

Business Requirements Document - Movie Ticket Booking System

1. Executive Summary

The Movie Ticket Booking System is a web-based platform designed to streamline the movie ticket booking process for customers while providing theater administrators with efficient management tools. The system aims to increase ticket sales, improve customer satisfaction, and optimize theater operations.

2. Project Objectives

2.1. Primary Objectives

- Provide a user-friendly platform for booking movie tickets online
- Reduce manual ticket booking processes
- Increase theater occupancy rates
- Improve customer satisfaction through convenient booking experience
- Enable data-driven decision making for theater management

2.2. Success Criteria

- Achieve 95% system uptime
- Process bookings within 2 minutes
- Support concurrent users during peak times
- Maintain accurate seat inventory
- Generate comprehensive booking reports

3. Stakeholders

3.1. Primary Stakeholders

- Movie-goers (end users)
- Theater owners and operators
- System administrators

- Customer service representatives

3.2. Secondary Stakeholders

- Marketing team
- Payment gateway providers
- Movie distributors
- Technical support team

4. Functional Requirements

4.1. User Management

- User registration and authentication
- Profile management
- Booking history
- Preferences settings
- Password recovery

4.2. Movie Management

- Movie catalog maintenance
- Show scheduling
- Pricing configuration
- Movie information updates
- Genre categorization

4.3. Booking System

- Seat selection interface
- Multiple payment options
- Booking confirmation
- E-ticket generation
- Cancellation handling

4.4. Theater Management

- Screen configuration
- Seat layout management

- Show timing management
- Pricing management
- Capacity control

4.5. Admin Dashboard

- Booking analytics
- Revenue reports
- User management
- Content management
- System configuration

5. Non-Functional Requirements

5.1. Performance

- Page load time < 3 seconds
- Booking confirmation < 30 seconds
- Support 1000+ concurrent users
- 99.9% system availability

5.2. Security

- Secure payment processing
- Data encryption
- User data protection
- Access control
- Regular security audits

5.3. Usability

- Intuitive user interface
- Mobile responsiveness
- Cross-browser compatibility
- Accessibility compliance
- Multi-language support

6. User Interface Requirements

6.1. Customer Interface

- Movie search and filtering
- Seat selection visualization
- Booking process wizard
- Payment interface
- Ticket management

6.2. Admin Interface

- Dashboard with key metrics
- Booking management system
- User management interface
- Content management system
- Report generation tools

7. System Integration Requirements

7.1. Payment Gateway Integration

- Support multiple payment methods
- Real-time transaction processing
- Payment status tracking
- Refund processing
- Transaction history

7.2. Email/SMS Integration

- Booking confirmations
- Payment receipts
- Reminder notifications
- Marketing communications
- Support communications

8. Reporting Requirements

8.1. Business Reports

- Daily/weekly/monthly sales
- Movie-wise bookings
- Theater occupancy rates
- Revenue analysis
- Customer demographics

8.2. Administrative Reports

- User activity logs
- System performance metrics
- Error logs
- Audit trails
- Security reports

9. Data Requirements

9.1. User Data

- Personal information
- Contact details
- Booking history
- Payment information
- Preferences

9.2. Movie Data

- Movie details
- Show timings
- Pricing information
- Seat availability
- Theater information

10. Security Requirements

10.1. Authentication

- Secure user authentication
- Role-based access control
- Session management
- Password policies
- Two-factor authentication

10.2. Data Protection

- Encryption at rest
- Encryption in transit
- Regular backups
- Data retention policies
- Privacy compliance

11. Compliance Requirements

11.1. Legal Compliance

- Data protection regulations
- Payment industry standards
- Accessibility guidelines
- Terms of service
- Privacy policy

11.2. Industry Standards

- Security standards
- API standards
- Coding standards

12. Implementation Phases

Phase 1: Core Features (1 month)

- User authentication
- Movie browsing
- Basic booking system
- Payment processing
- Email notifications

Phase 2: Enhanced Features (1 months)

- Advanced search
- Seat selection
- Multiple payment options
- Booking management
- Basic reporting

Phase 3: Administrative Features (2 months)

- Admin dashboard
- Advanced reporting
- Content management
- User management
- System configuration

Phase 4: Optimization (1 month)

- Performance optimization
- Security enhancements
- UI/UX improvements
- Testing and bug fixes
- Documentation

13. Assumptions and Constraints

13.1. Assumptions

- Stable internet connectivity
- User device compatibility

- Payment gateway availability
- Theater system integration
- Content availability

13.2. Constraints

- Budget limitations
- Timeline requirements
- Technical limitations
- Resource availability
- Third-party dependencies

14. Risk Management

14.1. Technical Risks

- System downtime
- Data loss
- Security breaches
- Integration failures
- Performance issues

14.2. Business Risks

- User adoption
- Competition
- Regulatory changes
- Market conditions
- Resource availability

15. Success Metrics

15.1. Business Metrics

- Number of bookings
- Revenue growth
- User satisfaction
- Market share

- Customer retention

15.2. Technical Metrics

- System uptime
- Response time
- Error rates
- User engagement
- Performance metrics

16. Approval and Sign-off

This document requires review and approval from:

- Project Sponsor
- Business Stakeholders
- Technical Team Lead
- Security Team
- Legal Department

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