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Assignment: Assignment 3 or Task 3
Section: CM
Subject: Software Engineering Lab

Software Engineering Lab - CS 3111

CM Lab Assignment # 3

Instructor: Abdul Basit **(Total Score: 10 points)**
Date Assigned: 23 Oct 2020
Date Due: 29 Oct 2020

Instructions: (Each student should submit the soft copy of the Assignment on Google Classroom in pdf and also submit the project ".vsdx" file for level 0 and level 1).

Q 1 . Create level 0 and Level 1 DFDs for the Customer Service System

Scenario: We know that a Passenger can receive Transport details from the

Inquiry Transport Details process, and the details are provided by the data stores Transport Details and Railway Live Statistic. While data stored in Transport Details are persistent data (indicated by the label "D"), data stored in Railway Live Statistics are transient data that are held for a short time (indicated by the label "T"). A callout shape is used to list out the kind of details that can be inquired by passengers.

CS Assistant can initiate the Buy Souvenir process, which will result in having the Order details stored in the Order data store. Although the customer is the real person who buy souvenir, it is the CS Assistant who accesses the system for storing the order details.

Therefore, we make the data flow from CS Assistant to the Buy Souvenir process.

CS Assistant can also initiate the Buy Ticket process by providing Order details and the details will be stored again in the Order data store. Data Flow Diagram is a high level diagram that is drawn with a high degree of abstraction. The data store Order which is drawn here does not necessarily imply a real order database or order table in a database. The way how order details are stored physically is to be decided later on when implementing the system.

Finally, CS Assistant can initiate the Report Lost process by providing the Incident and item details and the information will be stored in the Lost Item database.

DATA FLOW DIAGRAM: