**SRS for online Movie ticket booking system**

(233089, 233114,233113,233068,233086,233094)

Title:

System requirement Specification for online Movie ticket booking system.

Team:

Direct Customers, Indirect customers, Architect, Quality Assurance Team, Business Analyst.

Objective:

The purpose is to provide a way for advance booking of movie tickets. This system will enable customers to get information about every particular show and to purchase or book ticket online without going physically to the theatre itself and spending time in queue.

Scope:

This system allows customer to book ticket as per the requirement and availability of particular movie.

Customer will be able to book ticket 24\*7.

System allows Customers to cancel the booking within specific period of time before the particular movie show timing.

System will be able to show live business graphical representation to organization team and film production team.

**Functional Requirements:**

After registration process of user, he/ she will be able to view availability of shows.

Any registered customer will be able to book any number of seats randomly as per availability of shows.

Registered customer will be able to see the ratings, comments about any movie.

Registered customer will be able to see and book nearby theatre as per his location.

Customer will be able to receive the booking acknowledgment through message and will be receive online ticket pdf on mail.

Registered customer will be able to see complete history of his ticket booking, cancelled tickets, transaction and refund details.

Registered customer will be provided with various payment options like

Registered customer will be provided options for payment such as through internet banking or UPI or Online payment option.

Registered customer will asked to submit their payment related information. Customer will be redirected to payment gateway for secure payment transaction. On successful payment processing using payment gateway system will notify customer about transaction and booking status.

Registered customer will be able to get helpline contact no in case of emergency like money being debited from account after failed transaction and refund is not done.

Registered customer will be able to manage or update their profile

Theater owner will be able to promote movie shows

Theater owner will be add or display their beverage facilities available in their theater.

Organization team will allocate show timing and screen

Organization team will see revenue generated by particular movie

Organization team can advertise about upcoming movies

Production team can get total daily box office collection within particular city and states.

BOD will be able to see business operations through graphical representation .

System and technical team (IT operation team ) will be able to monitor the system operation through monitoring Logs maintained by system.

Non Functional Requirement:

Security

Registered Customer will be allowed to book ticket and other functions.

Each stakeholder will be to access system through authentication process.

System will provide access to the content, operations using Role based security (Authorization) (Permissions based on Role)

Using SSL in all transactions which will be performed stakeholder.

It would protect confidential information shared by stake holder of Shared by stakeholder to system.

System will automatically log off all stakeholder after some time due to inactiveness.

System will block operations for inactive stakeholder and would redirect for authentication.

System will internally maintain secure communication channel between Servers (Web Servers, App Servers, database Server)

Sensitive data will be always encrypted across communication.

Use proper firewall to protect servers from outside fishing, vulnerable attacks.

Reliability

The system will backup business data on regular basis and recover in short time duration to keep system operational Continuous updates are maintained, continuous Administration is done to keep system operational.

During peak hours, system will maintain same user experience by managing load balance.

Availability

Up time: 24\* 7 available

99.999%

Maintainability:

A Commercial database software will be used to maintain System data Persistence.

A readymade Web Server will be installed to host online booking portal (Web Site) to management server capabilities.

IT operations team will easily monitor and configure System using Administrative tools provided by Servers.

Separate environment will be maintained for system for isolation in production, testing, and development.

Portability:

PDA: Portable Device Application

System will provide portable User Interface (HTML, CSS, JS) through users will be able to access online booking portal.

System can be deployed to single server, multi-server, to any OS, Cloud (Azure or AWS or GCP)

Accessibility:

Only registered customer will be able to book the ticket after authentication.

Administrative team can manage movies, movie timings, screens based on availability and performance of the movie.

Theater owner will be able to view daily, weekly, monthly, annual business Growth through customized dashboard.

Shoppers will be able to see their product sale graph

Durability:

System will retain customer booking for 15 minutes even though customer loose internet connection and join again.

System will maintain list about food and beverages he/she wants.

System will implement backup and recovery for retaining stake-holders data, business operation data and business data over time.

Efficiency:

On Festival season, maximum number of users will book the shows, view list of movie shows with same response time.

System will be able to manage all transactions with isolation.

Modularity:

System will designed and developed using reusable, independent or dependent business scenarios in the form of modules.

These modules will be loosely coupled and highly cohesive.

System will contain CRM, Inventory, booking processing, payment processing, membership and Roles management modules.

Scalability:

System will be able to provide consistent user experience to stake holder as well as visitors irrespective of load.

Safety:

Online booking will be secure from malicious attack, fishing.

Online booking portal functionalities are protected from outside with proper firewall configuration.

Online booking portal will be always kept updated with latest anti-virus software.

Business data will be backed up periodically to ensure safety of data using incremental back up strategy.

Role based security will be applied for Application data and operations accessibility.