This document will outline our:

* Project Plan
* Ideas, that may or may not be included in the final iteration of the project
* Details of how we want to carry out each aspect of the ideas listed in the Project

**What we Want to Achieve:**

General Idea

The general Idea our Group will be going for is an:

Entertainment Based Website with a booking/ticket system.

For this, we’d incorporate different events from different Entertainment spaces. To specify:

An “Events Booking/Ticket” Section. We could list different types of events. In those types of events, we’d have categories. Our key users of course would be young adults who enjoy physically being at different types of events

Regions and Locations

If we were based in Ireland, the possibility of the Idea of sports like GAA and Hurling would be included in our ticket/booking system.

For our website we would categorize all the different events.

Memberships

We could have membership deals, discounts, season tickets to follow these memberships. Different types of Memberships. Different Memberships for different categories of events. The ticket section would be incorporated and be linked to this which would be our next section.

Ticket Types

We’d have different types of tickets available. For the types of ticket options, we’d have:

* VIP Tickets

(This would link into our membership option. If you have a membership, VIP tickets would be cheaper than the usual price)

* Early Bird tickets.

Early bird tickets are available for people that would purchase tickets before a given time. This would be like a first come first serve idea. An idea for how this would go would be: 100 tickets for a given date that would cost 25, then after that given time has expired, you’d be able to buy later tickets, 50, for 50, then after that time has expired, the last batch of 25, for 75.

We’d apply this to our website as expiration dates and filters, given the limitations of what we’d be able to do, some tickets would already be on second or third batch just to add variety

* Ticket sales/discounts

For the idea of ticket sales and discounts, this would also be a normal rotation of different types of tickets. We’d include ticket discounts as stated earlier with memberships, as well as Early Bird tickets, but we could also include a possible reward system for multiple purchases from our website or events that aren’t selling out too quickly

* Ticket booking/seating

For all these different types of tickets, seating would be available. Each ticket would be listed with the type of seat available. In the ticket you’re planning to buy, it would state the seating plan you’re buying Aswell. You’d have “Back seating Plan” for seats at the back of any given event, “Middle Seating” and then finally “Front Seating”. All of these would be unique to the type of ticket with the only exception being VIP tickets will always be front tickets.

Profile Management Page

Our profile management page is the basic user page that every user would have once they log in. This page will include Upcoming events, reservations, Ticket types, Membership types, there could also be a place for membership expiration dates and renewing. Logging In and Logging out functions would be included

* Upcoming Events

For the user’s upcoming events, on the profile page, we’re planning to display all the user’s different tickets they’ve bought for all their events and list it out chronologically. There would also be a message board updating you on when your next event is, and which one is most recent

* Ticket Management

For your profile, you’d be able to manage your tickets, possibly a refund or cancellation before the event transpires. Refunds would only be available for events more than a week away. Cancellations would be able to be done at any time. You can see the type of ticket you bought, (VIP, Early Bird etc.) as well as the seating plan of your ticket.

* Membership Viewing

For the Membership Space. We’d include the type of Membership you purchased/are part of what your membership gives and offers you, the deals accessible with your membership. Season passes as well as ticket discounts. In the membership page you can also see your expiration date, as well as how long your membership lasts if you bought a monthly plan or yearly plan. You’d also have the option to cancel your membership at any given time. Any cancellation would have to be made 2 weeks before the membership would end (only applicable to monthly plans).

Filtering System

Based on the idea of our project and what we’re attempting to create for our ticket booking system, we’ll need to have a complex system capable of filtering through many categories of events, times, tickets of sorts etc. I’ll now pose the way we plan for it to function.

* Events

Firstly, most likely the most important aspect of filtering would be the type of events available for users to find. With the idea that we have, we would possibly have a 3-part filtering system for the types of events;

Sports, Concerts and Shows. These 3 while broad, summaries what exactly we’d be focusing on with the filtering system. Included in each category would be a subsection of different categories for different sports, shows and concerts.

A quick of this would be a football and basketball section, each listing their own games that would be available, for concerts, different musicians or events taking place like a big Summer Concert and for shows; this could range anywhere from Comedy to Plays. This quick example shouldn’t represent exactly what we would pursue but it gives a general idea of what we’d encompass.

* Tickets

The tickets aspect is more of a loose concept, but it is worth mentioning if we could properly include and utilize this. Filtering based off tickets is a very simple idea. Price, Type of ticket seating, Early Bird Tickets or Normal Rate Tickets. The main issue would be implementing this into an already complex filtering system that covers everything. We’d see it more as a system only to be included once you picked the event you might want to attend rather than it being on the same level as the main filter.

* Region & Location

Another fundamentally basic system. Based on the location of the user, what they pick would influence what is shown to them and available to them in their respective region. A quick example would be as already mentioned at the top of this document, when picking America, American sports would take up the page and after, the rest of the sports available elsewhere would follow. While this is a basic idea, we wouldn’t be so set on how we would properly include this so yet again, this is more of a concept than something to be included. Most likely a simpler version of this would be used instead.

* Time

A very important part of booking is the time listed. This would be on the same main level as the subsection filtering of the types of events. While this is an important part of booking, we simply believe that listing out every single hour would be a bloated system. Rather than specifying the exact times for you to use as filtering, we’d have 4 periods of time. Morning, Afternoon, Evening and Night. These 4 would their own respective times and would follow this format which would be listed as:

Morning: (6:00 – 12:00)

Afternoon: (12:00 – 18:00)

Evening: (18:00 – 00:00)

Night: (00:00 – 6:00)

This would be easier for us and for the user. Only when you click on the event would it specify the exact time.

**Conclusion on this Section**

This section hasn’t highlighted all the parts of what we plan to achieve in this project. It has served more as a general idea for what we will do.

The big focus is the functionality. How it functions for users is key. Ease of access and friendly, useful features. We’ve tried to avoid needless features that would cause more bloat than help. Features are useful, but too many can be confusing and fill up the screen. It should be concise.

Further on in our project we’ll expand on this, cut down on far-fetched or unrealistic goals and focus on the main aspects of what we think is achievable given the time which will lead to our next section.

**Feasibility**

This document and section of preparation for the project has given us the time to think about our timeframe.

With the Entertainment Ticket and Booking System we’ve made, we personally think we’ve established a realistic project and goal for the timeframe we have. If we work on the most important parts first rather than the additional sprinkling of extra features, we have no doubt this project would be a success. This leads us to risks.

* Risks

A risk with our project is the scope of it. Due to the complexity of what we plan to accomplish, if we got bogged down trying to fix, alter and correct a lot of the smaller parts of the system like profile management and types of tickets rather than the main system like the variety of events, the subsections, the actual booking and transaction process, we’ll be left with an empty hull of a project so we’ve made our contingency

* Contingency

What we’ve suggested is that all the key features come first and then once and only after they’re all done can we start to implement our smaller concepts. Each person needs to stick to their own part, what they’re good at in their respective sections. With the scope of our project, confusion could waste a lot of time, not knowing what section a team member is doing, not knowing how to assist if help is required or just generally failing to focus on one part and instead venturing off of your own section which can easily lead your part to bleed into another section a fellow member is working on, especially when the other member hasn’t completed the section that is being worked on.

Next, we will show the diagrams we’ve made that show our idea for the important parts of what we’ll include in our project

**Diagrams**

These diagrams will focus on the payment, membership and ticket aspects of our project, all vital parts that we think are key features in our project.

|  |  |
| --- | --- |
| **Template for Use Case Description** | |
| **Use Case:** | Purchase Ticket |
| **Actor (s):** | User, Payment Service, Website |
| **Goal:** | Give users the ability to purchase tickets for different events, including seat selection, and make sure the payment system works |
| **Overview:** | User picks an event, chooses seat type from the ticket and proceeds with the payment. The system processes the payment through the payment service and issues the ticket. |
| **Pre-Condition:** | The user must be logged in.  The selected event must have available tickets.  The user must have a valid payment method. |
| **Post Condition:** | The ticket is successfully booked and stored under the user’s account.  Payment is processed. |
| **Successful Scenario:** | The user goes to the category of event they want.  The user selects an event and chooses an available ticket type.  The website tells the user the price  The user goes to checkout and enters payment details.  The website sends the payment request to the payment service.  The payment service validates and processes the transaction.  The system confirms the purchase and creates the ticket.  The ticket is stored in the user’s account and sent to their email. |
| **Alternative Scenario (s)** | Event is sold out: The website lets the user know the tickets are sold out  Payment fails: The website tells the user and allows them to retry with a different method.  User cancels transaction: The purchase is aborted, and no ticket is given. |

A diagram of a ticket system

Description automatically generatedA diagram of a function

Description automatically generated with medium confidence

**As Our Work Continues**

By the time of our F**irst Prototype**. We hope to have set out and already created the layout of our system. At that point we wouldn’t be looking too much at bugs and functionality but rather just how it looks. We believe it’s better to have the style first and then be able to work with that as the base instead of creating it as we go. It saves us a lot of time if we already know where things will go by the time we want to create functions.

Our **Second Prototype** will have working features and layout. Basic bugs would have been fixed, logging in and out would be a basic requirement as a lot would go into it. The filtering and ticket/booking system would be set and working. Purchasing would be functional for all parts available. Not all events would be established yet as if we get the functions to work first, we don’t have to worry about the number of events we add. It’s also one of the easier aspects.

Our **Final Prototype** would’ve had all our functions already working, the only thing we’d be focusing on is membership detailing, user profile management and different types of events. By this point, we’d only be ironing out the rest of the small issues we have. We don’t expect to be working on any big functions as they would’ve been worked on by the second Prototype.

**Final Notes**

This is all we have for what we want to achieve, focus on and defend against in our Project. With all this, we’ll work to make sure that this pans out stated and highlighted throughout this explanation. With this, we’re positive that we’ll be properly set and prepared for any bumps, issues and mishaps so that we can tackle them appropriately and continue to build.