



Sri Lanka Institute of Information Technology

Tourism Management System for TourPro

Project Proposal

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Contents

Page

1. Introduction	2
1.1 About the company	2
1.2 The problems or difficulties	2
1.3 The solution(s) to above problems	3
1.4 The benefits of the provided solution	4
2. System Overview Diagram	5
3. Functions	5
3.1 Customer Registration and Management	5
3.2 Hotel Management	7
3.3 Vehicle Management	8
3.4 Driver Management	10
3.5 Guide Management	12
3.6 Places/Destinations Management	13
3.7 Package and Costing Management	14
4. Tools and Technologies	15
5. Work Allocation	16

1. Introduction

1.1 About the Company

TourPro is a new and a small company which has been hold in the tourism management field for 2 years. It is an inbound tourism company and around 12 employees are working in this company. They plan to expand their business and take a step forward at least one level above the existing level. According to their requirements we plan to come up with a solution(s) by doing this project.

1.2 The problems or difficulties they face

- Mr.Perera wants us to come up with a proper solution to gather customer requirements because the way he doing that is not efficient.
- He must calculate the cost for the tour by considering the given customer requirements / details in a reasonable time.
- Calculating the cost is also done by him, but it is a very time-consuming process.

As mentioned above, since this business is an inbound tourism business; visitors who are not residents of Sri Lanka tend to contact Mr.Perera through the internet or voice calls and if they are interested; they want to arrange a tour to Sri Lanka. So, we found that Mr.Perera have to face some difficulties when he gathers customer requirements. He does not have a proper way of doing that and he used papers to write down the requirements when he talks with the customers and sometimes, he used Microsoft excel sheets to do that.

So, he wants us to come up with a proper solution to gather customer requirements.

After gathering requirements, he has to create a tour plan as soon as possible. He must calculate the cost for the tour by considering the given customer

requirements / details and calculate cost and other necessary details have to be sent to the customer in a reasonable time. To do the costing, he has already built up a Microsoft excel sheet.

When he calculates costing for a customer, he has to consider different categories of expenditures. For an example in a short time, he has to calculate;

- Accommodations and meal plans,
- Transportation cost,
- Cost for the driver, guide or both,
- Additional cost such as sight-seeing costs,

If he considers the calculation of the total cost for the accommodation he has to go through with the latest rates of the hotels and not only that she has to consider the room categories and star categories etc.

he used to do that manually. he contacts; requests the latest rates from the hotels via email or voice calls and go through the latest rates. Using that data, he finally managed to calculate the total cost for the accommodation. So, this process repeats again and again from customer to customer.

We found out the importance of a database for this business because this process is time consuming and is not the efficient way of doing it.

1.3 The solution(s) to above problems

There are three main problems that have to be solved. We decided to solve this problem by providing an online; web-based tourism information management system which is developed as user requirements of Toupro tourism management system.

Reason for choosing web application over desktop application is the client wants to access the system through the internet from anywhere, any device at any time and it is the latest trend in the industry.

2. The benefits of the provided solutions

- By using the system

- ❖ Better customers management and better customers satisfaction.

The client will be able to manage their customers and their inbound trip.

- ❖ Calculation part can be done so easily

The client will be able to get their customer request details get the total cost according to that and create a package for the relevant customers using the tourism management system. additionally, the system can provide other necessary details. which need to create and manipulate the packages.

- ❖ Work from anywhere anytime

since this is a web-based application it can be use anywhere you want, and the data is available at any time.

- ❖ No physical software is used

this is the web application on need of installation no hard disk space required no need to update or manage.

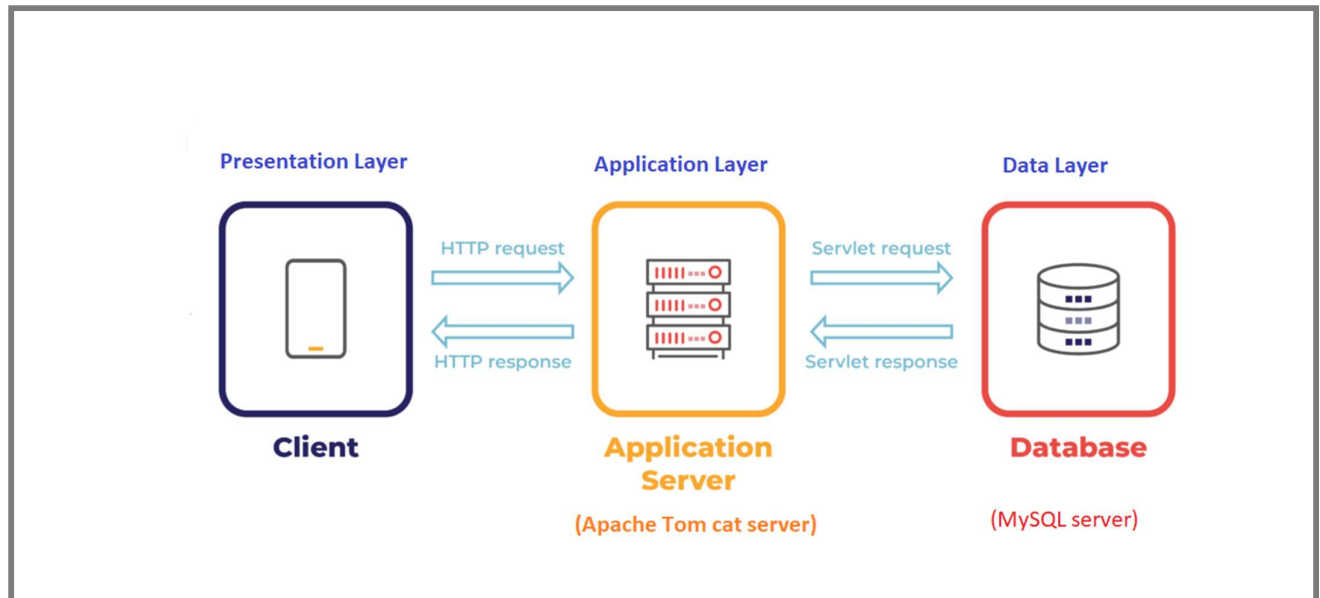
- ❖ Compatible with any device or platform

All you need a web browser and internet connection. All set all done.

- ❖ Can be used by many users

Since it is web-based application more users can interact with the interfaces and get their work done. If it is desktop application the software application should be on every user's computer or laptop to get the work done.

2. System Overview



3. Functions in Detail

3.1 Customer Registration and Management

Since the system, Customer should be able to register to create the account and log in using

- username
- and password to use the function in the application
 - The customer needs to fill out the application
 - First name • Last name
 - NIC No • Birth Day
 - Contact Number • E-mail Address
 - Address

- The customer can edit details in the profile after creating the account, such as email, phone number, address.

- The system will provide the default password when registering to the system, He/she can use that one or use another one.

- After the login to the system The customer can view or find all the information of hotels like Hotel star classes, Room categories, Meal plans, etc.
- The customer can search for booking a hotel.
- The customer can find the information of the time, ways, price to the destination place.

User Stories:

As a Customer, I want to register to the system,
So, I have to provide the necessary details to the system.
As a Customer, I want to search hotel details,
So, it'll help me to find out the best hotel for the reservation.

of the employee.

The system will provide the default **password** to the employee. After creating the account employees need to change their password.

If the employees need to change their details, they should be able to change their details at any time. But employees are not able to change the details of other employees.

However, the admin can change the details of the employees and she can delete the employees who are resigning from the company as necessary.

In this function the most important thing is every tour package which is managed by the employees should include their name after creating the tour package.

User Stories

As an Admin,
I want to add my employees,
So that I can give access to the employees to use the system and can restrict the system.

As an Employee,
I want to edit my details,
So that I can Change my profile.

As an Admin,
I want to delete the employees from the system,
So that I can update the system up to date.

As an Employee,
I want to mention my name in the tour package which is manage by me,
So that I can easily find the tour packages which I managed.

3.2 Hotel Management

- ❖ **In this function mainly, the users of the system can add , retrieve, update and delete the hotel details.**
- ❖ Users of the system must be able to manage Data on the information they provide when collecting customer requirements (hotel reservations, other information regarding accommodation).
- ❖ Users usually store these basic details about the accommodation such as;
 - **Hotel Name**
 - **Location**
 - **availability**
 - **Room Categories**
 - **Dates**
 - **prices**
 - **Meal Plan**
 - **Hotel Star Class**
- ❖ User can edit after the adding hotel details such as, room categories, price, meal plans.
- ❖ The user can search and retrieve for hotel details.
- ❖ Employees should delete information that is not important to the system (such as closed hotels). Through this work, our primary hope is not to waste customer time, increase employee efficiency and facilitate maintenance.
- ❖ **User Stories**

- ✓ As an employee,
I want to add new hotels,
So that I can easily manage the tour packages
- ✓ As an employee,
I want to search and retrieve the hotel details,
So that I can manage the customer requirements.
- ✓ As an employee,
I want to update and delete the hotel details,
So that I can keep the hotel details up to date.

3.3 *Vehicle Management*

Vehicle management is going to play a huge role in this system. Since this is a tourism package management system, each and every tour package should have a vehicle for their journey.

Therefore, there should be vehicles in a variety of ranges in this system. They can be Cars, Vans, Buses etc. When a customer asks for a tour package, the employee should be able to **RETRIEVE** the vehicle list and select a suitable vehicle for their trip.

In that case, employee have to think about following things

- Number of guests?
- Do they need Air conditioning?
- Do they want a luxury vehicle?
- Do they want a cheap priced vehicle?

After considering the above requirements, employees will be able to select a suitable vehicle from the Vehicles list.

Using the **ADD** vehicle function, employees have the full freedom to add vehicles into the system as they wish. There are few important things when adding vehicles. specially,

- Vehicle Number
- Registration number
- Vehicle Category
- Vehicle Model

- Insurance Number
- Vehicle color
- Number of Seats
- Year of manufacture
- Rate per Kilometer

should be included when adding vehicles.

On behalf of that, employees can also **UPDATE** the vehicle details using the update function. As an example, Rate per kilometer can change from time to time. In such situations the update function will really be needed.

If a particular vehicle owner or an employee wants to remove a vehicle, it is also available in the system. **DELETE** Vehicle function will lead to that.

User Stories

As an employee,
I want to Add vehicles,
so that I can select the suitable vehicle when creating the package.

As an employee,
I want to delete a vehicle,
so that I can remove Unwanted vehicles from my vehicle database.

As an employee,
I want to update the vehicles details,
so that I can keep the system with up to date.

As an employee,
I want to retrieve the Vehicle details,
So that I can manage the tour package, on call.

3.4 Driver Management

In this function users of this system will be able to add, update, retrieve and delete drivers.

If a new driver is registered to the company, then the employee should be able to add the particular driver's details to the system. Such as,

- Name of the driver
- Gender
- Driving license number
- Insurance number
- Contact number
- Rates for a trip

When the employee creates a tour package for the customer, employees should be able to retrieve the list of drivers according to the availability of drivers.

And also, employees should be able to update driver's details to keep the details up to date. Such as,

- Phone number
- Rates for a trip

If an employee wanted to delete a particular driver then there should be a delete operation.

User Stories

As an employee,
I want to add new drivers to the system,
So that I can select the suitable drivers when creating the package.

As an employee,
I want to remove a resigned driver from the system,
So that it is easy to keep the system up to date.

As an employee,
I want to update the driver's details,
So that I can keep the system with up to date.

As an employee,
I want to retrieve the driver's details,
So that I can manage the tour packages, on call.

3.5 Guide Management

In this function basically admin allows to Include, edit, remove and update the details of the tourist guide.

If a customer requested a guide for their tour with required languages admin should be able to add a tourist guide for their tour. and details of the guide should be able to include the details such as

- Name
- Age
- Languages can speak
- Charges
- Contact Information.

But the charges may depend according to the experiences and the language skills.

User Stories

As an employee, I want to add new guides, So that I can manage tours with new guide
As an employee I want to update the details of a guide, So that I can keep the system with up to date
As an employee, I want to remove a resigned guide from the system, So that it is easy to keep the system up to date.
As an employee, I want to retrieve the guide's details, So that I can manage the tour packages, on call.

3.6 Places Management

In this function users of this system will be able to add, update, retrieve and delete famous destinations.

When customers ask for a trip plan, employees should be able to retrieve the list of famous destinations according to the given cities and add them to the package.

To do so, there should be a list of famous destinations. Using the add function employees will be able to add famous destinations with details such as,

- place name
- place id
- city of the place
- entrance fee (if available)
- rules and regulations regarding the place
- a short description of the place

Furthermore, employees of the system should be able to edit details of the added destinations. They can do that using edit destination function.

If an employee wants to delete a destination, then there is a function called delete destination.

User Stories

As an admin, I want to add place, So that I can retrieve the list of places when handling a package.
As an admin, I want to delete place, So that I can remove unwanted places.
As an employee, I want to update and delete famous destinations, So that I can keep the list of destinations up to date.

3.7 Package and Costing Management

This function is the most important function. According to the customer requirements likewise hotel details, vehicle details, guide details and destinations, the tour package should be created in few minutes.

- **The employees can add package details.**
- **They can view the selected packages and edit details.**
- **Also, they should be able delete the package if they have to refund to customers.**
- **The employees should be able to search booked packages and print their details.**

User Stories

As an Employee,

I want to get the customer requirements,

So that the data can be sort out easily.

As an Employee,

I want to calculate the total cost (according to the customer requirements in few minutes),

So that I can inform the actual cost to the customer for the tour.

User Stories

As an Employee,

I want to get the customer requirements,

So that the data can be sorted out easily.

As an Employee,

I want to calculate the total cost (according to the customer requirements in few minutes),

So that I can inform the actual cost of the customer for the tour.

4.Tools and Technologies

The tools and technologies which are uses to build this system are given as below,

Programing IDE	Eclipse IDE
Source-Code Editor	Notepad++
Application Server	Apache Tomcat
Framework (Front-end)	Bootstrap
Database Management System	MySQL
Programing Language	Java

5. Work Allocation

	Name with Initials	Brief Description of the Function
1.	W.M.N.D Mahamithawa	Package and costing details CRUD <ul style="list-style-type: none"> ● Add new package, ● Delete package details, ● Update package details, ● Retrieve package details.
2.	B.M.C.P Bandara	Customer Requirement CRUD <ul style="list-style-type: none"> ● Add tour and customer requirement details, ● Update tour and customer requirement, ● Delete tour and customer details, ● Retrieve tour and customer details.
3.	W.M.L.N Wijerathne	Driver Details CRUD <ul style="list-style-type: none"> ● Add new driver, ● Delete driver details, ● Update driver details, ● Retrieve driver details
4.	W.A.N Kavindu	Place details CRUD <ul style="list-style-type: none"> ● Add place, ● Delete place, ● Update place, ● Retrieve place.
5.	P.C.M Pindeniya	Vehicle CRUD <ul style="list-style-type: none"> ● Add new vehicles, ● Delete vehicle details, ● Update vehicle details, ● Retrieve vehicle details.
6.	M.P.T.K Fernando	Hotel details CRUD <ul style="list-style-type: none"> ● Add new Hotel, ● Delete Hotel details, ● Update Hotel details, ● Retrieve Hotel details.
7.	K.B.U Perera	Guide details CRUD <ul style="list-style-type: none"> ● Add new guide, ● Delete guide details, ● Update guide details, ● Retrieve guide details.
8.	G.A.M.S Ubayawardhana	Employee details CRUD <ul style="list-style-type: none"> ● Add new employee, ● Delete employee details,

- Update employee details,
- Retrieve employee details.