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THE DEVELOPMENT OF

ESEMKA AIRLINES INFORMATION SYSTEM

As one of Indonesia state-owned company who are moved in transportation sector, ESEMKA Airlines has evolved from a regional airline company to one of the most respected airline brands around the world in this past decade. Being one of the most respected airline brands around the world, obviously ESEMKA Airlines have a very complex business process that driven the Board of Director to develop an Information System (IS) to support their business and achieve a competitive advantages from their competitor.

The study below will concern the development of Information System to support ESEMKA Airlines core service, which is commercial flight, concerning the critical process that correspond to the commercial flight, such as **Flight Scheduling, Flight Booking Process**, **In-flight service**, and **Boarding Process of Passenger**. Involved also in the business process of ESEMKA Airlines core service mentioned before, the department who will directly make use of the IS developed such as **Scheduling Department**, **Customer Service**, **Consumption Department**, and **Departure Department**.

1. **Flight Scheduling Process**

The Scheduling Department will input the flight schedule for the following month on the third week of current month to the system. The details that will be completed by the Scheduling Department are following but not limited to:

Field	Brief Explanation
Flight Number	This code will uniquely identifies each flight conducted by ESEMKA Airlines
Origin of Flight	The place where the route starts
Destination of Flight	The place where the route ends
Departure Schedule	Complete flight schedule for departure from Origin of Flight, including flight date and time
Arrival Schedule	Complete flight schedule for arrival on Destination of Flight, including flight date and time
Airplane Type	Type of Airplane used by ESEMKA Airlines, note that every airplane have different seat capacity
Trip Point	Identifies if the flight will be a direct flight or have a transit point(s).
Flight Price	Price charged to the customer

Every day the Scheduling Department also monitors the scheduled flight for any change on the flight detail. If there is any change to departure schedule or arrival schedule for the flight, the Scheduling Department will inform the customer who already book the flight through e-mail message and SMS broadcast message by using information broadcast module on the information system.

2. **Flight Booking Process**

Customer who wants to buy ticket of ESEMKA Airlines can visit one of ESEMKA Airlines branches and will be served by Customer Service in charge. The Customer Service then will inquire the detail of customer flight such **the origin of flight**, **destination of the flight**, the **type of flight (one way or round trip),** the **date of departure**, and also **the date of return** if the flight type is round trip. Moreover, Customer Service will also ask **how many tickets** desired by the customer for that flight.

After receiving all the information, Customer Service will check the **availability of flight time** list displayed by the system and can be selected by the customer by the date of flight, also giving information of **transit place (if any)** and the **duration of the flight** to the customer. If the flight schedule agreed by the Customer, the Customer Service will confirm the price applied to the flight to the customer and they will be asked to **provide details of the person participating in the flight** if they approve the price charged. These details include: **full name**, **address**, **e-mail** and **phone number**.

After providing details of the person participating in the flight, the Customer Service will **display the remaining empty seats list** for that flight to the customer. The customer will be able to choose the available seats they prefer.

The Customer Service will also offer additional in-flight service to the customer which is the **MyDeluxeTreat** package, this package allow customer to choose for **additional food and beverages** served in their flight that **differ from regular meal served** (bread and mineral water) by ESEMKA Airlines, note that the Customer Service only offer this service if the customer book the ticket at least 2 days before the day of the flight.

ESEMKA Airlines offers wide range of menu for **MyDeluxeTreat** selection ranging from **Indian Cuisine, Italian Cuisine, Indonesian Cuisine, American Cuisine,** and **Wines and beverages.** Every menu has its own price, and customer will be charged for each menu they selected. After all flight booking and additional in-flight service process are done, the Customer Service will then show the total fee that must be paid by customer, print the ticket that contains the flight information and receive the payment from customer.

3. **In-flight Service Process**

Consumption Department will **periodically manage the** MyDeluxeTreat menu selection (including the price) and the ordinary meals served for every flight. **Every month the menu selection in each cuisine categories for MyDeluxeTreat package and the ordinary meals served will be shuffled** by Consumption Department in sake of variety.

ESEMKA Airlines has vendor to provide the foods and beverages, both for the MyDeluxeTreat menu and ordinary meals that are served during the flight. 2 days before the flight, Consumption Department will **gather all the food ordered for MyDeluxeTreat and the required ordinary meal quantity for every flight on the date**, once the order data gathered is complete, the Consumption Department will contact existing vendor to place order based on the food inquiry. When the foods and beverages ordered have arrived at the airport, Consumption Department will prepare the ordered foods and beverages for each flight to ensure quick distribution to the plane.

4. **Passenger Boarding Process**

ESEMKA Airlines has check in counter in every airport for customer who will be having their flight. Customer will be served by Departure Department and required to show their printed ticket and identity card. For the check-in process, **the Departure Department will input the ticket number to the system** and the system **should be able to display the flight details and record the check-in** of the passenger to help the Departure Department process that check-in into the system, **the system also display which boarding room** they should wait for the flight. The Departure Department then will give the Passenger a Boarding Pass and direct the Passenger to the boarding room.

At the time when the plane has arrived, customer will have to submit the boarding pass in order to get into the plane. Departure Department will then record this into the system to confirm the departure for each passenger.

Reviewing all process above, you're required to develop Information system to support all of the business process explained for ESEMKA Airlines. Ensure your developed solutions can accommodate ESEMKA Airlines business cases properly, with the data of flight schedule; seat capacity, MyDeluxeTreat menu selection, and other process are related properly.