

Contextual Task Analysis

Travel Management System (National)

Submitted by:

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Contextual Task Analysis:

- 1. As a passenger, I want to see travelling package, so that I would be able to plan a journey.**
- 2. As a passenger, I want to see Route's detail, so that I would be able to see specific route's detail for journey.**
- 3. As a passenger, I want to choose bus service, so that I would be able to make my journey comfortable.**
- 4. As a passenger, I want to book ticket, so that I can reserve my seat.**
- 5. As a passenger, I want to pay online, so that I can start my journey.**
- 6. As a passenger, I want to change the package, so that I can rearrange my journey if my plan changed.**
- 7. As a passenger, I want to cancel booking, so that I am not charged if my plan changed.**
- 8. As a Manager, I want to add route place to the system, so that I can update the route place status.**
- 9. As a Manager, I want to delete the route place from the system, so that I can update the route place status.**
- 10. As a manager, I want to add a package to the system, so that I can update the status of the package.**
- 11. As a manager, I want to delete a traveling package, so that I can update the traveling package status.**
- 12. As a manager, I want to check booking status, so that I would be able to check any specific booking status for determine which number of passengers' reserve seat.**
- 13. As a manager, I want to check payment status, so that I would be able to check any specific payment status for determine which number of passengers had pay.**

Task Organizational Model (ToM):

ID and Name:	UC-1 request travelling package
Actor:	Passenger
Description:	The passenger will search for travelling packages using its Name or ID. The system will offer the passenger travelling packages. The passenger will choose a specific package from given travelling packages.
Preconditions:	PRE-1. Passenger request has been authenticated. PRE-2. Passenger is authorized to choose travelling packages.
Postconditions:	POST 1. Request is stored in the system. POST 2. Request is sent to the system.
Normal Flow:	1.0 Request for travelling places from the system 1. Passenger will search for travelling packages. 2. System will show the list of travelling packages if not (see 1.1.E1). 3. System will provide the passenger with option to choose Travelling packages. 4. Passenger select the travelling package. 5. Passenger enters other information to complete the request. 6. System stores the request and notify the passenger.
Alternative Flow:	N/A
Exceptions:	1.1.E1. Travelling plan is not available 1. System displays message: Package is not available. 2. System asks the passenger if he wants to request for another travelling package see (3a) or to exit(4a). 3a. Passenger asks to request for another travelling package. 3b. System starts normal flow over. 4a. Passenger asks to exit. 4b. System terminate the use case.
ID and Name:	UC-2 request route detail
Actor:	Passenger
Description:	The passenger will search for routes detail using its Name or ID. The system will offer the passenger routes detail. The passenger will choose the route from given routes.
Preconditions:	PRE-1. Passenger request has been authenticated. PRE-2. Passenger is authorized to see route detail.
Postconditions:	POST 1. Request is stored in the system. POST 2. Request is sent to the system.
Normal Flow:	2.0 Request for travelling places from the system

	<ol style="list-style-type: none"> 1. Passenger will search for route detail. 2. System will show the list of routes, if not (see 2.1.E1). 3. System will provide the passenger with option to see a specific route detail. 4. Passenger select a specific route. 5. Passenger enters other information to complete the request. 6. System stores the request and notify the passenger.
Alternative Flow:	N/A
Exceptions:	<p>2.1.E1. Route is not available</p> <ol style="list-style-type: none"> 1. System displays message: Route is not available. 2. System asks the passenger if he wants to request for another route detail see (3a) or to exit(4a). 3a. Passenger asks to request for another route. 3b. System starts normal flow over. 4a. Passenger asks to exit. 4b. System terminate the use case.
ID and Name:	UC-3 request bus service
Actor:	Passenger
Description:	<p>The passenger will search for bus service using its Name or ID.</p> <p>The system will offer the passenger bus service (First class/Business class/Economy class). The passenger will choose the bus service from given bus services.</p>
Preconditions:	<p>PRE-1. Passenger request has been authenticated.</p> <p>PRE-2. Passenger is authorized to choose bus service.</p>
Postconditions:	<p>POST 1. Request is stored in the system.</p> <p>POST 2. Request is sent to the system.</p>
Normal Flow:	<p>3.0 Request for travelling places from the system</p> <ol style="list-style-type: none"> 1. Passenger will search for bus service (First class/Business class/Economy class). 2. System will show the list of bus services. 3. System will provide the passenger with option to choose bus Service, if any service is filled (see 3.1). 4. Passenger select the bus service. 5. Passenger enters other information to complete the request. 6. System stores the request and notify the passenger.
Alternative Flow:	<p>3.1 Request for travelling places from the system</p> <p>System will ask to passenger to choose other bus service option. If All services filled (see 3.1.E1).</p> <ol style="list-style-type: none"> 1. Passenger select the bus service.

	<ul style="list-style-type: none"> 2. Passenger enters other information to complete the request. 3. System stores the request and notify the passenger.
Exceptions:	<ul style="list-style-type: none"> 3.1.E1 Request for travelling places from the system. <ul style="list-style-type: none"> 1. System notifies the passenger; the service is not available. 2. System asks the passenger if he want to request another Add place (3a) or to exit (4a). 3a. Passenger asks to request another add place. 3b. System starts normal flow over. 4a. Passenger asks to exit. 4b. System terminates the use case.
ID and Name:	UC-4 request to book ticket.
Actor:	Passenger
Description:	The passenger will book ticket by using his/her name or ID, by choosing The package and Bus service. The system will check if the chooses package and Bus service exist in travel management system, then system will book ticket, or system Will notify please select package and bus service before Booking.
Preconditions:	<ul style="list-style-type: none"> PRE-1. Passenger identity has been authenticated. PRE-2. Passenger is authorized to request book ticket. PRE-3. Passenger must choose a package. PRE-4. Passenger must choose bus service.
Post conditions:	<ul style="list-style-type: none"> POST-1. Request is stored in the system. POST-2. Request was sent to the passenger. POST-3. Ticket is booked.
Normal Flow:	<ul style="list-style-type: none"> 4.0 Book the tickets from travel management system. <ul style="list-style-type: none"> 1. Passenger will search for ticket booking. 2. System will provide the passenger with option to book The ticket. 3. Passenger will book the ticket. 4. Passenger enters other information to complete the request. 5. System stores the request and notify the passenger.
Alternative Flow:	<ul style="list-style-type: none"> 4.1 Book tickets from the travel management System. <ul style="list-style-type: none"> 1.System notifies the passenger that the booking ticket Does not exists. 2. The system displays the information of route place. 4. Passenger enter other information to complete the request. 5. System stores the request and notify the manager.
Exceptions:	<ul style="list-style-type: none"> 4.1.E1 Result is not Available <ul style="list-style-type: none"> 1. System displays message: Ticket does not 2 System asks the passenger if he want to request another Result to book ticket (3a) or to exit (4a). 3a. Passenger asks to request book another ticket. 3b. System starts normal flow over.

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- 4a. Passenger asks to exit.
 - 4b. System terminates the use case.

ID and Name: UC-5 request to pay online.

Actor: Passenger

Description: The passenger will search for online payment by using its Name or ID. The System will show online payment methods to passenger. The passenger Will choose the online payment method. The system will check if chooses payment method is existing, then system will accept the payment or system Will notify choose payment method from given online payment methods.

Preconditions: PRE-1. Passenger identity has been authenticated.
PRE-2. Passenger is authorized to request pay online.
PRE-3. Passenger must book ticket.

PostConditions: POST-1. Request is stored in the system.
POST-2. Request was sent to the passenger.
POST-3. Your payment is accepted.

Normal Flow: 5.0 Request pay online from travel management system.

- 1. Passenger will search for online payment methods.
- 2. System will show the list of online payment methods.
- 3. System will provide the passenger with option to choose the online Payment method.
- 4. Passenger will choose the online payment method.
- 5. Passenger enters other information to complete the request.
- 6. System stores the request and notify the passenger.

Alternative Flow: 5.1 Request payment method from the travel management System.

- 1. System notifies the passenger that online method does Not exists (see 5.1.E1).
- 2. System gives passenger the option to view payment methods.
- 3. Passenger select payment method.
- 4. System store the request and notify the passenger.

Exceptions: 5.1.E1 Result is not Available

- 1. System displays message: not online payment.
- 2. System asks the passenger if he want to request another Result to choose payment method (3a) or to exit (4a).
 - 3a. Passenger asks to request to choose payment method.
 - 3b. System starts normal flow over.
 - 4a. Passenger asks to exit.
 - 4b. System terminates the use case.

ID and Name: UC-6 request to change the package

Actor: Passenger

Description: The passenger will search for changing package by using its Name or ID. The

	System will show traveling packages to passenger. The passenger will choose The traveling package. The system will check if chooses package is exist , then system will accept the package or system will notify choose package From given traveling packages.
Preconditions:	PRE-1. Passenger request has been authenticated. PRE-2. Passenger is authorized to change travelling plan. PRE-3. Passenger must validate booking.
PostConditions:	POST-1. Request is stored in the system. POST-2. System checked validation of booking. POST-3. Plan is changed.
Normal Flow:	6.0 Request for change travelling plan from the system 1. Passenger will search for change travelling plan. 2. System will show the lists of travelling packages. 3. System gives passenger the option to view travelling plan. 4. Passenger select the specific travelling plan. 5. Passenger enters other information to complete the request. 6. System stores the request and notify the passenger.
Alternative Flow:	1. System notifies the passenger that change plan does not exists. 2. System lists the desired travelling plan. 3. System gives passenger the option to view travelling plan. 4. Passenger select the specific travelling plan. 5. System change the payment method according selected plan. 6. Passenger enters other information to complete the request. 7. System stores the request and notify the passenger.
Exceptions:	6.1.E1. Change travelling plan 1. System displays message: Not change travelling plan. 2. System asks the passenger if he wants to change travelling plan (3a) or to exit (4a). 3a. Passenger asks to request for change travelling plan. 3b. System starts normal flow over. 4a. Passenger asks to exit. 4b. System terminate the use case.
ID and Name:	UC-7 request to cancel the booking
Actor:	Passenger
Description:	The passenger will search for cancel the booking by using its Name or ID. The system will give the option of cancel the booking to passenger. The passenger will cancel the booking. The system will accept the Request and notify the passenger.
Preconditions:	PRE-1. Passenger request has been authenticated. PRE-2. Passenger is authorized to cancel the booking. PRE-3. Passenger must validate booking.
Postconditions:	POST-1. Request is stored in the system.

	<p>POST-2. System checked validation of booking.</p> <p>POST-3. Ticket is cancelled.</p>
Normal Flow:	<p>7.0 Request for cancel the booking from the system</p> <ol style="list-style-type: none"> 1. Passenger request for cancel the booking. 2. System gives passenger the option to cancel the Booking. 3. Passenger will cancel the booking. 4. System stores the request and notify the passenger. 5. After cancel booking system automatically refund Ticket charges.
Alternative Flow:	<ol style="list-style-type: none"> 1. System notifies the passenger that cancel booking Already exists. 2. System displays the option to cancel the booking. 3. Passenger cancel the booking. 4. System stores the request and notify the passenger. 5. After cancel booking system automatically refund Ticket charges.
Exceptions:	<p>7.1.E1. Cancel the booking</p> <ol style="list-style-type: none"> 1. System displays message: booking did not cancel. 2. System asks the passenger if he wants to cancel the booking (3a) or to exit (4a). 3a. Passenger asks to request for cancel the booking. 3b. System starts normal flow over. 4a. Passenger asks to exit. 4b. System terminate the use case.
ID and Name:	UC-8 request Add Place.
Actor:	Manager
Description:	<p>The manager will add a route place using his/her Name or ID, Including location, distance, and a few details about the place. The system will check whether the route place already exists in the system or not, if the route place does not exist in the system then the system will add this route place to the system otherwise, it will notify that route place already exists.</p>
Preconditions:	<p>PRE-1. Manager identity has been authenticated.</p> <p>PRE-2. Manager is authorized to request Add Place.</p> <p>PRE-3. Travel Management System database is online.</p>
Post conditions:	<p>POST-1. Request is stored in the system.</p> <p>POST-2. The request was sent to the system.</p> <p>POST-3. Route place added to the system.</p>
Normal Flow:	<p>8.0 Request add place from manager.</p> <ol style="list-style-type: none"> 1. The manager adds information of the specific route place. 2. The system check for the same route place in the database of Travel management system, if any (see 8.1).

3. Manager enter other information to complete the request.
4. System stores the request and notify the manager.

Alternative Flow:8.1 Request add place from manager.

1. System notifies the manager that the route place information already exists (see 8.1.E1).
2. The system displays the information of that route place.
3. Manager adds information of that route place.
4. Manager enter other information to complete the request.
5. System stores the request and notify the manager.

Exceptions: 8.1.E1 Result is not Available

1. System displays message: Not online database.
2. System asks the manager if he want to request another Add place (3a) or to exit (4a).
 - 3a. Manager asks to request another add place.
 - 3b. System starts normal flow over.
 - 4a. Manager asks to exit.
 - 4b. System terminates the use case.

ID and Name: UC-9 request Delete Place.

Actor: Manager

Description: The manager will delete a route place using his/her Name or ID, By choosing the place from the list. The system will check if the chooses Route place exist in the database of travel management system, then system Will delete that route place, or system will notify that route place is not found.

Preconditions: PRE-1. Manager identity has been authenticated.
PRE-2. Manager is authorized to request Add Place.
PRE-3. Travel Management System database is online.

Post conditions: POST-1. Request is stored in the system.
POST-2. The request was sent to the system.
POST-3. Route place deletes from the system.

Normal Flow: 10.0 Request delete place from manager.

1. The manager delete information of the specific route place.
2. The system check for the route place in the database of Travel management system, if not (see 10.1).
3. Manager enter other information to complete the request.
4. System stores the request and notify the manager.

Alternative Flow:10.1 Request add place from manager.

1. System notifies the manager that the route place information does not exists (see 10.1.E1).
2. The system displays the information of others route place.
3. Manager delete information of that route place.
4. Manager enter other information to complete the request.
5. System stores the request and notify the manager.

Exceptions: 10.1.E1 Result is not Available

1. System displays message: Not online database.
2. System asks the manager if he want to request another delete place (3a) or to exit (4a).

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- 3a. Manager asks to request another delete place.
 - 3b. System starts normal flow over.
 - 4a. Manager asks to exit.
 - 4b. System terminates the use case.

ID and Name: UC-10 request Add Package.

Actor: Manager

Description: The manager will add a package using his/her Name or ID, Including route place detail, duration of package, price, and few details about the package. The system will check whether the package already exists in the system or not, if the package does not exist in the system then the system will add this package to the system otherwise, it will notify that package already exists.

Preconditions: PRE-1. Manager identity has been authenticated.
PRE-2. Manager is authorized to request Add Place.
PRE-3. Travel Management System database is online.

Post conditions: POST-1. Request is stored in the system.
POST-2. The request was sent to the system.
POST-3. Package added to the system.

Normal Flow: 11.0 Request add package from manager.

- 1. The manager adds information of the specific package.
- 2. The system check for the same package in the database of Travel management system, if any (see 11.1).
- 3. Manager enter other information to complete the request.
- 4. System stores the request and notify the manager.

Alternative Flow: 11.1 Request add package from manager.

- 1. System notifies the manager that the package information already exists (see 11.1.E1).
- 2. The system displays the information of that package.
- 3. Manager adds information of that package.
- 4. Manager enter other information to complete the request.
- 5. System stores the request and notify the manager.

Exceptions: 11.1.E1 Result is not Available

- 1. System displays message: Not online database.
- 2. System asks the manager if he want to request another Add package (3a) or to exit (4a).
 - 3a. Manager asks to request another add package.
 - 3b. System starts normal flow over.
 - 4a. Manager asks to exit.
 - 4b. System terminates the use case.

ID and Name: UC-11 Request delete package

Actor: Manager

Description: The manager will delete a package using his/her Name or ID,

	By choosing the package from the list. The system will check if the chooses package exist in the database of travel management system, then system will delete that package, or system will notify that package is not found.
Preconditions:	PRE-1. Manager identity has been authenticated. PRE-2. Manager is authorized to request delete package. PRE-3. Travel Management System database is online.
Post conditions:	POST-1. Request is stored in the system. POST-2. The request was sent to the system. POST-3. Package deletes from the system.
Normal Flow:	11.0 Request for delete packages from the system. 1. Manager will search to find the travelling packages. 2. System will show the fended traveling packages. 3. Manager select the specific travelling package. 4. Package delete form the system.
Alternative Flow:	11.1 Request for travelling places from the system. 1. System notifies the manager that travelling package is not available see 11.1.E1. 2. System again displays the travelling packages list. 3. Passenger choose package from the list to delete the package. 4. System stores the request and notify the passenger.
Exceptions:	11.1.E1. Travelling package is not available. 1. System displays message: result not found. 2. System asks the manager if he wants to request for another travelling package see (3a) or to exit (4a). 3a. Manager asks to request for another travelling package. 3b. System starts normal flow over. 4a. Manager asks to exit. 4b. System terminate the use case.
ID and Name:	UC-12 request to check booking status
Actor:	Manorg
Description:	The manager can check the number of tickets who had been booked.
Preconditions:	PRE-1. System must check validate the tickets are booked or not. PRE-2. Manager identity has been authenticated. PRE-3. Manager is authorized to request booking status. PRE-4. Travel Management System database is online.
Postconditions:	POST 1. System shows the list of booked tickets. POST-2. Request is stored in the system. POST-3. The request was sent to the system.
Normal Flow:	12.0 Request for check booking status in the system 1. Manager will request for check booking status. 2. System will categories the booking with respect the routes.

	3. System will provide the option to manager to see a specific passenger's detail. 4. System will show the details of the passengers.
Alternative Flow:	12.1 Request for check booking status in the system 1. System will notify the manager that there is not any booked ticket. (12.1.E1). 2. System display routes detail. 3. Passenger choose the route from list to complete the request. 4. System stores the request and notify the passenger.
Exceptions:	12.1.E1. Tickets are not booked. 1. System displays the message: not any booked ticket yet. 2. System asks the manager if he wants to check Booking status then see (3a) or to exit(4a). 3a. Manager asks to check booking status. 3b. System starts normal flow over. 4a. Manager asks to exit. 4b. System terminate the use case.
ID and Name:	UC-13 Request to check payment status
Actor:	Manager
Description:	Manager will able to check the payment of any booked ticket.
Preconditions:	PRE-1. Manager identity has been authenticated. PRE-2. Manager is authorized to request payment status. PRE-3. System will validate the payment status.
Post conditions:	POST 1. System shows all these passenger's details those had been pay already.
Normal Flow:	13.0 Request to check payment status in the system 1. Manager will request to check payment status. 2. System will show the list of passengers who are pay already. 3. Manager will able to check specific information of a passenger. 4. System stores the request and notify the passenger.
Alternative Flow:	13.0 Request to check payment status in the system 1. System will notify the manager that there are not any payment (13.1.E1).
Exceptions:	13.1.E1. Tickets are not booked. 1. System displays the message: not any payment yet. 2. System asks the manager if he wants to check the payment status then see (3a) or to exit (4a). 3a. Manager asks to check payment status. 3b. System starts normal flow over. 4a. Manager asks to exit. 4b. System terminate the use case.