Requirement Analysis

Tour Agency

Contents

Introduction

UKWT is a tour company in UK offering various tour packages throughout the year. Recently their MD has been changed. After joining new MD, there has been lot of changed within entire organization. He wants to take forward the organization offering new tour packages, buying small tour companies and imposing new role to the employees. The document described the overall company environment with rich picture analysis and use case analysis.

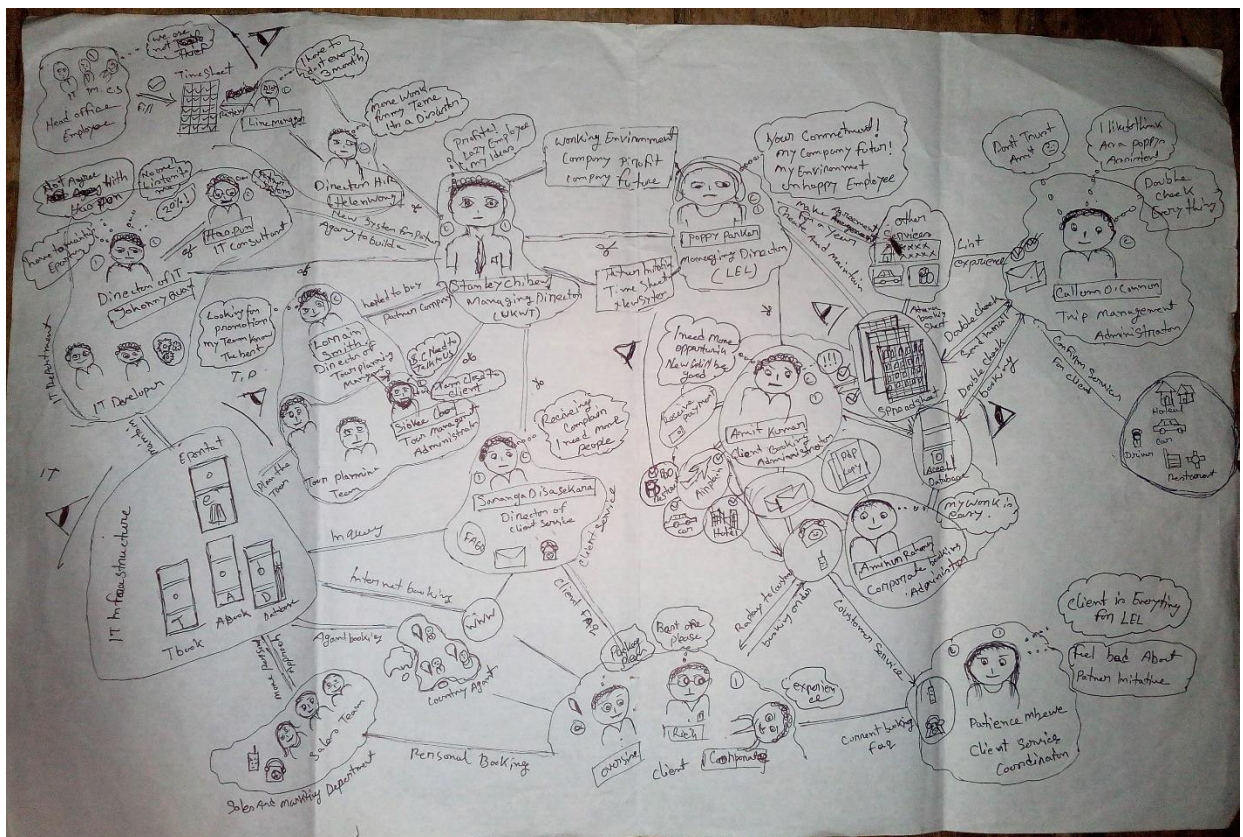## A1 Rich picture of overall UKWT (Including LEL)

Figure 1 rich picture

A2.1 Key actors and their impact (890 word)

- **Managing director Stanley Chibwe:** Leading the organization forward with taking new decision through buying some tour company, restructured and imposed new rule on organizational working environment.

- **IT Director Jonny Quan:** responsible for maintaining and managing IT department and demanding for booking service.

- **IT consult Hao pun:** proposed new system for partner company that agreed by MD.

- **Client service Director Saranga Disasekara:** responsible for client service, answer client queries.

- **Human resource Director Helen Wong:** reconnoiter of employee management. Record and review timesheet appraisal.

- **Tour Plan management Director Lorrain Smith:** work closely and contribute with MD decision through expanding new tour portfolio.

- **Tour Planning administer- Siokee Cao:** Work with e-portal and e-booking system, adding new tour information into it.

- **Director of LEL Poppy parker:** make agreement with tour service, create and maintain agreement spreadsheet.

- **Client service Coordinator Patience Mbewe:** customer service, reply and answer client queries of current booking.

- **Client Booking administer Amit Kumara:** customer booking service (platinum and gold), confirm booking, reply and answer client queries of, store client, query and booking information.

- **Corporate Booking administer Aminur Rahman:** corporate customer booking service, confirm booking, reply and answer client queries of booking service, store client, query and booking information.

- **Trip management administer** Callum O'Connor: contribute to develop new tour service, create available resources spreadsheet, double the reserved information and confirm booking.

A.2.2 Changes organizational culture and subculture

Changes working environment: employee initiative changes, adding partner company makes organizational environment changes.

Updated tour package: Changes of tour package changes the organization culture.

Increasing working pressure: completing daily timesheet increase working pressure.

Relocated employees: employees are relocated one department to another department makes organizational changes

Changes departmental management: reducing budget from department changes managerial process.

Integrated with small tour companies: integrated with partner company changes the working process.

A2.3 Key issues

Booking system: Developing new booking system for partner makes anguish both IT department and LEL.

Employee productivity: To increase employee productivity imposing daily timesheet on them.

Unhappy employees: cultural and molarity changes in the company makes employee unhappy.

Department managing cost: Departmental budget reduce is challenged to maintain.

Restructure and relocation employees: department restructure and relocation employees made them challenges to survive responsibilities.

A 2.3 Area of conflict

Partner and employee change initiative: confliction between MD and Helen Wong, Poppy parker because employees need to complete daily timesheet.

new IT system for partner: confliction between **Jonny Quan and Hao pun** for proposing new IT system for partner company.

LEL new booking process: conflict with imposing LEL to using new Booking system.

Imposing new business rule: confliction between MD and Poppy parker for forcing business rule.

Reducing budget: confliction between **MD** and **Jonny Quan** for reducing IT department budget.

Current IT provision

- The main IT system is a portal integrated with airline booking system and hotel reservation system known as e-portal.

- E-portal is connecting with UKWT's booking system, tele sales-based booking system, and agent booking system named e-book, t-book and a-book.

- Agent are communicating through a-book.

- All the booking of UKWT are confirmed by This IT system.

- LEL has website gathered with tour packages information. It has telephone booking service beside web form to collect customer enquiries. Booking details are stored into access database sheet manually. For the flight and home accommodation they are searched over internet. LEL do not have airline and hotel booking service themselves.

- All the booking of LEL are confirmed by Manually.

A2. Issue with current IT provision

I.   Reducing budget of UKWT IT department causes trouble to update and maintenance IT Infrastructure.

II.   No central system for LEL.

III.   It is difficult to share LEL data with UKWT when data is in access database.

IV.   LEL works with manual booking system, take long time to proceed.

V.   It is hard to find a single information form access database.

VI.   If might to happen, users informed with wrong in manual system, causes customer suffer.

VII.   LEL don't have Flight Booking and hotel reservation system

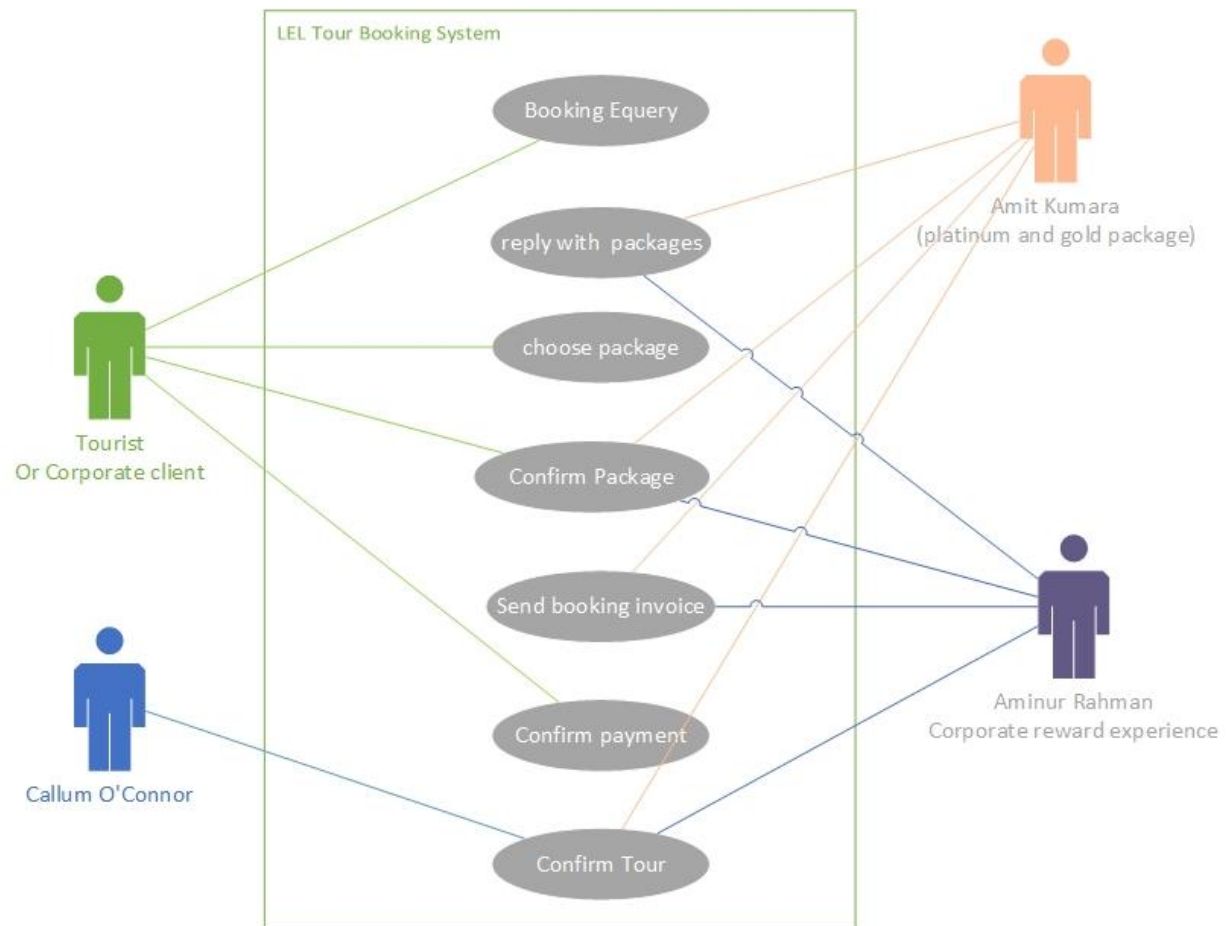VIII.   There is no easy way to produce LEL report.

B 1 use case diagram

Figure 2 : use case of LEL booking system

B 2.1 Use case description

Use case ID	01
Use case Title	Booking Enquiry
Actor	Tourist or corporate client
Secondary Actor	Amit Kumara, Aminur Rahman
Pre-condition	Call or Email for tour Information
Scenario	1. looking for tour packages 2. Request for information
Post condition	Response back via email, phone call or postal letter

Use case ID	02
Use case Title	Inform packages
Actor	Amit Kumara, Aminur Rahman
Secondary Actor	Tourist or corporate client
Pre-condition	Request for packages
Scenario	1. Provide package information with latest brochure 2. Recorded caller details 3. Response back via email, phone call or letter through post
Post condition	Receive package information

Use case ID	03
Use case Title	Choose packages
Actor	Tourist or corporate client
Secondary Actor	none
Pre-condition	aware with packages
Scenario	1. request for desired packages 2. request for tour date 3. request for services 4. request for preferences
Post condition	Conform package

Use case ID	04
Use case Title	Confirm packages
Actor	Tourist or corporate client, Amit kumar or Aminur rahman
Secondary Actor	none
Pre-condition	Accept available packages
Scenario	1. check database with desired preferences with the dates. 2. Match with tourist desirables with the date. 3. Confirm packages

Post condition	Receive booking invoice

Use case ID	05
Use case Title	Send booking invoice
Actor	Amit Kumara, Aminur Rahman
Secondary Actor	Tourist or corporate client
Pre-condition	Confirm packages
Scenario	1. Receive Confirmation 2. Send confirmed packages with details.
Post condition	Receive payment information

Use case ID	06
Use case Title	Confirm payment
Actor	Tourist or corporate client
Secondary Actor	Amit Kumara, Aminur Rahman
Pre-condition	Accept booking pdf
Scenario	1. Agree with booking details 2. Receive booking information. 3. Payment for the booking.
Post condition	Confirm tour

Use case ID	07
Use case Title	Confirm tour
Actor	Amit Kumara, Aminur Rahman
Secondary Actor	Callium o'conner
Pre-condition	Confirm payment.
Scenario	1. Accept payment 2. Send booking information to Callium o'conner. 3. Double check the bookings. 4. Confirmed tour. 5. Reserved booking into definite booking 6. Highlighted green each spreadsheet. 7. Produce a booking reference number 8. Send pdf to Callium o'conner
Post condition	Confirm tour

B 2.2 secondary scenario

Secondary scenario 1

Use case 4: Confirm packages

Primary scenario name	Match with tourist desirable with the date
Secondary scenario	1. Check availability of hotel, chauffeurs, flight on proposed date. 2. If not matched then suggest alternative services 3. Refused booking if not matched 4. Record unable to book in database 5. If found availability or matched alternatives 6. Confirm packages

Use case no 02: reply with packages

Primary scenario name	Response back via email, phone call or letter through post
Secondary scenario	1. If enquiry related with current booking its forwarded to patient Mbewe 2. If new then inform with packages

Secondary scenario 3

Use case no 06: confirm payment

Primary scenario name	Payment for the booking
Secondary scenario	1. If payment is not clear cancel booking. 2. If payment is due not accepted 3. If payment is clear, confirmed Tour

B 2.2.2 rewrite scenario

Rewrite use case 02

Use case ID	02
Use case Title	Inform packages
Actor	Amit Kumar, Aminur Rahman
Secondary Actor	Tourist or corporate client
Pre-condition	Request for packages
Scenario	1. Provide package information with latest brochure 2. Response back via email, phone call or letter through post

Secondary scenario	2.1 If enquiry related with current booking its forwarded to Patient Mbewe 2.2 If new then inform with packages
Post condition	Receive package information

Rewrite use case 04

Use case ID	04
Use case Title	check database with desired preferences.
Actor	Tourist or corporate client, Amit kumar or Aminur rahman
Secondary Actor	none
Pre-condition	Accept available packages
Scenario	1. check database with desired preferences. 2. Match with tourist desirables with the date. 3. Confirm packages
Secondary scenario	1.1 Check availability of hotel, chauffeurs, flight on proposed date. 1.2 If not matched then suggest

	alternative services
	1.3 Refused booking if not matched
	1.4 Record unable to book in database
	1.5 If Found availability or matched alternatives
Post condition	Receive booking pdf

Rewrite use case 06

Use case ID	06
Use case Title	Confirm payment
Actor	Tourist or corporate client
Secondary Actor	Amit Kumar, Aminur Rahman
Pre-condition	Accept booking pdf
Scenario	1. Agree with booking details 2. Payment for the booking.
Secondary scenario	2.1 if payment is not clear cancel Booking 2.2 if payment is due not accepted 2.3 if payment is clear confirm tour
Post condition	Confirm tour

B3.1 identifying key actor using use case

A system conducts with multiple actors who are responsible for multiple work. To understand a system firstly step is to conversant with the actor who has contribution on the system. Use case modeling process help to identify these actors. By answering following question is helped me to sorted out actors- the Questions are-

- Who the user uses the system to contribute their tasks?

- Who the user conducts main functions of the system?

- Who the user supports the main functions?

By answering these questions, I have introduced with several actors. Then again, I revised the process in couple of time. At the last time I have examined with final actor named Amit kumara, Aminur Rahman, Callum O'conner, Tourist. These actors have contributed to perform the system.

B3.1 identifying key process using use case

After sorted out key actor the second process is identifying key contribution of each actor. Key process means the task is performed by the actors. By answering following question is helped me to sorted out key process- the Questions are-

- What are the contributions actor performed to conduct the system?

- What are the contribution actor performed to support or maintain the system?

- Will actor contributes to create, store, read or remove data in the system?

By answering these questions, I have introduced with several process. Then again, I revised the process in couple of time and finalize the process.

For example, confirm booking is the key process of the system.

B 3.1 Further investigation

There some areas I need to investigate again. Like

- After confirming packages, if the payment is due or not clear what will they do and what will be the confirmation data is already stored in access sheet.

- If any personal demand what they will do is not clear.

- If the reservation is changed what will the do is not clear.

B.3.2 Assumptions I made

I have made an assumption in the use case in confirm payment option. After confirming package if the client does not clear payment what action will be taken is not clear in the scenario. For the solutioning the issue I have assumed that the booking is cancel within 48 hours passed.

Question

I will ask director of LEL

- If someone is unavailable who will conduct the process. For example, if Amit kumara is unavailable who will conduct the process?

- If Callum O'conner is unavailable who will conduct the current booking information system.

I will ask Amit kumara

- If you forget the insert data how you will recover?

- If you delete any important information how you will recover?

Conclusion

I have asked to analyses the business scenario and produced a rich picture that elaborate the overall process. I have draw use case diagram and described it. All the journey in this course is so knowledgeable that help to acquire a lot of new things. Finally I have successfully completed the requirements.