Scenario: Airport Customer Relations Management System

A local airport has recently upgraded its infrastructure to be able to accommodate international flights. Airport management s expecting an influx of tourists. To ensure the all-round success of this new endeavour, a heavy emphasis is being placed on keeping visitors to the airport as satisfied with the airport and its amenities as possible. To aid in maintaining good customer relations, the airport has decided to invest in the development of a new Customer Relations Management System, which would be accessible online via kiosks strategically placed around the airport as well as a downloadable mobile application. The new system is envisioned to offer customers the following:

1. Information: updates on flights, airport

amenities and services available at the airport;

2. Navigation capability: GPS navigation to various amenities and boarding gates;

3. Instant connection to medical and ambulatory services for any medical emergency.

Q.1.

Conduct the necessary research, then write a report that will detail the role of

Systems analysis and Systems Design in the development of the Airport Customer Relations Management System.

The report will be presented to the management of the airport in a bid to secure the contract to develop the system and, as such, needs to be structured as

follows:

1. Report title (1 Mark).

2. A brief explanation of what Systems Analysis and Design is. Relate your description to the Airport Customer Relațions Management System (6 Marks).

3. The importance of conducting Systems Analysis and Design properly for the Airport Customer Relations Management System (10 Marks).

4. The activities that will be conducted as part of Systems Analysis in relation to the development of the Airport Customer Relations Management System (10 Marks).

5. The activities that will be conducted as part of Systems Design in relation to

the development of the Airport Customer Relations Management System (10 Marks).

6. Motivation for the use of an iterative approach to the development of the

Airport Customer Relations Management System (10 Marks).

7. A conclusion that will not only bring together the contents of the report but will also motivate why you should be selected to develop the new system for the airport (13 Marks)

Q.2.

Stakeholders represent a person or group of people who have an interest in the successful implementation of a new system.

Q.2.1 dentify five (5) potential stakeholders that you will need to interact with should you be awarded the contract to develop the new Airport Customer Relationship Management System. Also, state how each of these potential

stakeholders will contribute to gathering requirements for the new system.

Q.3.

Q.3.1 Using the event decomposition technique, identify any four events and their resulting use cases for the Airport Customer Relations Management System.

(8)

Q. 3.2 Create a use case description for any one of the use cases identified in Question

3.1.

Q.4.

A passenger at the airport can have multiple flights booked in advance from the given airport.

Q.4.1 Create a Domain Model Class

diagram that will show the classes contained in the statement presented at the beginning of the question. Also, indicate multiplicity as well as any three plausible attributes for each class.