**HO CHI MINH NATIONAL UNIVERSITY**

**University of INFORMATION TECHNOLOGY**

**FACULTY OF INFORMATION SYSTEMS**

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Description automatically generated**

**FINAL PROJECT**

**INFORMATION SYSTEMS ANALYSIS AND DESIGN**

**PROJECT**

**VISITVIETNAM**

**Class:** MSIS3303.L21.CTTT

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**Ho Chi Minh city, June 18th 2021**

**INSTRUCTOR COMMENTS**

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1. INTRODUCTION
   1. Business Profile
      1. Abstract:

* In recent years, Vietnam's tourism is on the rise, the number of international visitors and also domestic tourists is substantially increased. Vietnam tourism is more and more known in the world, many domestic destinations are voted as favorite addresses of international tourists.
* The tourism industry is increasingly confirmed through positive growth numbers. However, tourism also faces many challenges in the construction process and sustainable development. Hence, if you want to fully exploit tourism potential, you need practical solutions.
* For tourists to approach Vietnam's tourism industry in the most clearly, we came up with an idea for a project called “VisitVietnam”, it means that we try to synthesize information so that tourists can reduce their search time and start planning a tour to Vietnam.
  + 1. Project purpose
* The purpose of this project is:

1. Helping tourists/visitors easy to find many locations to visit, eat/drink, shopping, and place to stay.
2. Reduce searching-time on the Internet.
3. Help them quickly access the literature of their home country.
4. Easy to contact with related parties.
5. Contribute to the development of the tourism industry in the age of digital transformation.
   * 1. Project functions

* General:
* Searching information.
* Saving the impressive thing in the list.
* Contact information my company.
* Accompanying illustrations
* There are 5 main functions support to user:

**1) Home (master data)**

* Illustrate hot news updated during the week.
* Research and understanding of the country (Vietnam)

**2) Event**

* + - Illustrate hot events updated in “Highlights” part during the week.
    - Choose and finding the event quarterly by ticking.
    - Information includes event name, short description and time takes place.

**3) Shopping**

* + - Illustrate hot brand and mall popular which visitor can refer to shopping. Besides, souvenir for who buy as a gift for loved ones.
    - Information includes shop/mall name and short description.

**4) Foody**

* + - Some kinds of food and drink for visitor’s choice.
    - Enter visitor’s address and we will find which food /drink nearby them.
    - Information includes food/drink name and address.

**5) Stay**

* Divide 3 types of accommodation to rent: budget hotel, hostel and homestay.
* Information includes the place rent name, rating and address.
  + 1. Product
* We will be running on the web for desktop web first to see how it works, then gradually convert to using a phone or maybe an app so that users can use it anywhere when needed.
* UI (User interface), we will design by AdobeXD and about coding use JavaScript, C#, CSS, HTML, TSQL to build UX, front-end, back-end, data processing, API…
* To project management, we usually use GitHub to save all file related and ClickUp to set up a deadline for us on schedule.

Graphical user interface, text, application, email

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Graphical user interface, text, application, email

Description automatically generated

* + 1. Service
* Support domestic and foreign tourists to quickly find a suitable place for themselves.
* Quick exposure to local culture and activities nearby.
* Support the tourism industry information search section.
* We focus on event, foody, shopping, stay fields.
* Always update news trending or hot news to users knew.
  + 1. Customers
* Domestic and foreign tourists.
* Streamer/Vlogger/Youtuber need to review.
* People interested in tourism.
  + 1. Competitors
* There are also some sites that do this, but only on certain topics in Vietnam. The model of this project is based on a Singaporean website named "visitsingapre" about supporting tourists to visit. So that, most of the information we have is obtained from many different sites to support tourism factor.
  + 1. Constraints
* The information must be extremely accurate to avoid the case caused of conflict problem.
* Information is always updated.
* When the event ends, it must be deleted.
* Locating nearby places.
* The information is obtained based on the amount of user traffic in local.
  + 1. Future direction
* Speed up data collection quickly.
* Apply user geolocation to find our out where they want to go.
* Running on multiple devices.
* Make an app for iOS and Android.
  1. Project Survey
     1. Survey plan

According to vietnamtourism.gov.vn, we have the following data in Asian:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Country | Number of 2019 December[[1]](#footnote-1) | Number of people 2020 March[[2]](#footnote-2) |
| 1 | Viet Nam | 1,710,168 | 449,923 |
| 2 | Cambodia | 27,472 | 35,220 |
| 3 | Laos | 7,776 | 12,391 |
| 4 | Thailand | 58,601 | 18,171 |
| 5 | Taiwan | 80,506 | 22,344 |
| 6 | Indonesia | 9,457 | 3,457 |
| 7 | Philippines | 14,979 | 7,664 |
| 8 | Japan | 79,737 | 37,385 |
| 9 | Malaysia | 79,348 | 23,221 |
| 10 | Singapore | 40,866 | 9,883 |
| 11 | Korean | 424,736 | 28,699 |
| 12 | China | 558,432 | 33,194 |
| 13 | Hong Kong | 1,356 | 1,203 |
| 14 | Others | 33,271 | 10,196 |

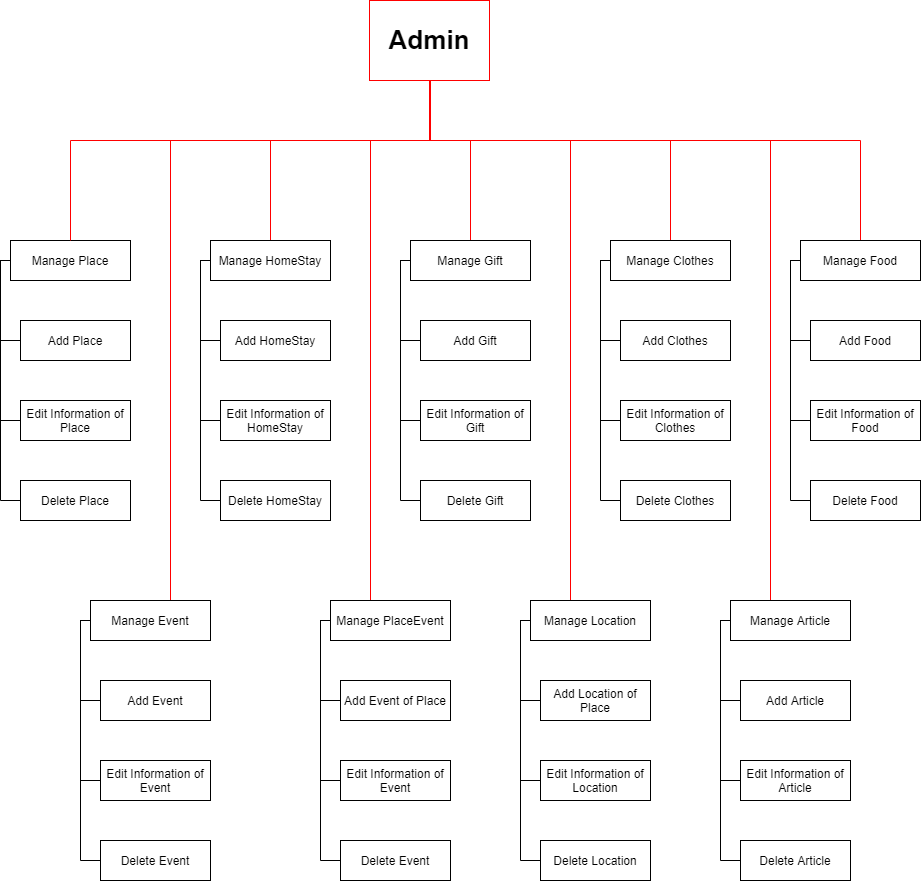
* The number of international visitors to Vietnam in December 2019 is estimated at 1.710.168 turns. In March 2020, the number of international visitors is estimated at 449.923 turns. In spite of the number of tourists decreased, Vietnam's tourism industry has a huge advantage (even during the Covid virus epidemic season).

*Source:*

1. Tourism Information Center, “Statistics International Visitors Arriving”, <https://vietnamtourism.gov.vn/index.php/statistic/international>

* + 1. Input
* Data information of each function
* Location of users
  + 1. Related project
* My project is inspired by <https://www.visitsingapore.com/en/>
  + 1. Compare these projects
* My project provides more details for each title to everyone understand and access to the most obvious culture. Besides, we base on their location to find some place which they want to go.
* My website tries to find hot news or news that gets a lot of attention.

1. REQUIREMENT SPECIFICATION
   1. Functional Requirements



* + 1. Manage place
* Initial condition: Admin must be properly logged in to the system.
* Normal: Admin can manage all information related to place and design system to illustrate for the user.
  + 1. Add place
* Initial condition: Admin must be properly logged in to the system.
* Normal: Always to update news place or information about the hottest place.
  + 1. Edit information of place
* Initial condition: Admin must be properly logged in to the system.
* Normal: If have a wrong information or place outage status or relocated, they will edit the system information.
  + 1. Delete place
* Initial condition: Admin must be properly logged in to the system.
* Normal: When the place ceases to operate, the system delete it out of the database.
  + 1. Manage event of holiday and others
* Initial condition: Admin must be properly logged in to the system.
* Normal: Admin can manage all information related to event happening and design system to illustrate for the user.
  + 1. Add event of holiday and others
* Initial condition: Admin must be properly logged in to the system.
* Normal: Always to update news event or information about the hottest event.
  + 1. Edit event of holiday and others
* Initial condition: Admin must be properly logged in to the system.
* Normal: If have a wrong information / event outage status / relocated, they will edit the system information.
  + 1. Delete event of holiday and others
* Initial condition: Admin must be properly logged in to the system.
* Normal: When the event ceases to operate, the system delete it out of the database.
  + 1. Manage homestay
* Initial condition: Admin must be properly logged in to the system.
* Normal: Admin can manage all information related to homestay operate and design system to illustrate for the user.
  + 1. Add homestay
* Initial condition: Admin must be properly logged in to the system.
* Normal: Always to update news homestay or information about the hottest homestay need to experience.
  + 1. Edit information of homestay
* Initial condition: Admin must be properly logged in to the system.
* Normal: If have a wrong information / homestay outage status / relocated, they will edit the system information.
  + 1. Delete homestay
* Initial condition: Admin must be properly logged in to the system.
* Normal: When the homestay ceases to operate, the system delete it out of the database.
  + 1. Mange gift
* Initial condition: Admin must be properly logged in to the system.
* Normal: Admin can manage all information related to gift operate and design system to illustrate for the user.
  + 1. Add gift
* Initial condition: Admin must be properly logged in to the system.
* Normal: Always to update new gift or information about the hottest/best seller gift need to experience.
  + 1. Edit information of gift
* Initial condition: Admin must be properly logged in to the system.
* Normal: If have a wrong information / relocated, they will edit the system information.
  + 1. Delete gift
* Initial condition: Admin must be properly logged in to the system.
* Normal: When the gift ceases to operate, the system delete it out of the database.
  + 1. Manage clothes
* Initial condition: Admin must be properly logged in to the system.
* Normal: Admin can manage all information related to clothes operate and design system to illustrate for the user.
  + 1. Add clothes
* Initial condition: Admin must be properly logged in to the system.
* Normal: Always to update new clothes or information about the hottest/best seller clothes need to experience.
  + 1. Edit information of clothes
* Initial condition: Admin must be properly logged in to the system.
* Normal: If have a wrong information / relocated, they will edit the system information.
  + 1. Delete clothes
* Initial condition: Admin must be properly logged in to the system.
* Normal: When the clothes cease to operate, the system delete it out of the database.
  + 1. Manage food
* Initial condition: Admin must be properly logged in to the system.
* Normal: Admin can manage all information related to food operate and design system to illustrate for the user.
  + 1. Add food
* Initial condition: Admin must be properly logged in to the system.
* Normal: Always to update news food or information about the hottest/best seller food need to experience.
  + 1. Edit information of food
* Initial condition: Admin must be properly logged in to the system.
* Normal: If have a wrong information / relocated, they will edit the system information.
  + 1. Delete food
* Initial condition: Admin must be properly logged in to the system.
* Normal: When the food ceases to operate, the system delete it out of the database.
  + 1. Manage article
* Initial condition: Admin must be properly logged in to the system.
* Normal: Admin can manage all article of each function/information and design system to illustrate for the user.
  + 1. Add article
* Initial condition: Admin must be properly logged in to the system.
* Normal: Update article relate to information and short text to describe
  + 1. Edit article
* Initial condition: Admin must be properly logged in to the system.
* Normal: If have a wrong article, they will edit the system information.
  + 1. Delete article
* Initial condition: Admin must be properly logged in to the system.
* Normal: When the article ceases to operate, the system will delete it out of database.

Diagram

Description automatically generated

* + 1. See information: date of event, food, clothes, homestay, contact of admin
* Initial condition: User have link website to visit.
* Normal: They can see all information include the short description and details of things interested.
  + 1. Search information: event, food, clothes, homestay
* Initial condition: User have link website to visit.
* Normal: They can search information by keyword and path to information related to keywords.
  + 1. Rating: homestay, shop, restaurant
* Initial condition: User have link website to visit.
* Normal: If they satisfy with homestay/shop/restaurant, they will rate those to help other people attract and climb to the top of search.
  + 1. Chat with admin
* Initial condition: User have link website to visit.
* Normal: User see a problem or have a question about system website, they can contact admin to notify.
  + 1. Comment: homestay, shop, restaurant
* Initial condition: User have link website to visit.
* Normal: When they need feedback about the place came, they comment below that information.
  + 1. Filter: food, clothes, gift by name, type
* Initial condition: User have link website to visit.
* Normal: They choose the filter for food/clothes by name and type which they find.
  + 1. Filter event by date, location
* Initial condition: User have link website to visit.
* Normal: They choose the filter for event by date and location which they find.
  + 1. Filter homestay by type, name, average price, location
* Initial condition: User have link website to visit.
* Normal: They choose the filter for homestay by type, name, average price and location which they find.
  + 1. Filter restaurant, shop by location, name, star
* Initial condition: User have link website to visit.
* Normal: They choose the filter for restaurant/shop by location, name and star rating which they find.
  1. Non-Functional Requirements
     1. Product requirements

|  |  |
| --- | --- |
| **Requirement** | **Description** |
| Performance | - Response time to load website on localhost from admin’s computer:  -> time: 2-3s (faster if network is good) |
| Scalability | - We want to aggregate as much data as possible structure (Big Data) and develop more new functions. Now, we have a little data to run demo website. |
| Portability and compatibility | - Running on web PC. |
| Reliability and robustness | - This system must available all the time.  - The failures will rarely occur.  - For normal failures, the system can restart immediately.  - Any detected problem must be fixed at most in 2 days. |
| Security | - Security engineers always available to detect and prevent abnormal access. |
| Usability | - System have to provide friendly interfaces in order normal end-users (without training) can use basic functions easily after reading online help without helping form system administrators. |
| Data safety | - All database will be backup automatically once a day and system administrator are responsible for changing the backup schedule. |

* + 1. Organizational requirements

|  |  |
| --- | --- |
| **Requirement** | **Description** |
| Technology | - Programming language: JavaScript, C#, CSS, HTML.  - Database: TSQL, Microsoft Azure. |
| Documentation | - There are 2 kinds of user guide: Printed User Guide and Online User Guide. |
| Supporting | - There is a web help to user searching information.  - All information is shown on screen and has a search-typing for the user to find quickly. |

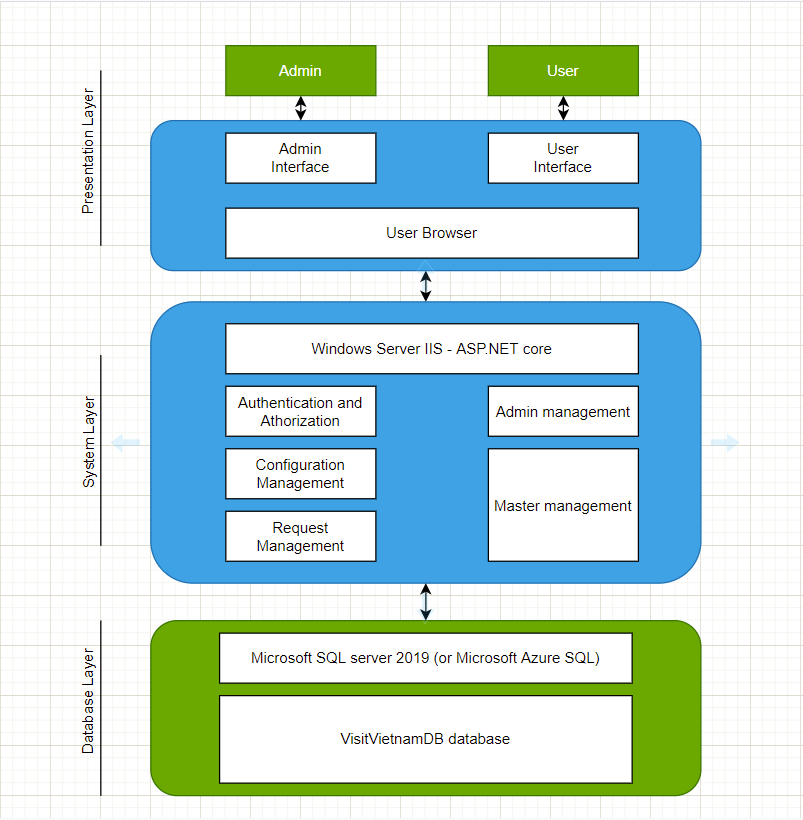
* + 1. External requirements

|  |  |
| --- | --- |
| **Requirement** | **Description** |
| Ethical | The website is accepted for all users, except admin login the right account to access “Center System” for operate the database. |
| Legislative requirement | The system will not break any laws. |

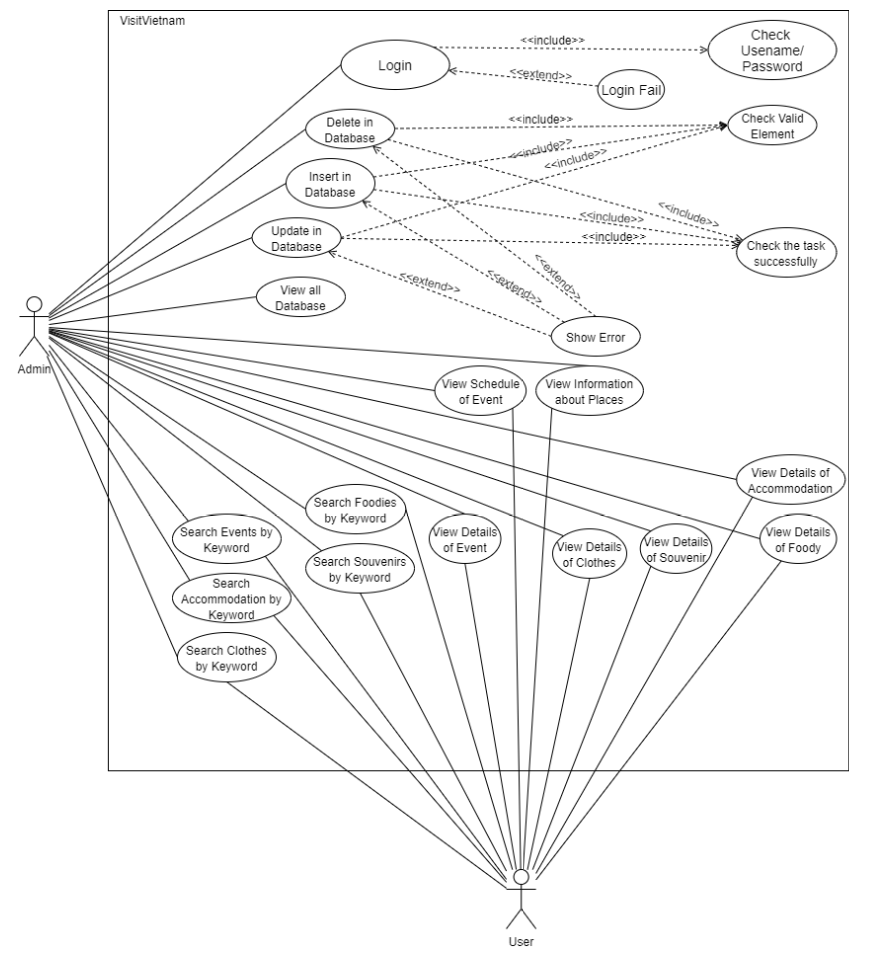
* 1. Domain requirements
* After each receiving/answering a request, the system needs to be handled and resolved promptly.
* Updating new and delete non-useful information.
* One user(admin) has just had one account to login to Center System.

1. SYSTEM DESIGN
   1. Introduction
      1. Purpose

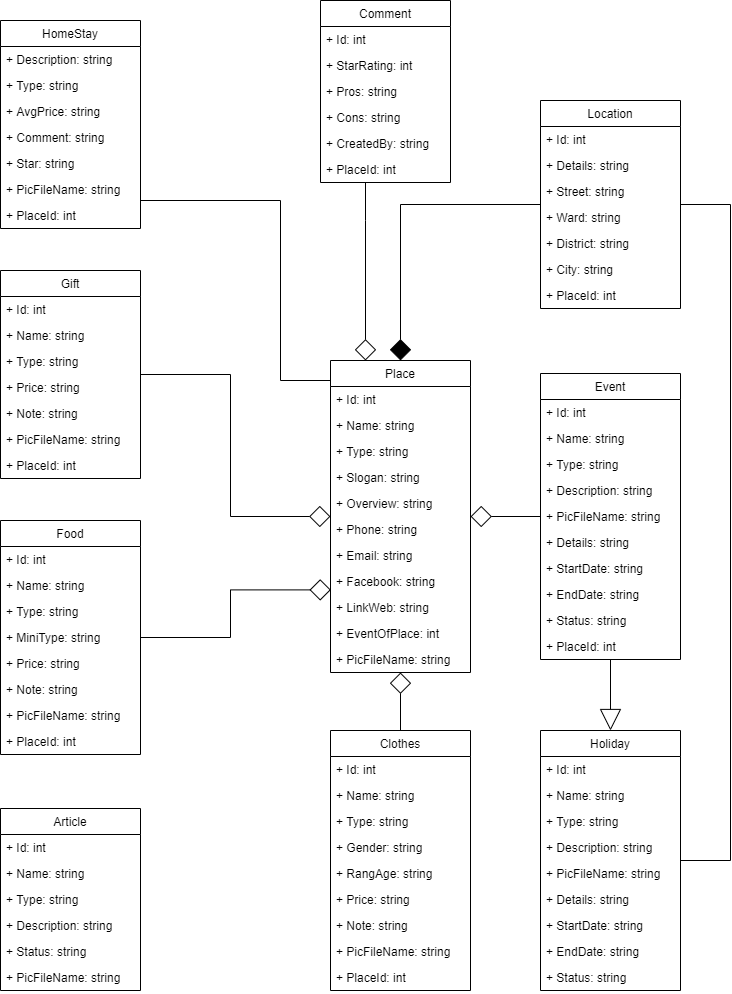
* Object-oriented design, which include the following important parts:
  + Design the VisitVietnam website architecture.
  + Identify the main objects of the system.
  + Specify the advantages and disadvantages of the system.
* This document is developed to bring out the detail design of the system architecture, system model.
  + 1. Scope
* The VisitVietnam system will have the web server, the database server and also two servers for backup. And this system will be design and implement using: Microsoft project, ASP.NET based on .NET framework, Microsoft SQL server 2019 or Microsoft Azure(Cloud).
  1. Initial System Architecture



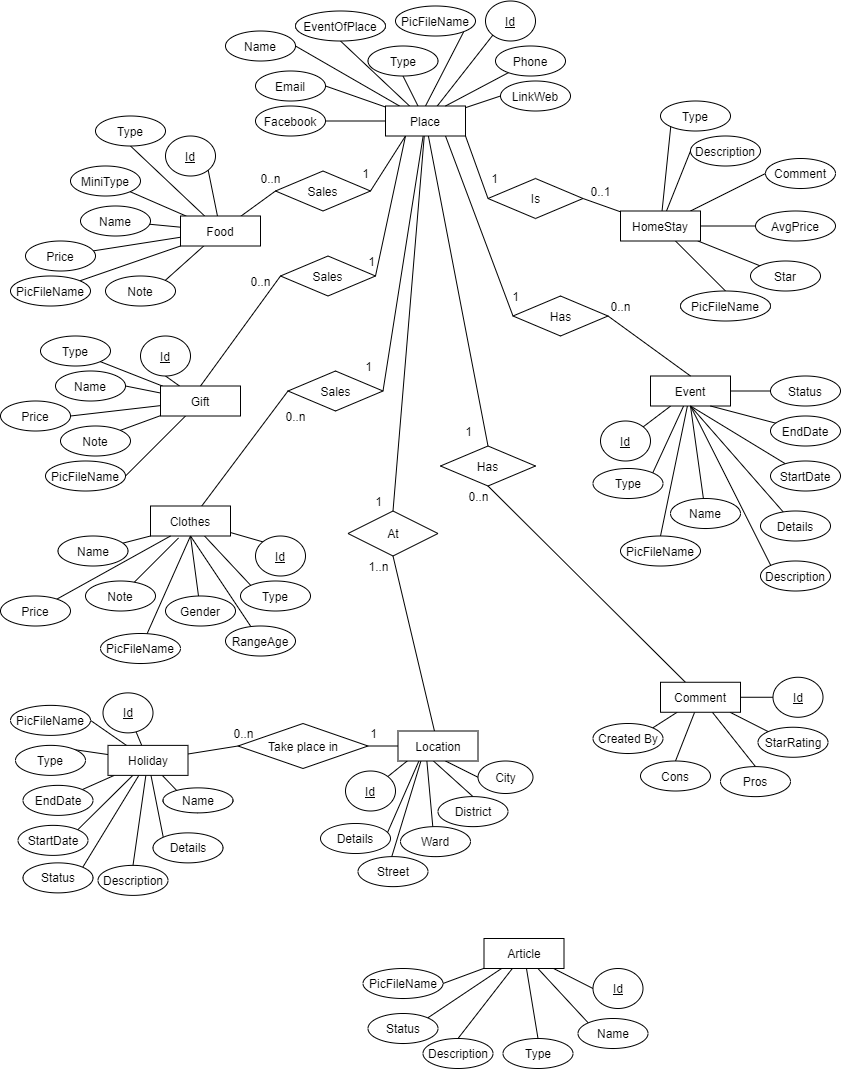
* 1. Design Model
     1. Use-case diagram
* This diagram shows the summary requirements of use case that already existed in Requirement Specification.



* + 1. Class diagram



* 1. Initial Database Model
     1. Entity and relationship diagram



* + 1. Relational schema

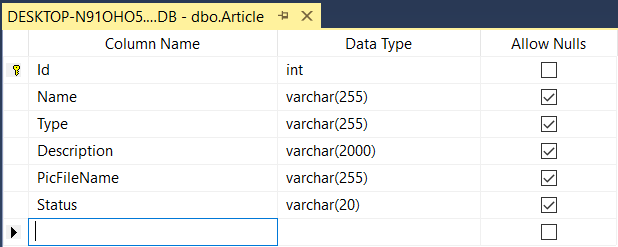


* + 1. Database schema

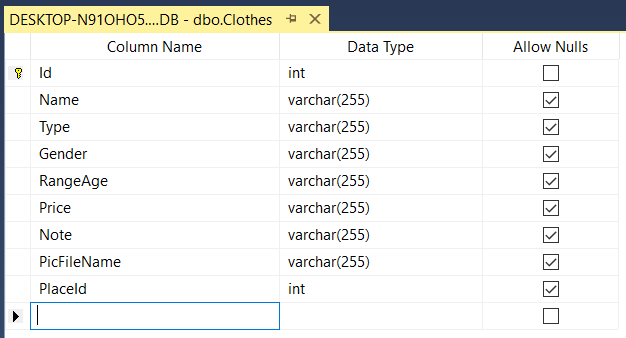


* + 1. Data object
* Provide below is a summary of the various data objects that make up the VisitVietnam System. Each table includes the attributes of each object, the data type for each attribute, the number of characters allowed for each field, and any other information that defines the field.

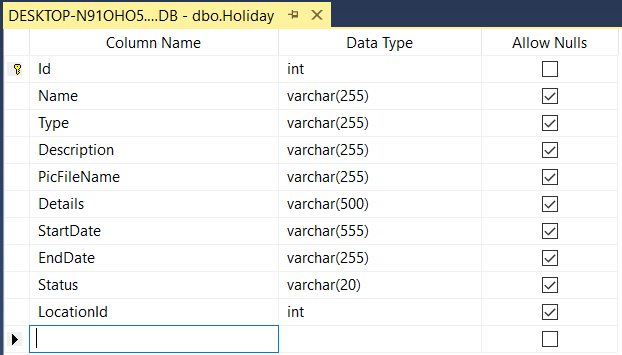
+ Article object:



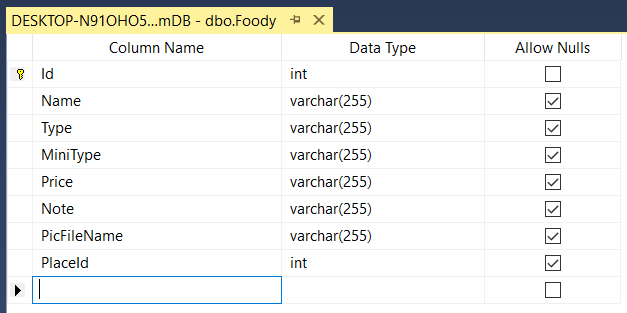
+ Clothes object:



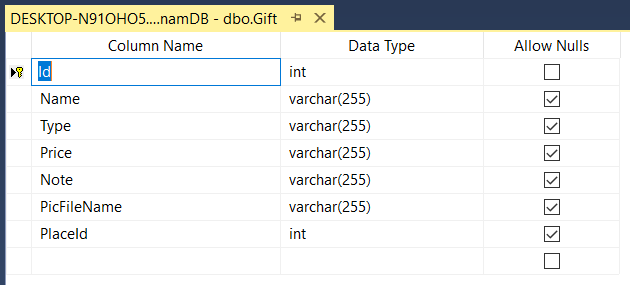
+ Holiday object:



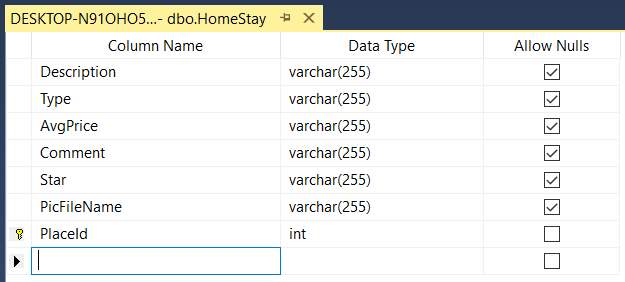
+ Food object:



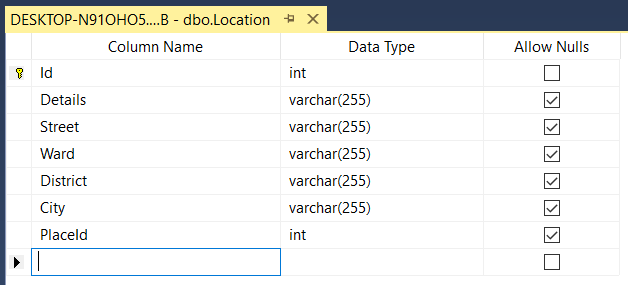
+ Gift object:



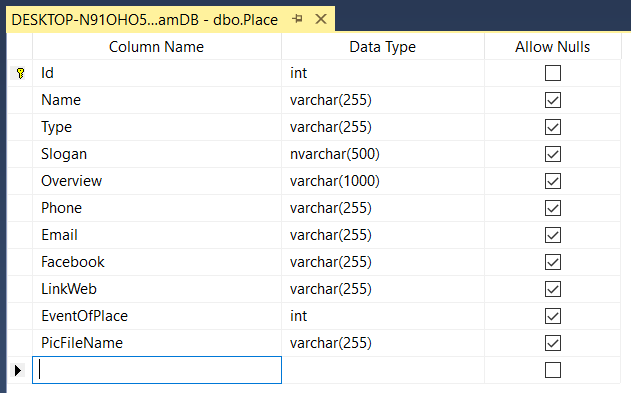
+ HomeStay object:



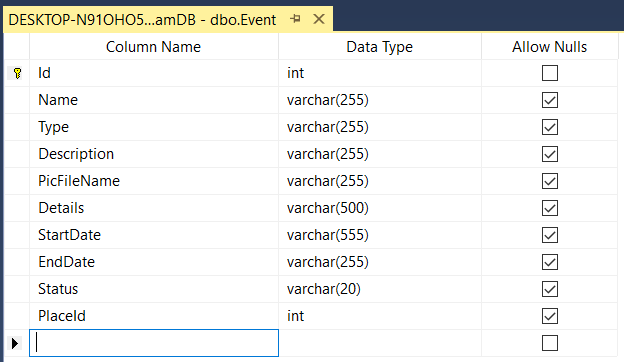
+ Location object:



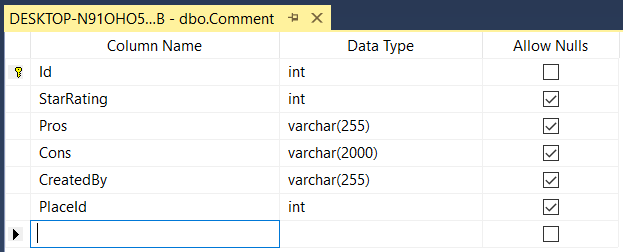
+ Place object:



+ Event object:



+ Comment object:



* + 1. Data dictionary

|  |  |  |
| --- | --- | --- |
| **Table** | **Description** | **Example** |
| Place | Contains the name of a place and its basic information, contact information and promotion information | + (Name, Type, Slogan, Overview, Phone, Email, Facebook, LinkWeb, EventOfPlace, PicFileName)  + ('Hoang Yen Buffet', 'Foody',  N'Hoàng Yến Buffet – Ăn đúng nơi, ngon đúng điệu',  'For a long time, Hoang Yen Buffet restaurants have become a familiar destination of gourmet in Saigon. With an extensive menu of over 60 lunch dishes and more than 70 buffet dinner dishes, the restaurant offers its diners a unique and exciting culinary journey. The dishes here are a combination of many different culinary styles and are also the enthusiasm of many experienced chefs.',  '02838233220', 'care@hoangyengroup.com', 'https://www.facebook.com/hoangyenbuffet', 'https://hoangyenbuffet.com/', '0', 'hoangyenbuffet.png') |
| Location | Contains detailed address and information from ‘street’ to ‘city’ | + (Details, Street, Ward, District, City, PlaceId)  + ('B3-27 Floor B3, 72','Le Thanh Ton','Ben Nghe','1','Ho Chi Minh','1') |
| Clothes | Contains the name of a garment, its genre, image and background information, along with where it is for sale. | + (Name, Type, Gender, RangeAge, Price, Note, PicFileName, PlaceId)  + ('Vay voan hoa co V cot no sau VU2501C','','Women','20-30','149000','','vayhoa.jpg','1005') |
| Food | Contains the name of a food, its type, image and background information, along with where it is sold. | + (Name, Type, MiniType, Price, Note, PicFileName, PlaceId)  + ('Balut', 'Buffet', 'Egg', '30000', '', 'hoangyenbalut.png', '1') |
| Gift | Contains the name of a gift, its category, image and background information, along with where it is sold. | + (Name, Type, Price, Note, PicFileName, PlaceId)  + ('TEA-CAKE CARDS with animal images- 18X11.5CM', 'Gift', '8000', '', 'teacard.jpg', '1009') |
| HomeStay | If a place is used as a home stay. It will contain information, pictures, the average price of that accommodation | + (Description, Type, AvgPrice, Comment, Star, PicFileName, PlaceId)  + ('Cheap', 'Hotel', '450000', 'No Comment', 'five', 'anonymous.png', '1016') |
| Event | When an event occurs somewhere, this will contain information describing the event, a picture and the time of the event at that place. | + (Name, Type, Description, PicFileName, Details, StartDate, EndDate, Status, PlaceId)  + ('MINISHOW TÌNH THÔI XÓT XA', 'Music', 'LAM TRUONG', 'tinhthoixotxalamtruong.jpg', '', '2021-05-01', '2021-05-01', 'Remaining', '3064') |
| Holiday | This is an event or holiday that happens everywhere, not a particular place, this will contain information describing the event, image and time of that event | + (Name, Type, Description, PicFileName, Details, StartDate, EndDate, Status, LocationId)  + ('Lunar New Year', 'Traditional', 'This is Description', 'hinh-anh-mau-thiep-chuc-mung-nam-moi-don-tet-dep-va-y-nghia-nhat.jpg', 'This is Details', '2021-05-05', '2021-05-28', 'Ended',’Null’) |
| Comment | It is the user's reviews, comments, opinions about the places they have checked in | + (StarRating, Pros, Cons, CreatedBy, PlaceId)  + (5, ‘So beautify’, ’It expensive for me’, ’David’, ‘1’) |
| Article | It can be an article or an article to review about Vietnam's cuisine, culture, and landscapes. It contains a description of what it is about | + (Name, Type, Description, PicFileName, Status)  + ('Vietnam Food Traditional', 'Event', 'Food is at the heart of Vietnamese culture and Vietnamese food is one of the most popular cuisines in the world as it mixes together a range of flavors and tastes. While street eateries are everywhere, as the city becomes more affluent, Vietnamese cuisine is going indoors. These days, there are a lot of local restaurants that provide quality and authentic Vietnamese cuisine. All Vietnamese dishes mentioned here will be listed with our recommended local restaurants. Please use this list as a resource and inspiration for your Vietnam holiday.', 'event\_3.jpg', 'This is status') |

1. USER INTERFACES
   1. HOME PAGE

* Graphical user interface, website

  Description automatically generatedBy default, the system will display the home page with the introduction to the website. Admin will enter the username and password to validate before using the inside system. Users who have a linked website that can be access. Each of functions has more contact info to user comment about the system when have a problem or have a question.
* There are 4 functions: event, shopping (clothes and gift), foody and stay. After accessing the website, users can experience for serving personal needs.
  1. EVENT PAGE
* The “Highlights” part: this place will summary which is hot event upcoming has the event named and short description about it. So, users can quickly view, and update travel their information.
* A picture containing graphical user interface

  Description automatically generatedEach of event has a time attached and the schedule of users will quickly arrange to suitable with that time.
  1. SHOPPING PAGE
* Graphical user interface

  Description automatically generated with low confidenceAbout this page, we will divide into two functions: clothes and gift, because we want to everything clearly and easy to find title which users want to find. We find the impressive store which based on user traffic on the Internet and visiting the main web store. In addition, we illustrate address, price…some contract related to store they search.
  1. FOODY
* A screenshot of a computer

  Description automatically generated with medium confidenceWe separate some kinds of food/drink to help users choose variety of things for solve food needs. Belike other structure show information, we have the name food, address where sell and illustration for easy to know what those foods is.
  1. STAY
* A screenshot of a video game

  Description automatically generatedWe have some types of places: budget hotel, hostel, homestay, villa…. When users click to choose one type which suitable with them show information include the name place, address and rating. It quickly helps the user find reasonable accommodation for themselves.

1. INSTRUCTION TO USE WEBSITE
2. SUMMARY
   1. DIFFICULTY

* The actual website and UI design has not been completed yet.
* Not much information has been posted on each function yet.
* Initial plans for the functions on the website have not been completed.
* Data processing is rudimentary and manual.
* Not enough time and knowledge to build more functions and better interface design.
* Sometimes there is conflict in the process of working.
  1. DEVELOPMENT
* Implement on apps and phone.
* Development database to use Big data into the project.
* Reduce manual work and set up automatic to update and handle faster.
* Design UI/UX suitable with users and look more modern.
* Implement locate the user’s location and calculate distance to where users want to go.
* Set up chatbot mode auto when the users ask/complaint/feedback.
  1. CONCLUSION
* The project quickly provides and meets the needs of the Vietnamese tourism market and help users helping users to arrange a schedule to visit, shop, book, etc... For the purpose of serving the community and contributing to Vietnam's tourism industry, the project try to support more features for users. Besides, the project follows the era of industrialization by applying technology to the tourism industry to reduce the time spent surfing the web, getting information, and serving personal needs. Hope that this project will benefit and serve the foreign community in general and the Vietnamese community in particular.

1. WORK ASSIGNMENT
2. REFERENCES

1. Tourism Information Center, “Statistics International Visitors Arriving on Dec 2019”, 1st July 2021, website: <https://vietnamtourism.gov.vn/index.php/statistic/international?txtkey=&year=2019&period=t12> [↑](#footnote-ref-1)
2. Tourism Information Center, “Statistics International Visitors Arriving on March 2020”, 1st July 2021, website: <https://vietnamtourism.gov.vn/index.php/statistic/international?txtkey=&year=2020&period=t3> [↑](#footnote-ref-2)