Project Proposal: Carrier Dome Reservations

1. Business description

This project is being developed for Syracuse University’s Carrier Dome to keep track of ticket reservations and sales of the events that take place at the site. It is an approximate model of the current system that is in place. The system that is being used at present requires students to buy tickets in person. The proposed centralized database system might help make the ticketing more convenient. The system will have data about the matches that have been scheduled and will also help customers buy tickets.

The assumptions for the system are:

* SU students get a 20% discount on their tickets
* One ticket can belong to only one customer
* A customer must buy at least one ticket
* Game timings must not coincide with each other
* There can be at most 2 games per day

1. Problem statement

Customers currently do not have a centralized portal where they can check match schedules as well as book tickets for them. Most of the information is word of mouth. This is problematic because buying tickets in person can be inconvenient. There is a need for a more efficient form of ticket reservation. A system like this will help combat this problem. Another problem, particular to SU students i.e. having to carry your SUID could be solved by just entering the ID online instead of needing the physical swiping of the card

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1. Proposed solution

A single central database will make it easier to keep track of everything. It will help the customers know the event timings as well as give them the freedom to book tickets online. This system can also be used at the Point of Sale locations when manually selling tickets. The customers need not have to go and buy tickets in person. Although the new system will cause the tickets to get sold out more quickly, it will be more convenient to buy them. Any changes to schedules can also be broadcasted immediately.

4. Users

The primary users will be the spectators who come to watch the games. Out of these, some will be SU students and some will be Non-SU students. Another kind of user could be the cashiers and salespeople where tickets can be bought in person. SU students will have a discount of 20%

5. Potential Entities and their Attributes

1. Customer
   * Customer ID
   * First Name
   * Last Name
   * Customer Address
   * Existing Phone Number
   * Email Address
   * SUID
   * Ticket\_number
2. Ticket
   * Ticket\_number
   * Timestamp
   * Buyer\_id
   * game
   * cost
3. Event Schedules
   * Game\_id
   * Team\_1
   * Team\_2
   * Time
4. Employee
   * Employee\_id
   * Fname
   * Lname
   * Phone
   * Address
   * Seniority
5. Ticket\_history
   * Ticket\_id
   * User\_id
   * Game\_id
   * Sale\_date
   * Sale\_time
   * Cost