**AIM-To prepare problem definition for airline reservation system**

An airline reservation system (ARS) is a complex but very useful information system for airline industry. Assume that your team has been hired to manage the design and implementation of an airline reservation system with the following business requirements.

**Scope-**

This project designs and implements air ticket reservation system. Supported by a well-designeddatabase, all available air flight information is integrated together and can be accessed easily through a single point. A friendly user interface is provided so that various combinations of search criteria can be fetched from user and generates corresponding database search statements. The air ticket reservation system provided both customer and administration interfaces with the latter used for administration purposes.

**PROJECT OVERVIEW-**

The Airline Reservation System project is an implementation of a general Airline Ticketing website, which helps the customers to search the availability and prices of various airline tickets, along with the different packages available with the reservations. This project also covers various features like online registration of the users, modifying the details of the website by the management staff or administrator of the website, by adding, deleting or modifying the customer details, flights or packages information. In general, this website would be designed to perform like any other airline ticketing website available online.

**Working-**

1. Registration module- In registration module user has to give his details like name, address phone number etc. After registering with airline the user can log on to his/her own account and can view all flight details such as Timings of flight, Prices of ticket, Availability of seats and can book the ticket with unique ticket id. Registered user can book any number of tickets.

2. Administrative module of Online Airline reservation system Administrative module is developed to manage the site and update the content at regular intervals, The major operations of Administrative module are: .Admin can Create and maintain Flight schedule, fare and timings of the Flight using administration module, View the passenger list in a particular flight. And he can also view feedback of the user about the reservation system, View the available seats in the airlines, Cancel the tickets of any flights or users, Updating the flight schedule and timings and fare.

**The business requirements are summarized below:**

**The business scenario (Register Profile) is as follows:**

· The customer should register himself in order to proceed to book ticket service.

· The customer needs to input all the required particular details during the registration process.

· The proposed system will perform validation checks on customer input and length constraints.

· Upon successful login, the customer will be registered officially to the system and he/she can login using his username and password. The guest is only permitted to check flight availability.

**The business scenario (Update Profile) is as follows:**

· The customer should login by himself in order to perform update profile process.

· The customer will only change those fields that need to be updated.

· Then, any changes will be updated respectively.

**The business scenario (Check Flight) is as follows:**

· The customer is permitted to search available flights based on the origin city, destination city, departure date and return date.

· The proposed system will display any matching records based on the search criteria entered.

· The web system will notify the customer about the flight availability.

· If the searched flights are available, then web system will display flights which are within a week. Otherwise, the system will prompt to ask the user to re-enter new searching criteria.

**The business scenario (Book Ticket) is as follows:**

· From the Check Flight, the customer is required to log in and the system will prompt the customer to confirm the flights.

· The web service will then ask the customer whether to update his profile details or not. · Subsequently, the customer will be asked to purchase and confirm the selected flights.

**The business scenario (Cancel Ticket) is as follows:**

· The customer is required to be logged in before he has privilege to cancel his confirmed tickets.

· The customer will select which ticket to be cancelled in the booking history.

· Once the confirmed ticket has been selected then the web service will delete the data off from the database.

· The customer is given cancellation ID upon successful transaction.

**The business scenario (View Booking Status) is as follows:**

· The customer is required to be logged in before he has privilege to cancel his confirmed tickets.

· The customer will select details in the booking history to view booking status.

**The business scenario (Pay Ticket) is as follows:**

· After Book Ticket, the web service will generate payment ID upon successful transaction is made.

· Once it has been confirmed, the web service will generate booking id to the customer and require the customer to print out the mini itinerary receipt.

**Step 1: Define roles and responsibilities.** Not all key stakeholders will review all documents, so it is necessary to determine who on the project needs to approve which parts of the plan. Some of the key players are:

**Project sponsor**, who owns and funds the entire project. Sponsors need to review and approve all aspects of the plan.

**Designated business experts**, who will define their requirements for the end product. They need to help develop the scope baseline and approve the documents relating to scope. They will be quite interested in the timeline as well.

**Project manager**, who creates, executes, and controls the project plan. Since project managers build the plan, they do not need to approve it.

**Project team**, who build the end product. The team needs to participate in the development of many aspects of the plan, such as identifying risks, quality, and design issues, but the team does not usually approve it.

**End users**, who use the end product. They too, need to participate in the development of the plan, and review the plan, but rarely do they actually need to sign off.

**Expected Functionalities through automation**:-

1. Better customer satisfaction
2. Easy access to the information about airlines and flight timings
3. Easy maintenance of the databases by the administrator
4. Decrease the waiting time for each customer
5. Calculate the number of customers using the airlines
6. Maintenance of information regarding various customers

**Conclusion-**

**Thus this software will help customer to book flight tickets online with easy and simple steps.**