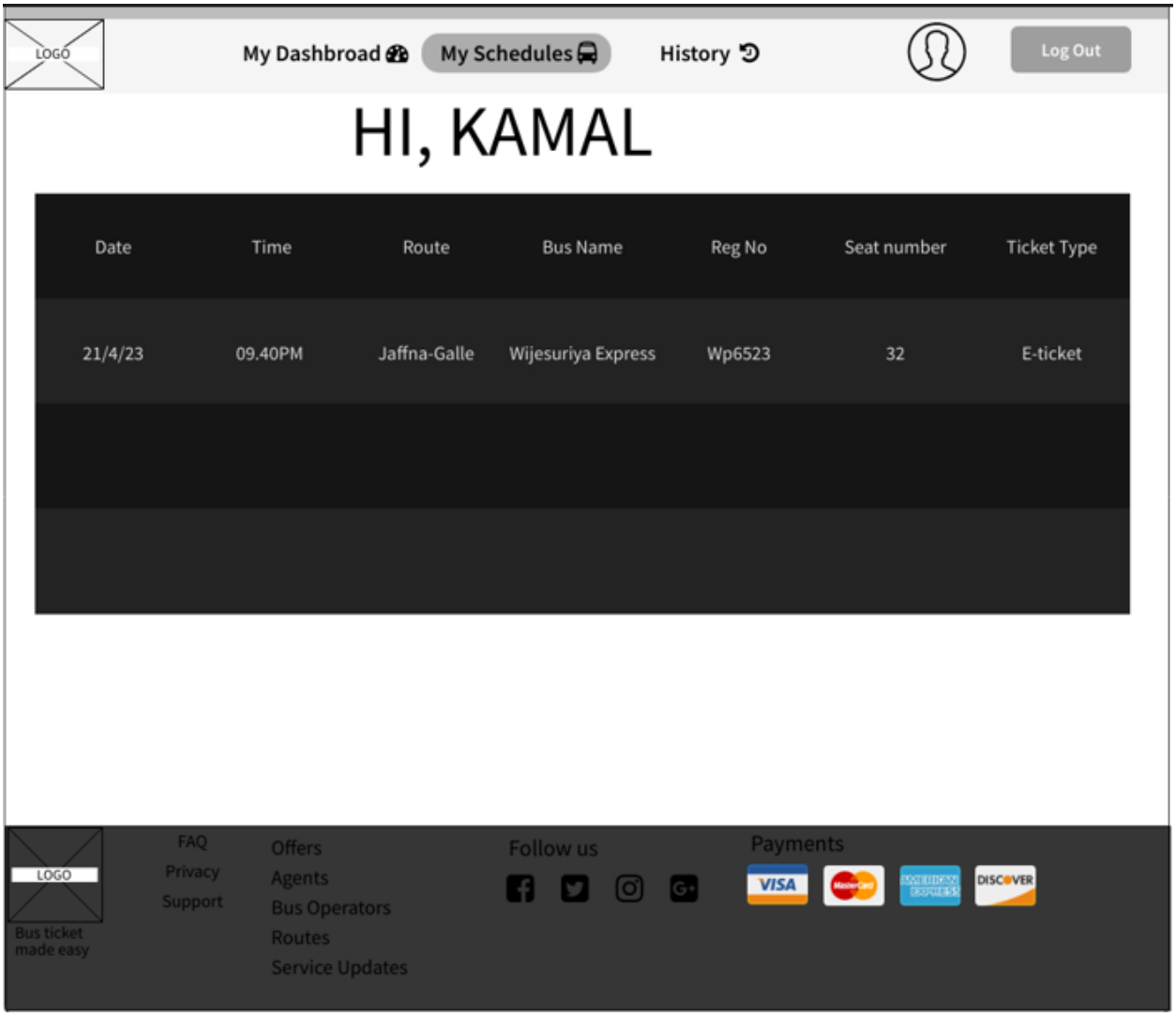
- Terms and Conditions



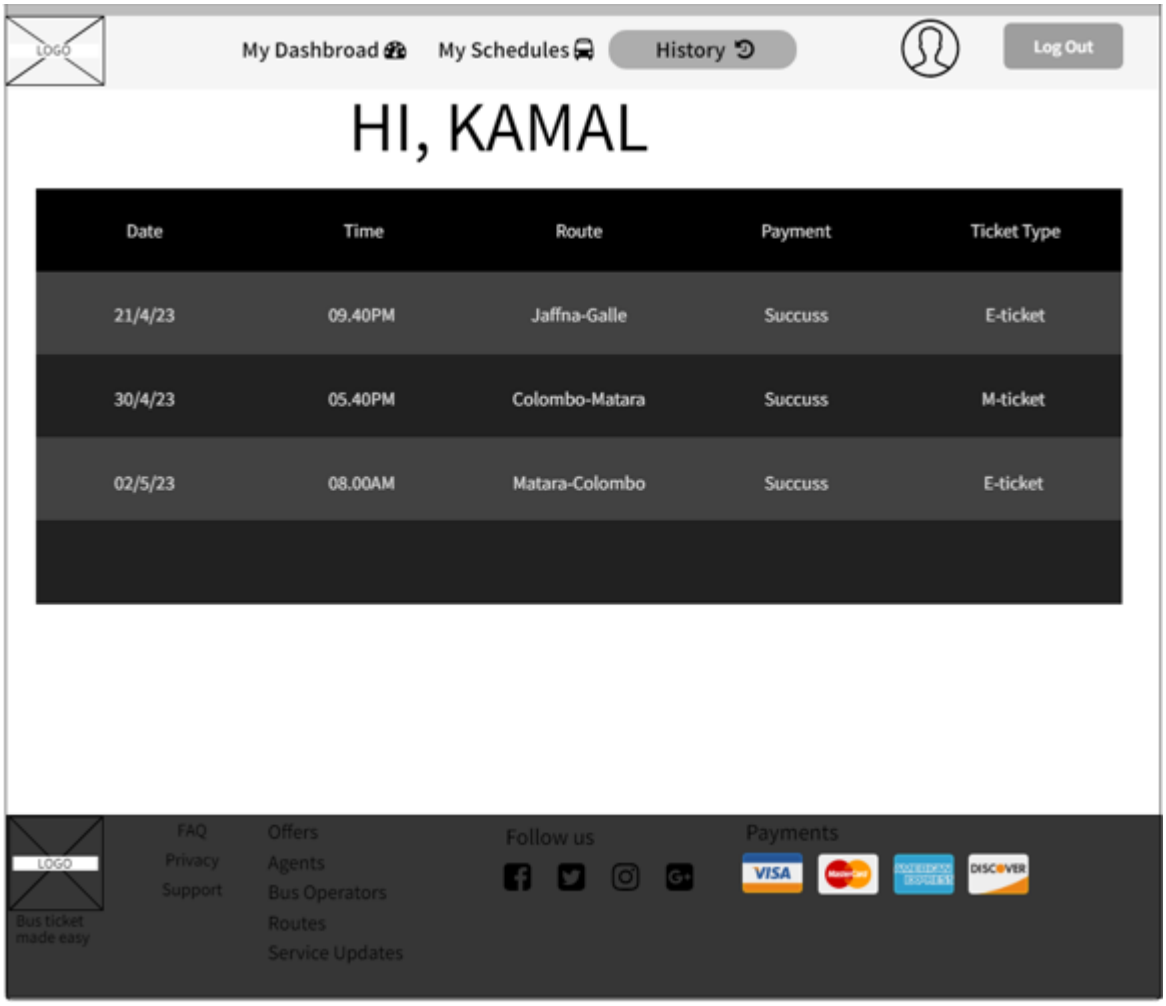
- User Account Page 1 (My Dashboard)



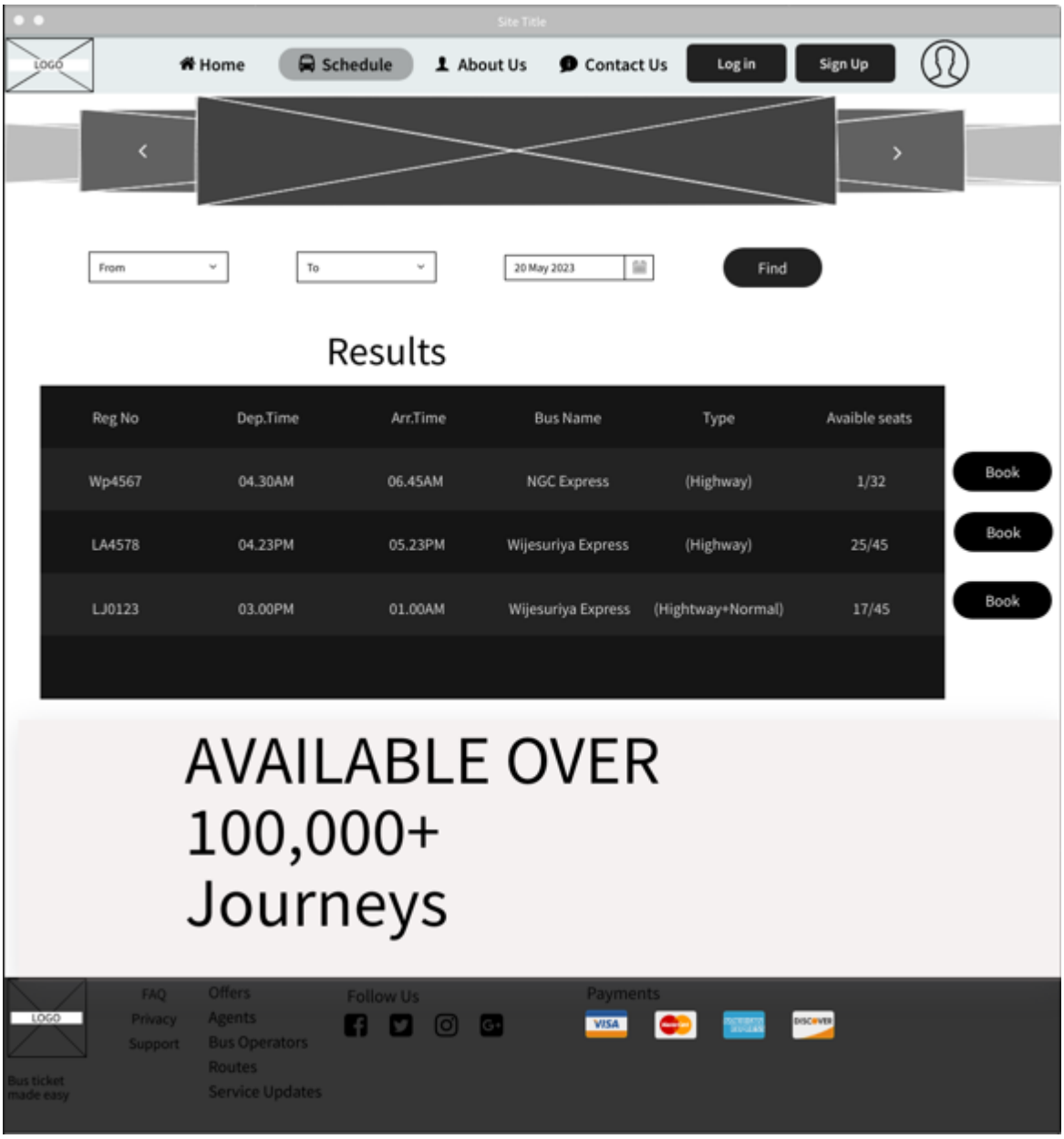
- User Account Page 2 (My Schedules)



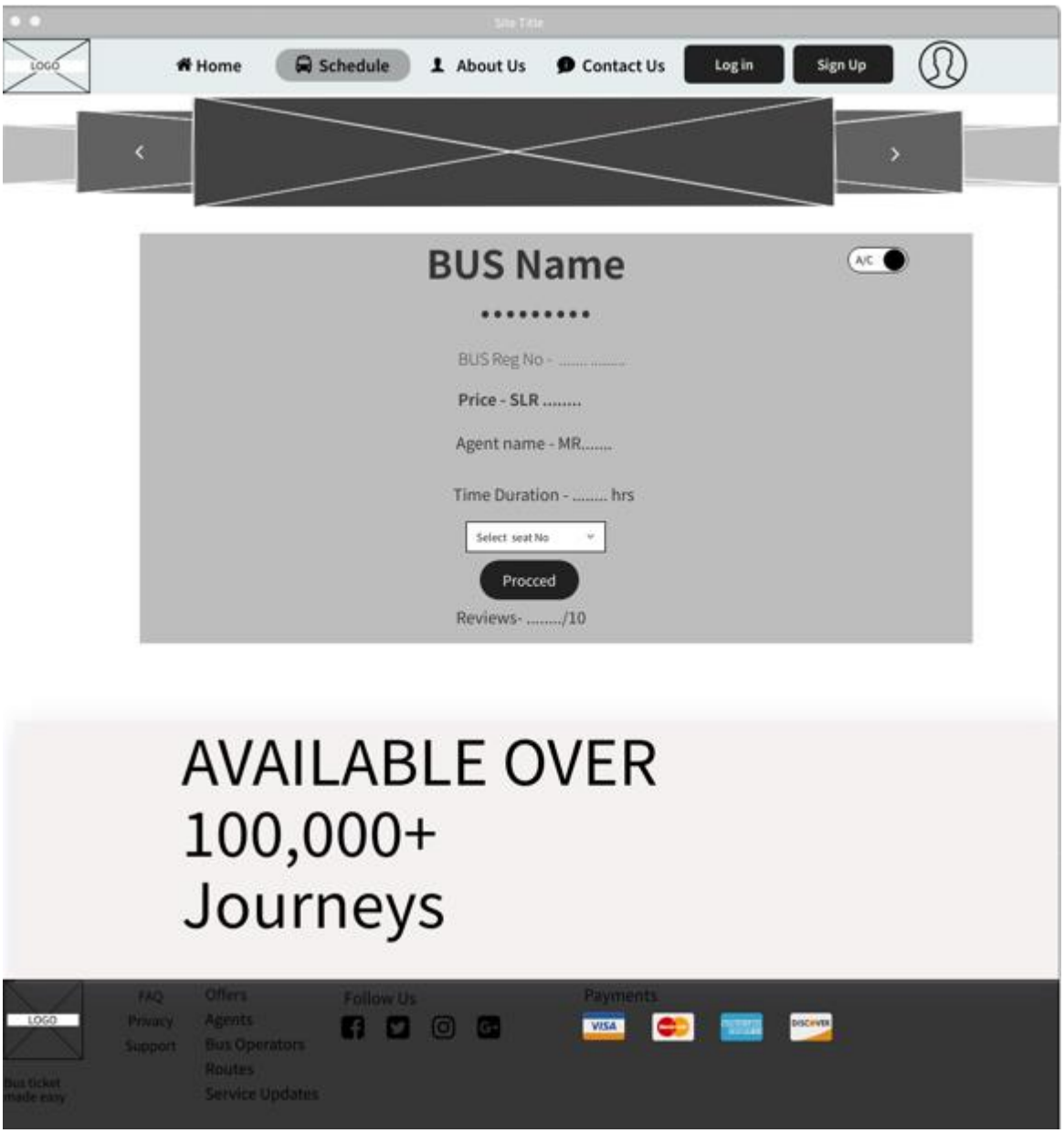
- User Account Page 3 (History)



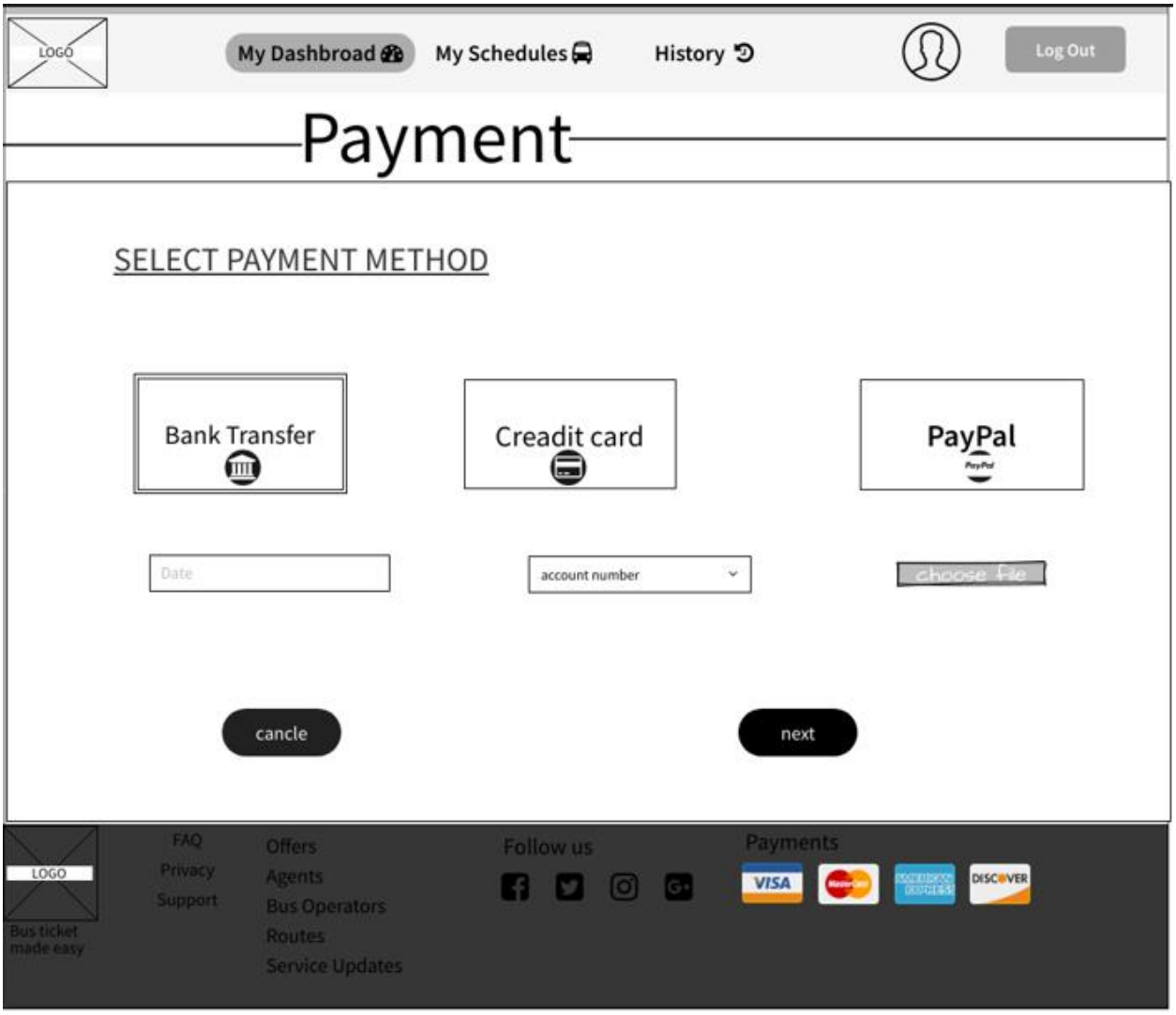
- Schedule Page 1



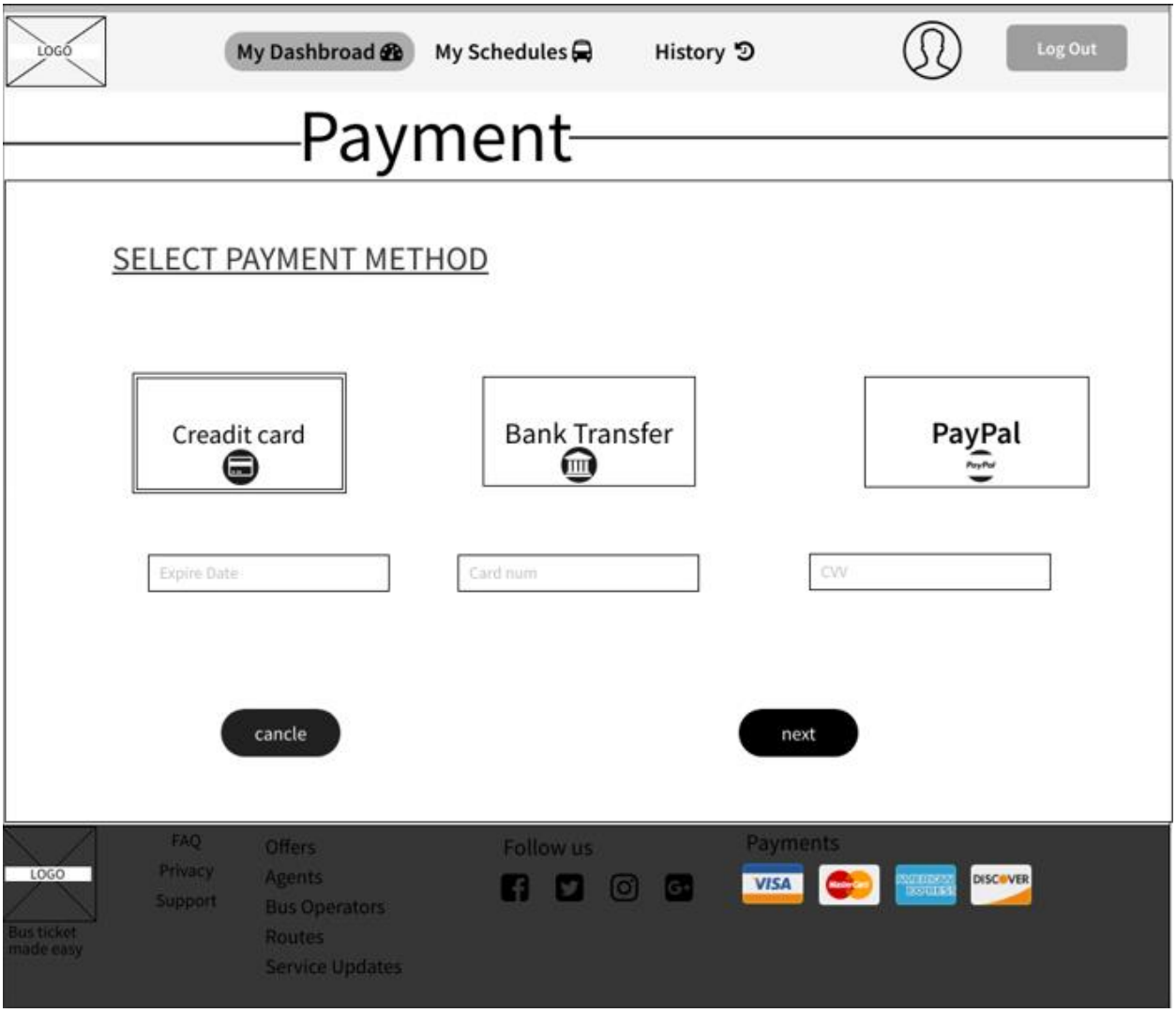
- Schedule Page 2



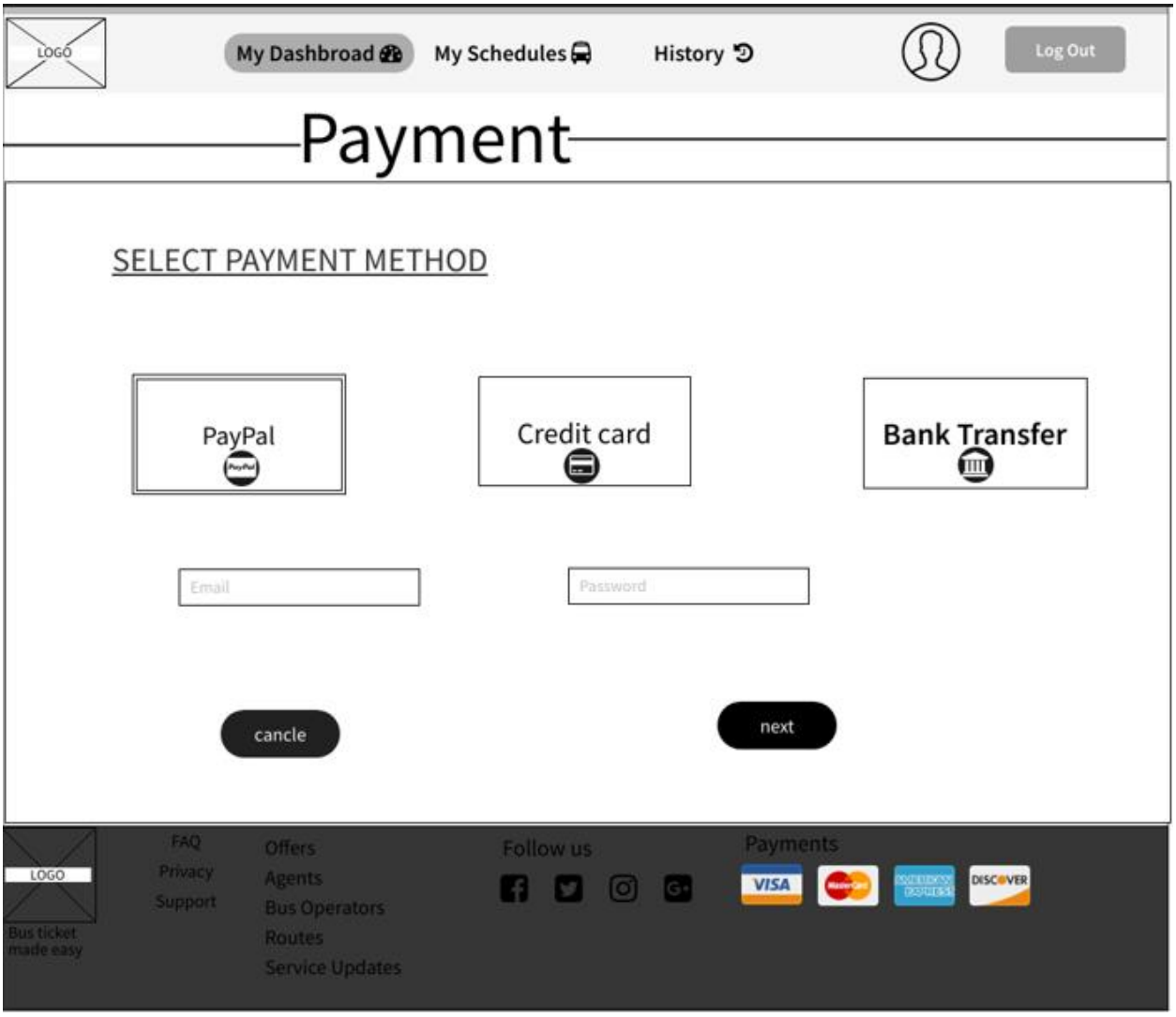
- Payment Details 1



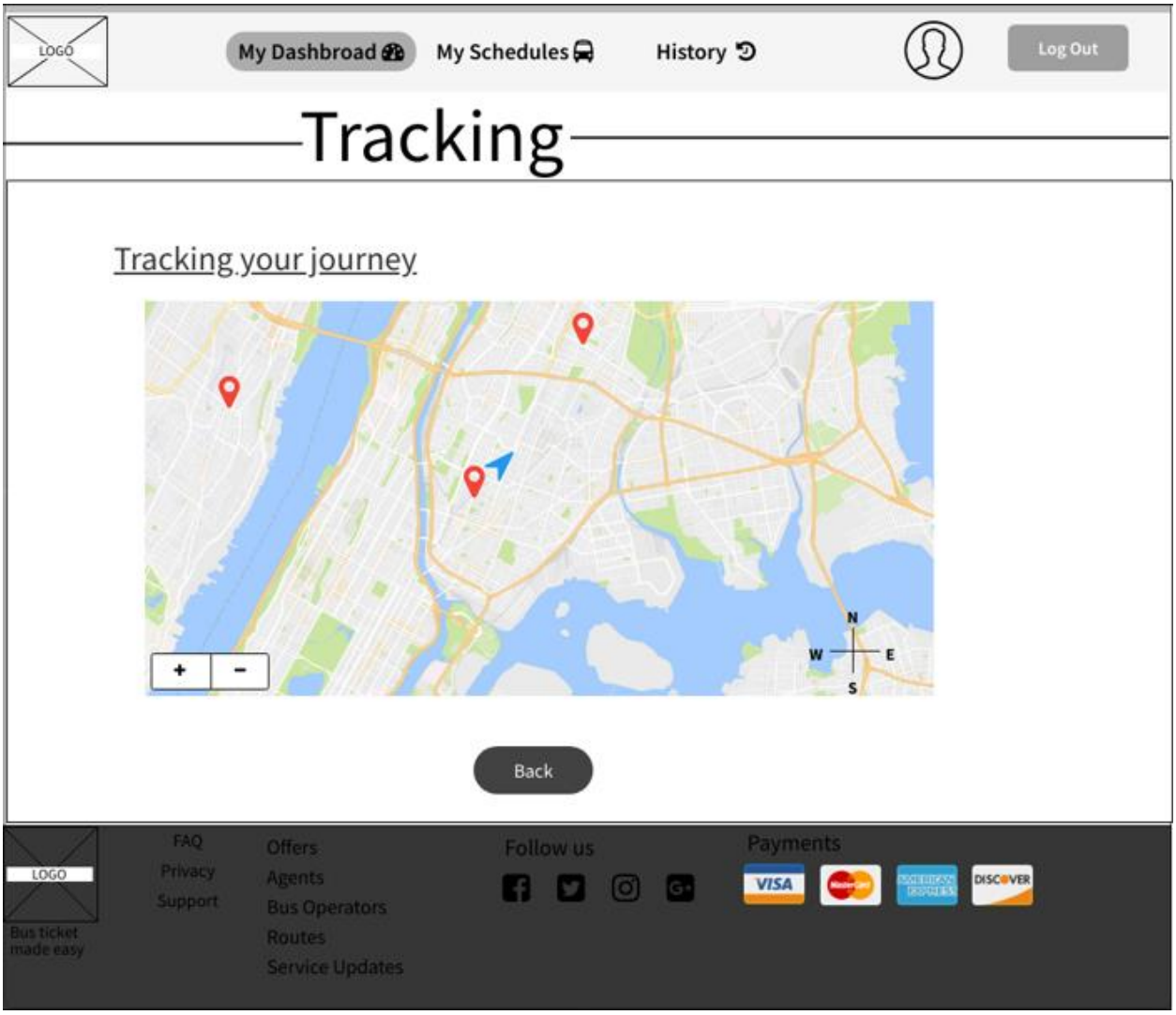
- Payment Details 2



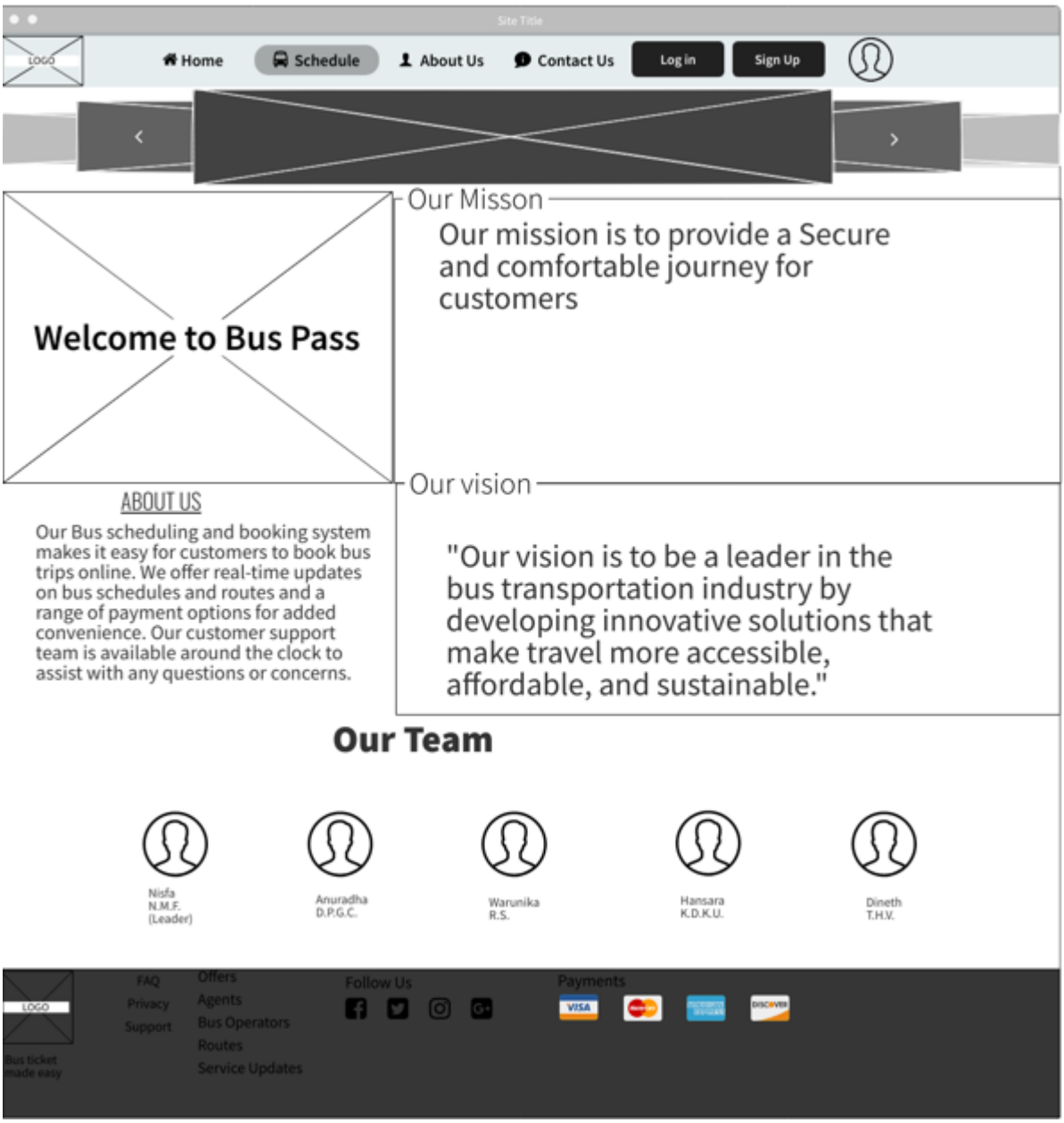
- Payment Details 3



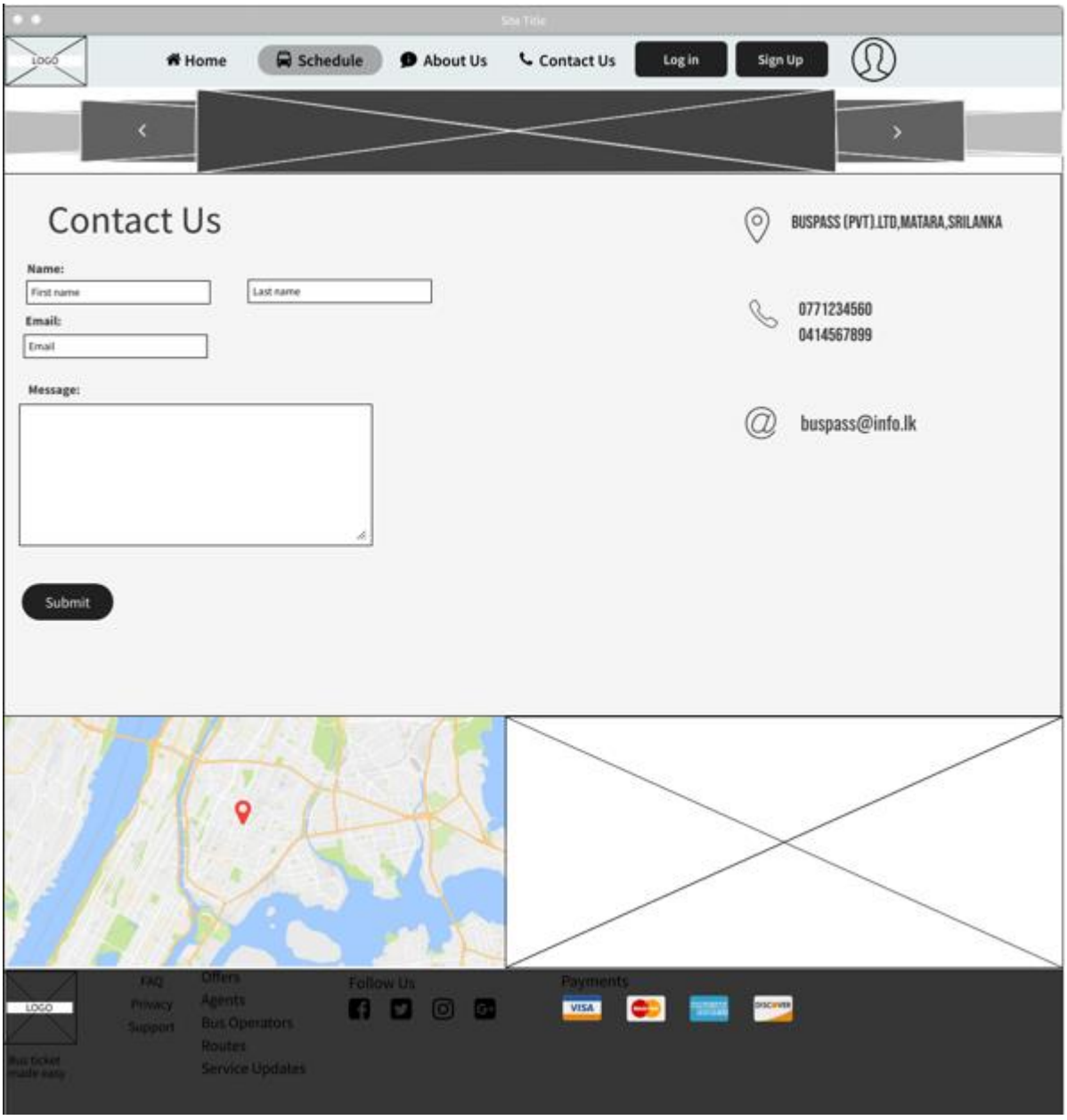
- Tracking Page



- About Us


Site Title
LOGO
Home
Schedule
About Us
Contact Us
Log in
Sign Up
Our Misson
Our mission is to provide a Secure and comfortable journey for customers
Welcome to Bus Pass
Our vision
"Our vision is to be a leader in the bus transportation industry by developing innovative solutions that make travel more accessible, affordable, and sustainable."
ABOUT US
Our Bus scheduling and booking system makes it easy for customers to book bus trips online. We offer real-time updates on bus schedules and routes and a range of payment options for added convenience. Our customer support team is available around the clock to assist with any questions or concerns.
Our Team
Nisfa N.M.F. (Leader)
Anuradha D.P.G.C.
Warunika R.S.
Hansara K.D.K.U.
Dineth T.H.V.
LOGO
Bus ticket made easy
FAQ
Privacy
Support
Offers
Agents
Bus Operators
Routes
Service Updates
Follow Us
Payments

- Contact Us


Site Title
LOGO
Home
Schedule
About Us
Contact Us
Log in
Sign Up
Contact Us
Name:
First name
Last name
Email:
Email
Message:
Submit
BUSPASS (PVT).LTD,MATARA,SRILANKA
0771234560
0414567899
buspass@info.lk
LOGO
FAQ
Privacy
Support
Offers
Agents
Bus Operators
Routes
Service Updates
Follow Us
Payments
VISA

5. Individual Contribution

	Student ID	Student Name	Individual Contribution
1	IT22909428	NISFA N.M.F.	• Persona: Admin updates the site by adding a new time schedule. • User Journey: Update the site. • Wireframe: Schedule Page, Payment Page
2	IT22352026	HANSARA K.D.K.U.	• Persona: New user registers to the site. • User Journey: Register to the site. • Wireframe: About Us Page, Contact Us Page
3	IT22349460	WARUNIKA R.S.	• Persona: Customer books the ticket. • User Journey: Book the ticket. • Wireframe: Terms and Conditions, Tracking Page
4	IT22315496	ANURADHA D.P.G.C.	• Persona: Customer checks the bus route. • User Journey: Check the bus route. • Wireframe: User Account Page (Dashboard Page, My Schedule Page, History Page)
5	IT22002174	DINETH T.H.V.	• Persona: Customer checks the bus schedule. • User Journey: Check the bus schedule. • Wireframe: Home Page, Login Page, Sign Up Page