

**Festival Control System.**

**Project Statement.**

Client: Mister George

Service Provider: Step-Soft

Members: Atanas Naydenov, Dimitar Markov, Dmitrii Orlov, Hristian Vasilev.

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**Overview:**

Over the duration of 19 weeks, our team will develop a new festival control system for Mr. George. This system is meant to provide services both for the attendees and the organizers. It will rely on modern technologies and cover most of the event management aspects. Our team will implement the full-stack development of the system. It will provide an easier access for the pre-festival registration for the visitors, during-festival access management and data tracking.

**Formal client:**

Mr. George.

An event administrator from a major event management company based in The Netherlands with a large history of successfully organized festivals. His company is focused mainly on music-related events.

Communication between the Soft-Step team and the client is established via our project coordinator.

For any additional information about the client contact:

Bert Van Gestel.  
 Organisation: Fontys Hogeschool ICT / Engelstalige opleiding  
 Email: b.vangestel@fontys.nl

Location: Rachelsmolen 1 Eindhoven

Telephone number: 08850 71186

**Project Team:**

Atanas Naydenov

Team Member

Tel: +31 6 83 13 01 57

e-mail: a.naydenov@student.fontys.nl

Dimitar Markov

Team Member

Tel: +31 06 83 14 30 87

e-mail: dmarkov23@gmail.com

Dmitrii Orlov

Team Member

Tel: +31 6 83 13 06 38  
 e-mail: dmitry-orlov@hotmail.com

Hristian Vasilev

Team Member

Tel: +31 06 58 73 22 31

e-mail: intvasilev1@gmail.com

**Current situation:**

Step-Soft is going to develop a full-stack system for the undersigned client, Mr. George. The latter contacted our group with a request to develop a more efficient access management system for his future events. In our project, the initial version of the system will be developed and used for the music festival “Sounds of Devotion”. The system will be agile and developed in regard for an easy optimization for the future events organized by the formal client’s company in prospective.

In the system, currently used by the formal client, the ticketing process is organized in the following way.

The advertisement of the event relies on the physical publishing means, i.e newspapers, flyers, leaflets etc. The potential attendees can order a ticket only by telephoning formal client’s company. The only payment methods are the following: a cash payment at the entrance or a direct bank transfer. Once the transfer is processed, the purchased ticket is delivered to the visitor via post. If the visitor opts for the cash payment, the ticket is issued at the cash desk.

All the visitor information is documented manually and is stored in an excel spreadsheet.

No during the event access management is implemented. The formal customer’s company cannot track the status of the system and does not have any real time atomized control over the event’s processes like authorization, reservation, entrance, selling etc.

The average number of attendees on the event varies in the range of 4,000 – 50,000 people. The events organized by formal client’s company are mostly music festivals. If the festival is held for longer than one day, a partner company, specializing in camping site management and logistics, usually provides the accommodation on the festivals.

Mr. George intends to replace the current system with our product. He, being a formal client, is at the same time the main project sponsor.

**Project justification:**

The client, Mr. George, is currently using an outdated and inefficient system for organizing his events. His company does not rely on any advantages of modern technologies. Having zero web-presence and implementing ‘traditional’ ways of ticketing and event-access management makes the business model of the formal client’s company inefficient, costly and error-prone.

Using a more automatized platform relying on modern technologies will not only facilitate the event management process, but also will generate a higher rate of interest in the events, lower the costs, raise the advertisement reach and increase the profit.

**Problem description:**

The outdated and utterly ineffective platform, currently utilized by the client, has to be redesigned and replaced by a more efficient, optimized and self-sustainable system.

The final product of this project has to cover all the main phases of the event organization and management.

1. Advertisement and social media reach.

2. Registration, ticketing and reservation (accommodation, event activities, etc.)

3. Entrance and event access management

4. During-the-event data control  
 a) Sales

b) Real-time reservations

c) Status tracking

d) System reporting

5. After-the-event data management

**Project goal:**

The projects goal is to develop a full-stack platform that will be highly user-friendly, accessible, and reusable for the future events, organized by the formal client’s company.

Our team has to analyze the current market and modern technologies to determine the optimal solution for our client.

The final product has to ascertain the web presence of event and establish Internet-based, user friendly technique of purchasing the tickets and make it possible to reserve different facilities provided by the event (such as camping sites).   
 The ticketing method has to increase the entrance rate, minimize the error probability, establish better security and reduce the possibility of any ticket fraud.  
 The event-access management technique has to ascertain the finest attendee experience by providing means of communication and.

**Deliverables and non-deliverables**:

|  |  |
| --- | --- |
| **Deliverables** | **Non-Deliverables** |
| Feasibility study report | The Application |
| *Our team will carry out all the required research in order to determine the strengths and weaknesses of the project and deliver the detailed report to the client.* | *Our team is not supposed to create the application.* |
| A reference document from the team of developers |  |
| *Our team will negotiate with potential developers and find an appropriate group for the production of the Layer App* |  |
| Visual mockups |  |
| *Our team will create the complete design of the application.* |  |
| A reference document from the sponsors |  |
| *Our team will use the mockups and present the concept of the application to potential investors. After the successful demonstration, we will introduce the potential groups of project sponsors to the client.* |  |

**Project phasing:**

The detailed visual overview of the phases including milestones, deliverables and the timeline is present below. The duration of the phases is estimated including the extra time to secure the risks of delay.