

# **Tourism Management System**

## **General Objective:**

The overarching goal of the Tour & Travel Management System project is to create a dynamic and responsive website utilizing HTML-5, CSS 3, PHP as front-end technologies, and MYSQL EXPRESS as the back-end database. This system aims to revolutionize the travel and tourism industry by automating travel requests, vehicle availability checks, quotation generation, payment processing, and feedback collection processes. The project intends to significantly reduce processing time, enhance accuracy, and improve user experience. Through seamless communication between customers and travel agencies, the project aims to establish an efficient, user-friendly platform that streamlines operations and elevates the standards of service in the tourism sector.

## **Specific Objective:**

The objective of this project is to develop a web-based Tour & Travel management system that can process travel requests faster and provide travelers with the ability to track the status of their requests through the system, eliminating the need for phone calls or mail.

To achieve this objective, the following specific objectives will be implemented:

- Develop a system that allows users to submit travel requests online, with minimal data entry required.
- Develop a system that can automatically validate travel requests and notify users of any errors.
- Develop a system that can automatically route travel requests to the appropriate approvers for review.
- Develop a system that allows travelers to view the status of their travel requests online.

By implementing these specific objectives, the system will be able to process travel requests faster and more efficiently. Additionally, travelers will be able to track the

status of their requests at their convenience, without having to contact the travel office.

This will benefit both travelers and the travel office. Travelers will be able to get their travel requests approved more quickly, and the travel office will be able to reduce the amount of time they spend processing requests.

## **Proposed System:**

### **1. Design and Develop User-Friendly Interface:**

- Create an intuitive and visually appealing user interface using HTML-5 and CSS, ensuring ease of navigation for customers and travel agency employees.

### **2. Implement Secure User Authentication:**

- Develop a robust authentication system to ensure the security and privacy of customer and agency data during the login and transaction processes.

### **3. Automate Travel Request Processing:**

- Implement a system for customers to submit travel requests online, specifying destinations, travel dates, and preferences, and automate the processing of these requests by the system.

### **4. Real-time Vehicle Availability Checks:**

- Integrate a feature that enables real-time checks on vehicle availability based on customer requests, ensuring accurate and up-to-date information.

### **5. Quote Generation and Sending:**

- Develop an automated quote generation system based on customer requests and enable the system to send detailed quotations to customers via email for their review.

### **6. Online Payment Processing:**

- Implement a secure online payment gateway to facilitate advance payments from customers, ensuring seamless and safe transactions for booking confirmation.

### **7. Feedback Collection and Analysis:**

- Develop a feedback collection mechanism allowing customers to provide reviews and ratings after their tours. Implement data analysis tools to gain insights from customer feedback and enhance services accordingly.

### **8. Documentation and Training:**

- Prepare comprehensive documentation for users and administrators outlining system functionalities and procedures. Conduct training sessions to educate travel agency employees and customers on using the platform effectively.

#### **9. Testing and Quality Assurance:**

- Conduct rigorous testing, including functionality, security, and performance testing, to identify and resolve any issues before the system goes live. Ensure the system is error-free and capable of handling a significant volume of user interactions.

#### **10. Implementation and Rollout:**

- Plan and execute a phased implementation approach, starting with a pilot group and gradually expanding to all users. Monitor the implementation process, addressing any challenges, and ensuring a smooth transition to the new system for all stakeholders.

By achieving these specific objectives, the Tour & Travel Management System aims to create a seamless, efficient, and user-friendly platform that revolutionizes the travel and tourism experience for both customers and travel agency personnel.

### **Requirement Gathering :**

Functional requirements for the website include enabling users to browse and search for travel destinations, book flights, hotels, and other travel arrangements, and access detailed information about destinations, including attractions, activities, and events. Users should also have the ability to write and read reviews of travel destinations and service providers.

Non-functional requirements stipulate that the website should be available 24/7, capable of handling many concurrent users, secure to protect user data, and designed to be user-friendly, ensuring easy navigation.

In addition to these core requirements, the website may incorporate specific features tailored to enhance user experience. For instance, a blog or news section could be added for publishing articles about travel and tourism. Social media integration might enable users to share their travel experiences with friends and family, fostering a sense of community. Furthermore, a loyalty program could be implemented to reward users for booking travel through the website, encouraging customer retention and brand loyalty. These additional features enhance the website's functionality and user engagement, creating a comprehensive platform for travel enthusiasts.

### **Coding Standards:**

#### **1. PHP**

- **Reason:** PHP is chosen for its server-side scripting capabilities, ease of learning, extensive community support, and seamless integration with databases, enabling efficient and dynamic web application development.

## 2. HTML (Hypertext Markup Language):

- **Reason:** HTML is the fundamental markup language for creating web pages and web applications. It provides the basic structure for web content. In the context of the Tour & Travel Management System, HTML is essential for creating the layout, forms, and overall structure of web pages. It ensures compatibility across different browsers and devices, enabling users to access the application seamlessly.

## 3. CSS (Cascading Style Sheets):

- **Reason:** CSS is used for styling web pages and enhancing their visual presentation. It allows developers to control the layout, colors, fonts, and other design elements of the website. In the project, CSS is vital for creating a visually appealing and user-friendly interface. It ensures consistency in the design, making the user experience cohesive and intuitive across all pages.

## 4. MySQL Express:

- **Reason:** MySQL is ideal for the Tour & Travel Management System due to its reliability, scalability for future growth, extensive community support, seamless integration with PHP, and cost-effectiveness as open-source software, offering robust database capabilities without licensing expenses.

By combining PHP, HTML, CSS, and MySQL Express, the Tour & Travel Management System can leverage the strengths of each technology to create an interactive, visually appealing, and robust web application for managing travel requests and enhancing the user experience.

## GitHub Link:

[https://github.com/Hemanth-Ambati/Tourism\\_Management\\_System](https://github.com/Hemanth-Ambati/Tourism_Management_System)

## Activity Calendar using Gantt Chat: -

We are meeting three times a week as a team. Below, you can see our activities planned for the next 10 weeks, along with our team meeting schedule. This comprehensive calendar outlines our tasks, deadlines, and milestones, ensuring a clear overview of our project progress.

## Gantt



**Scrum Updates**

Organizer: Ambati, Hemanth

Participants: Garuda, Bhaskara Venkata Raju, Sainapuram, Shruthin Reddy, Bryant, Gavin

Meeting ID: 277 466 334 391

Passcode: sy64Df

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## Detailed Project Planning:

### 1.Environment Setup and Planning

- Set Up Development Environment (PHP, MySQL)
- Create Development Plan

### 2. Requirements Analysis

- Gathering information about travelling and preparing best packages for tourism
- Create Basic User Interface
- Unit Testing for Image and Video Modules Environment Setup and Planning

### 3.Modules

- Defining all the modules required for the website.
- User Interface
- Unit Testing for all the Modules.
- Image and Video Recording Module

### 4.Integration and Testing

- Integrate Images, Videos, tour plans and Modules.
- Conduct Integration Testing
- Debug and Resolve Issues

### 5.Quality Assurance and User Testing

- QA Testing
- User Acceptance Testing
- Bug Fixing and Optimization