# **HiLCoE**

# **School of Computer Science and Technology**

# **OOSE (CS446) Assignment**

# Group Members (DRB2102 A)

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# Introduction

## 1.1 Purpose of the System

The purpose of the new ticket sales system is to automate and manage the reservation and sales of tickets for Medallion Theatre. It aims to improve accuracy, reduce the frequency of lost reservations, enhance customer satisfaction, and provide robust reporting and tracking capabilities.

## 1.2 Scope of the System

The system will manage patron information, track reservations and sales for multiple performances, provide seating category selection, and produce reports on sales and availability. It will handle both phone and in-person transactions.

## 1.3 Objectives and Success Criteria of the Project

The project will be considered successful if it can:

- Eliminate reservation errors and prevent double bookings

- Enable easy retrieval of patron information and reservation history

- Improve the efficiency of the ticket selling process

- Provide accurate sales and availability reports

## 1.4 Definitions, Acronyms, and Abbreviations

- Patron: A customer of the Medallion Theatre

- SDLC: System Development Life Cycle

- UI: User Interface

## 1.5 References

Case Study: Medallion Theatre – Ticket Sales System by Terry L. Fox.

## 1.6 Overview

This document provides a comprehensive analysis of the requirements for a new ticket sales system at the Medallion Theatre. It covers both functional and non-functional requirements and lays out the groundwork for the subsequent design and development phases.

# Current System

The current system is a manual process involving phone and in-person reservations. The box office staff writes down reservations which are then supposed to be transferred to a master seating chart. This process is error-prone and has resulted in patrons' reservations being lost and tickets being oversold.

# Proposed System

## 3.1 Overview

The proposed system will be a computerized solution that automates the ticket reservation process and maintains a real-time database of seating and patron information.

## 3.2 Functional Requirements

- Ability to create and maintain a unique patron profile

- Record and track seating availability in real-time

- Automate seat reservation for various performances

- Generate and print tickets for patrons

- Provide a sales report for each performance

- Generate a list of patrons for event notifications

## 3.3 Nonfunctional Requirements

### 3.3.1 Usability

- The system shall have an intuitive user interface for both patrons and staff.

### 3.3.2 Reliability

- The system shall have a downtime of less than 1% during operating hours.

### 3.3.3 Performance

- System shall process reservations in less than 2 seconds under normal load.

### 3.3.4 Supportability

- The system shall be easy to maintain and update by IT staff.

### 3.3.5 Implementation

- The system shall be implemented using standard development tools.

### 3.3.6 Interface

- The system shall support standard printing capabilities for tickets.

### 3.3.7 Packaging

- The software package shall include all necessary modules for ticket sales and reporting.

### 3.3.8 Legal

- The system shall comply with all relevant data protection and privacy laws.