

Project Report



**Theatre Ticketing System at the Medallion Theatre**



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**1. Executive Summary**

At the Medallion Theatre, reservations are currently taken manually. Customers call in and employees then take their reservation and write it down in a phone list. The reservations from that phone list then get transferred into the master seating chart. As this whole process takes place manually, there is a high possibility of making mistakes. That doesn't only mean stress for the employees trying to do the best possible work within that system, it also causes the patrons to be unsatisfied which might lose the theatre business.

Therefore, the system needs to be remodeled. The best way to improve the system in this case would be an online ticketing system. In that system, all the relevant information on patrons, performances, productions and seats could be stored and patrons would then have the possibility to book through there. The system would register the booking right away, avoiding mistakes like double bookings. Also, the system could generate a report at the end of a booking, detailing which seats for which performance were booked by a certain patron. This would make the ticket reservation system a lot more effective.

## 2. System Requirements

The three main requirements for the new and improved system are the following:

*efficiency* - *reliability* - *simplicity*

The four areas in which these requirements will be manifested through changes are data storage, user input, ticket sale and report. First of all, the new system will store data on all patrons, productions, performances and seats which makes it reliable. Then, patrons can just create a user profile online and book their tickets on the website which doesn't only make the process more efficient but also more simple. The system also becomes more simple for employees of the theatre because they only need to update the information on the productions and performances and the online ticketing system takes care of the rest which avoids mistakes. In the end, a report on which patron has booked which seats is generated which makes the system reliable again as there cannot be double bookings or lost bookings that way.

## 3. Project Roadmap

The first step is to develop a growth path for the company that defines the vision, mission, and strategic goals. These can usually be developed using the company history provided in the case. Company history is useful for business case studies as it helps us understand the scope of case study solutions. The next step is to understand the company. That people, their priorities and general culture. This can be done using the history of the company. Finally, we need to establish a timeline for case issues and events. Placing an event on the timeline allows us to predict the next event that may occur. It also helps in the development of case study solutions. The timeline also helps us to understand the ongoing challenges the organization faces.

So, the first step in the solution is to develop an enterprise-level strategy for our organization. This part consists of solutions that address organizational issues at the strategic level. These may be suggestions, changes, or recommendations related to the company's vision, mission, and strategic goals. We can include recommendations on how the organization can work towards achieving these strategic goals. In addition, we can show how much the recommendations mentioned contribute to solving the key issues mentioned and where the company will stand in the future. The second step in the solution is to develop a business-level strategy. The important thing here is that the strategy at the business level must be consistent with the company's overall strategy. Case studies don't just make recommendations for endangered issues. You also need to show how these recommendations are implemented. This is indicated by the appropriate implementation framework. A detailed implementation framework helps distinguish between average and above-average case study responses. A good implementation framework shows the proposed plan and how your organization's resources are used to achieve your goals. It also describes the necessary changes and process prerequisites.

#### **4. Project Management**

As Group 6, we selected PMBOK for the analysis and design project. The Project Management Body of Knowledge (PMBOK) is a set of standard terminology and guidelines (a body of knowledge) for project management. The PMBOK recognizes 49 processes that fall into five basic process groups and ten knowledge areas:

The five process groups are:

- Initiating
- Planning
- Executing

- Monitoring and Controlling
- Closing

These are the 10 Project Management knowledge areas:

- Project Integration Management
- Project Scope Management
- Project Schedule Management
- Project Cost Management
- Project Quality Management
- Project Resource Management
- Project Communications Management
- Project Risk Management
- Project Procurement Management
- Project Stakeholder Management

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**1) Project Integration Management**

Develop Project Charter;

Develop Project Management Plan;

Direct and Manage Project Work;

Manage Project Knowledge;

Monitor and Control Project Work;

Perform Integrated Change Control;

Close Project or Phase.

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**2) Project Scope Management**

Plan Scope Management;

Collect Requirements;

Define Scope;

Create WBS;

Validate Scope;

Control Scope.

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**3) Project Schedule Management**

Plan Schedule Management;

Define Activities;

Sequence Activities;

Estimate Activity Durations;

Develop Schedule;

Control Schedule.

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**4) Project Cost Management**

Plan Cost Management;

Estimate Costs;

Determine Budget;

Control Costs.

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**5) Project Quality Management**

Plan Quality Management;

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	Manage Quality;  Control Quality.
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<b>6) Project Resource Management</b>	Plan Resource Management;  Estimate Activity Resources;  Acquire Resources;  Develop Team;  Manage Team;  Control Resources.
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<b>7) Project Communications Management</b>	Plan Communications Management;  Manage Communications;  Monitor Communications.
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<b>8) Project Risk Management</b>	Plan Risk Management;  Identify Risks;  Perform Qualitative Risk Analysis;  Perform Quantitative Risk Analysis;  Plan Risk Responses;  Implement Risk Responses;
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Monitor Risks.

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**9) Project Procurement Management**

Plan Procurement Management;

Conduct Procurements;

Control Procurements.

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**10) Project Stakeholder Management**

Identify Stakeholders;

Plan Stakeholder Engagement;

Manage Stakeholder Engagement;

Monitor Stakeholder Engagement.

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In this project, we definitely focus on the following processes more than others.

- Develop Project Charter
- Create WBS
- Define Activities

- Sequence Activities
- Estimate Activity Durations
- Develop Schedule

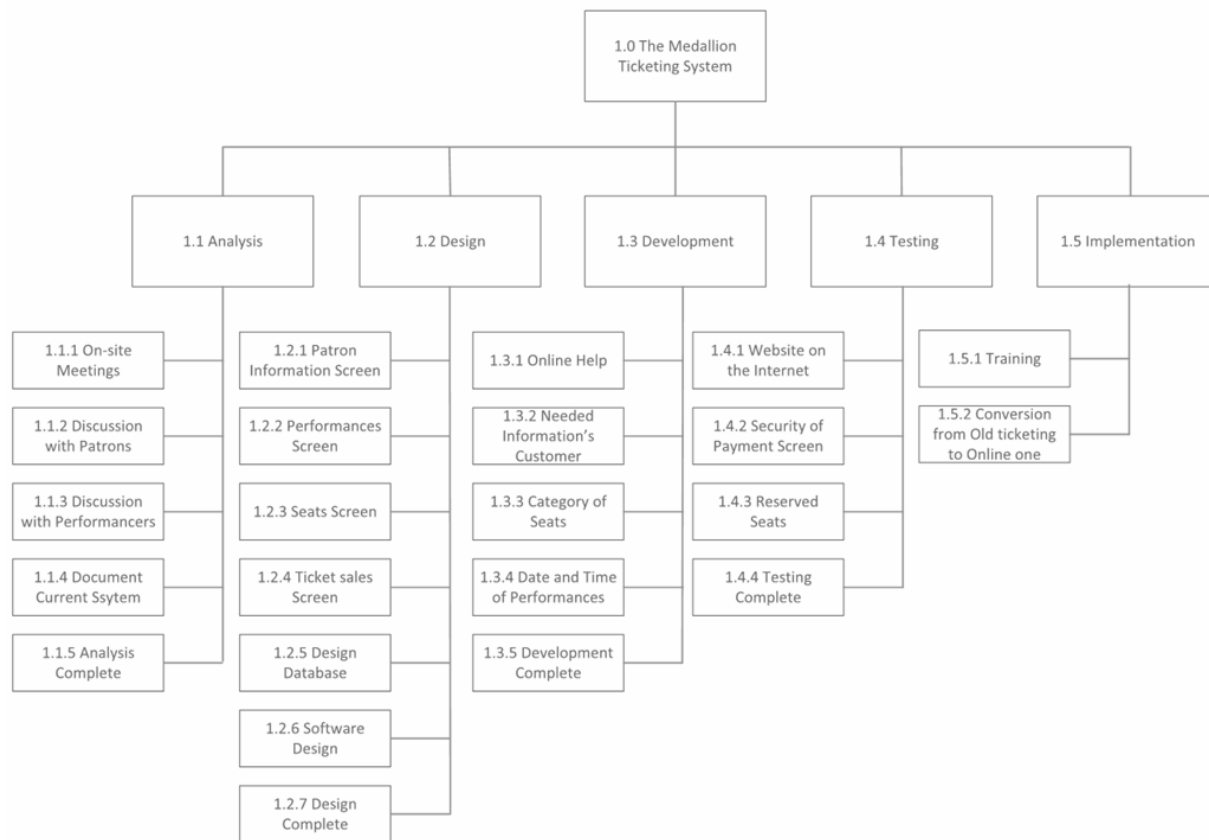
Project Integration Management	Project Scope Management	Project Schedule Management
<ul style="list-style-type: none"> <li>• Develop Project Charter</li> </ul>	<ul style="list-style-type: none"> <li>• Create WBS</li> </ul>	<ul style="list-style-type: none"> <li>• Define Activities</li> <li>• Sequence Activities</li> <li>• Estimate Activity Durations</li> <li>• Develop Schedule</li> </ul>

## 5. Work Breakdown Structure

Creating a Work Breakdown Structure (WBS) is the process of subdividing project deliverables and project work into smaller, more manageable components. The key benefit of this process is



that it provides a structured vision of what has to be delivered.



## 6. Developing a Schedule

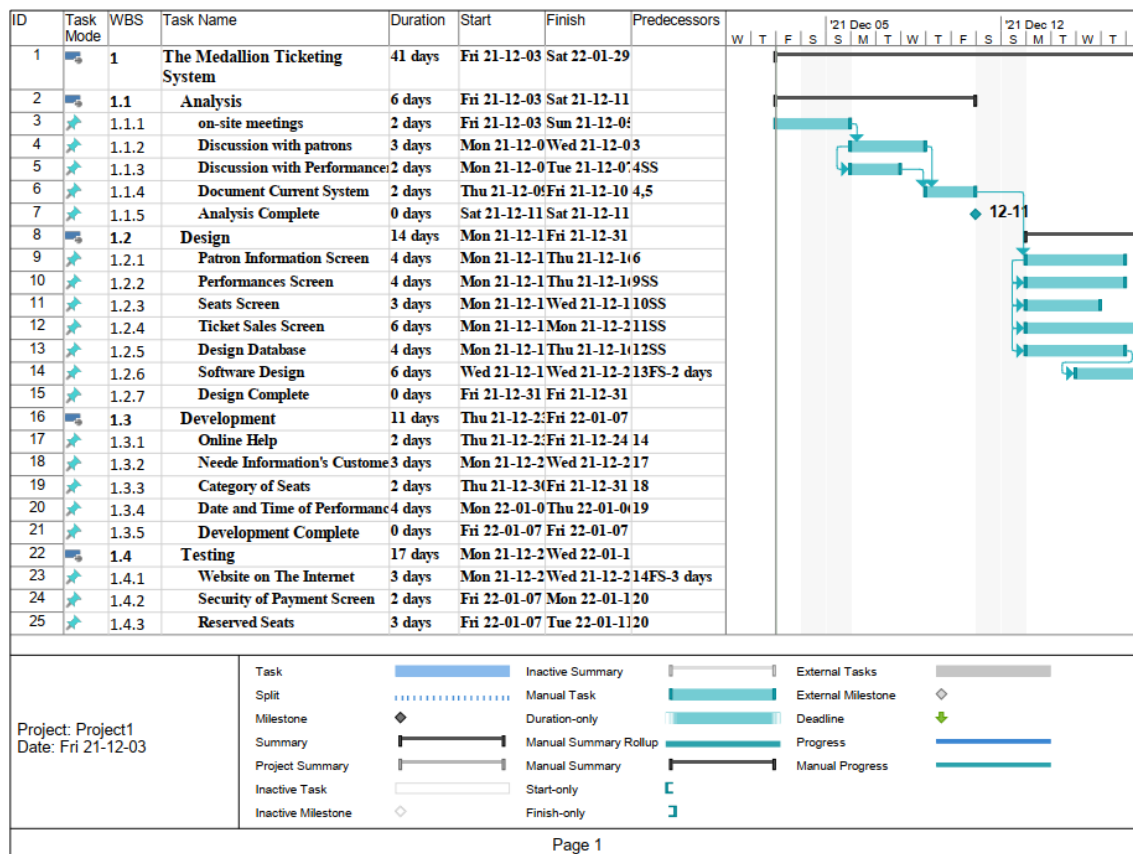
These relationships are defined below:

- Finish-to-start (FS). A logical relationship in which a successor activity cannot start until a predecessor activity has finished.
- Finish-to-finish (FF). A logical relationship in which a successor activity cannot finish until a predecessor activity has finished.
- Start-to-start (SS). A logical relationship in which a successor activity cannot start until a predecessor activity has started.

- Start-to-finish (SF). A logical relationship in which a successor activity cannot finish until a predecessor activity has started.

Leads: A lead is the amount of time whereby a successor activity can be advanced with respect to a predecessor activity.

Lags: A lag is the amount of time whereby a successor activity will be delayed with respect to a



predecessor activity.

<b>Use Case name:</b>	Ticketing System	Unique ID: MTTS-11-2021
<b>Area:</b>	Medallion Theater Ticketing System	
<b>Primary actor(s):</b>	Patrons	
<b>Stakeholder:</b>	Patron, Box Office Manager	

<b>Level:</b> Blue	
<b>Description:</b> Customers will have online access to seats available for reserving	
<b>Triggering event:</b> Register in site	
Steps performed:	Information for steps:
1. Patrons register in website	Web system address
2. Patrons enter personal and contact information	First and last name, cell phone number, zip code, E-mail address, ID number
3. Patrons will receive an authentication code link through email	Authentication code link
4. Patrons should click on the link	Authentication code link
5. Website will be open with a unique patron number	Patrons' information
6. Welcome message "your registration has completed successfully,	Completed registration

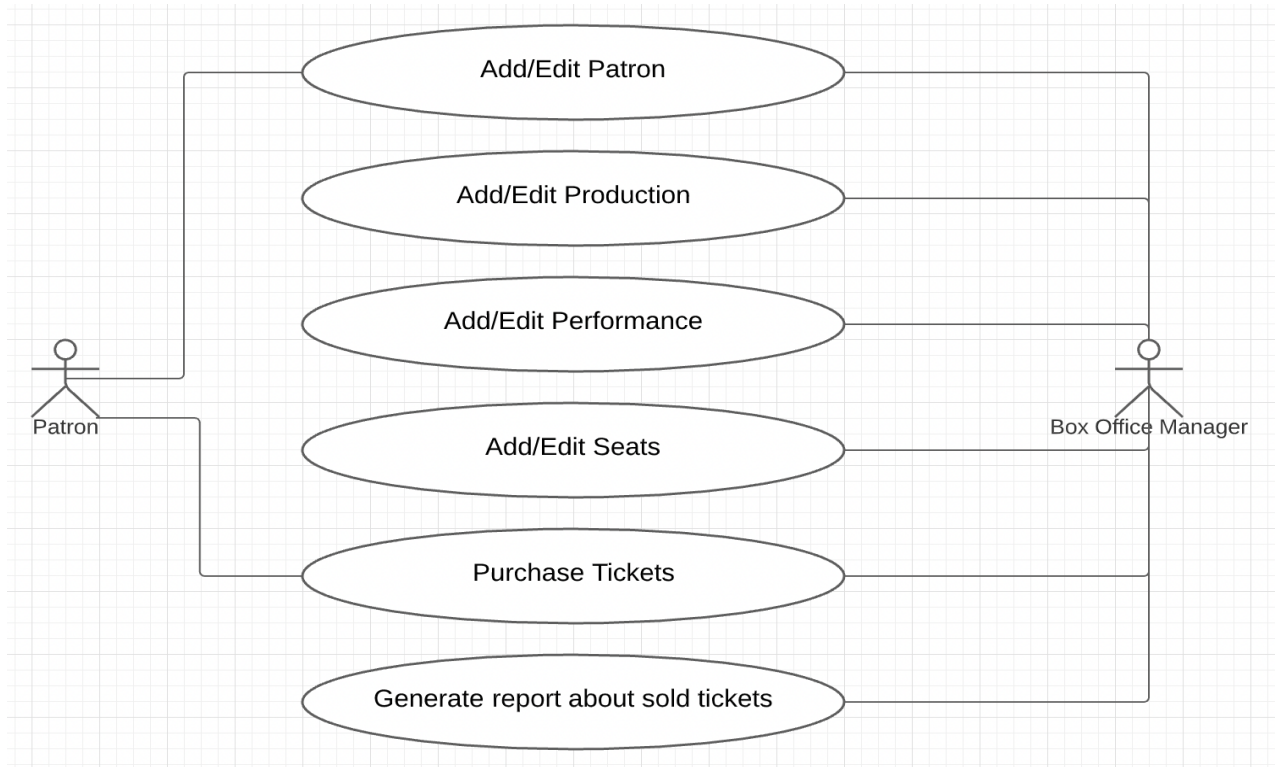
you can reserve your favorite seat now” will be shown to patrons	
7. Home page of Medallion Theater website will be appeared	Patrons’ information
7.1 Unique patron number will be in the top right	Unique patron number
7.2 Patrons can select their interested performance at the center of screen	Unique patron number
7.2.1 A calendar will be shown after selecting performance by the patrons	Unique patron number
7.2.2 Patrons can choose the day and time by the calendar	Unique patron number
7.2.3 Two buttons including “approve and next” and “back” is in the bottom of calendar page	Unique patron number

7.2.3.1 If patrons click on back, they will go back to home page	Unique patron number
7.2.3.2 If patrons click on approve and next, they will go to selecting seats page	Unique patron number
7.2.4 Patrons can see different locations and available seats “with green” color and reserved seats with “red color”	Unique patron number
7.2.5 Patrons can select available seats (green one) and see its price and a button for 360 degree view, a button for finalizing order	Unique patron number
7.2.5.1 If patrons click on 360 degree view button, the will have a virtual tour of their seat location	Unique patron number

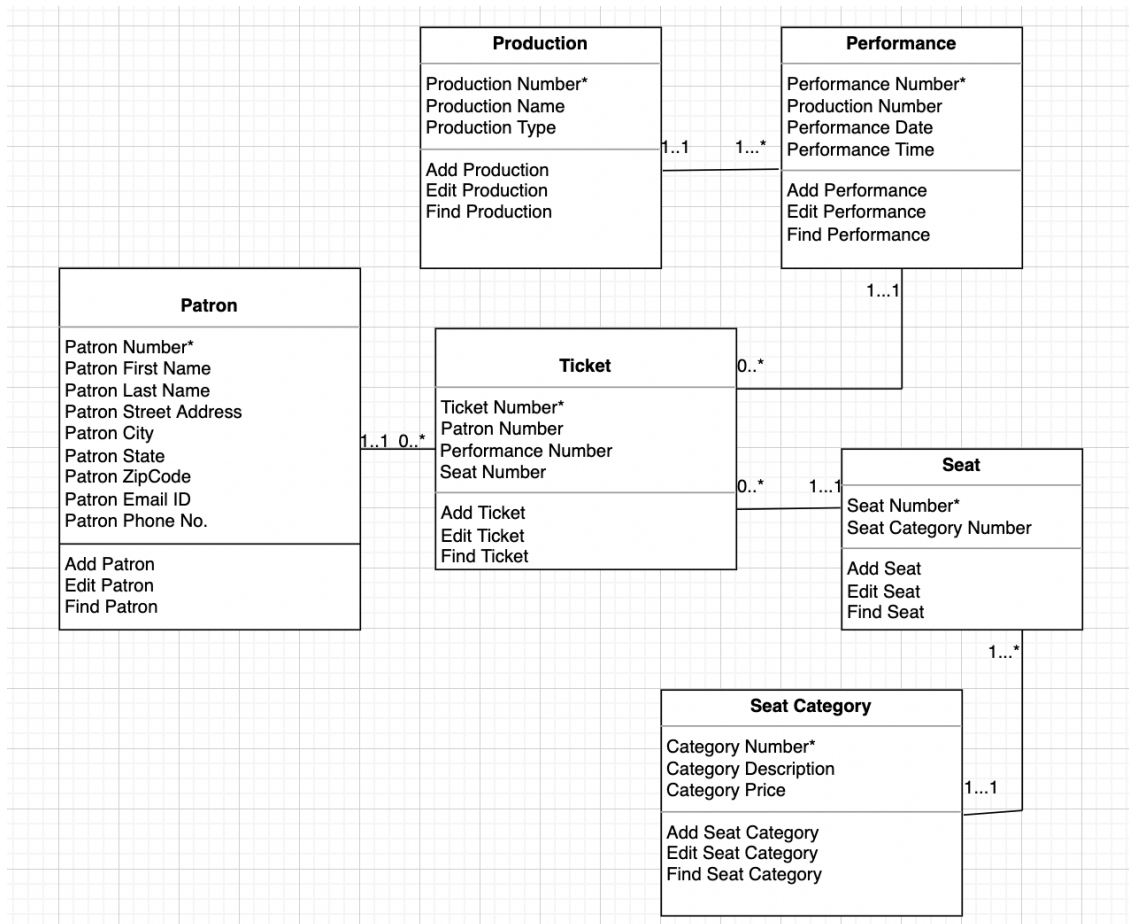
7.2.5.2 If patrons click on the finalizing button the performance information including date and seat will be appeared. There are two buttons including “approve and pay” and “back and edit”	Unique patron number
7.2.5.2.1 If patrons click on the “approve and pay” button, the pay page will appear.	Unique patron number
7.2.5.2.2 If patrons click in “back and edit” the previous page will appear.	Unique patron number
8. After paying the ticket price the message, “you reserved Les miserable performance on Monday evening, 12 <sup>th</sup> June. Your seat is D20.	Unique patron number

9. Patrons' tickets will email them immediately.	Unique patron number
10. A reminder will email patrons 24 hours before the selected date.	Unique patron number
<b>Preconditions:</b>	Reservation with the will call window is time consuming and has some mistakes.
<b>Postconditions:</b>	Patrons can assure that their reservation is finalized, and no one can buy their selected seats. It is also much more convenient
<b>Assumption:</b>	Patrons are informed about this facility.
<b>Success guarantee;</b>	The performance will be able to predict the number of sold tickets, and plan to increase the number of performances.
<b>Minimum guarantee:</b>	There will be no mistakes and trouble for patrons.





## 8. Class Diagram



## 9. User Interface Designs

https://www.themedalliontheatre.com/mainmenu

**The Medallion Theatre - est. 1952 - Long Beach**

Now Playing:

**Les Misérables**

**My Fair Lady**

The Magic Flute

Edit Patron Information

List of Current Productions

Book Tickets Here!

https://www.themedalliontheatre.com/patroninformation

**The Medallion Theatre - Patron Information**

First Name  Last Name

Patron Number

E-Mail-Address

Phone Number

Street Address  Apt./Unit (optional)

City  State  ZIP Code

https://www.themedalliontheatre.com/productions

**The Medallion Theatre - Productions**

Production Name:  **Find Production**

Production Category:  **Add Production**

**List of Performances**

Name	Date	Time	Selection
Les Mis	12/02/2021	8:30PM	<b>EDIT</b>
Les Mis	12/05/2021	11:30AM	<b>EDIT</b>
Les Mis	12/09/2021	8:30PM	<b>EDIT</b>

**Main Menu**

https://www.themedalliontheatre.com/seatingchart

**The Medallion Theatre - Seating Chart**

Production: Les Misérables - 12/09/2021 - 8:30PM **Find Seats**

Category Code:  **Edit Seats**

Category Name:  **Main Menu**

Category Price:

Seats:

☒ AA31 ☐ AA32 ☐ AA33

**CONFIRM**

https://www.themedalliontheatre.com/ticketsales

**The Medallion Theatre - Ticket Sales**

Select Patron:

Production:

Performance:

Seat Selection:

☒ AA31 \$40.00

☒ AA32 \$40.00

☐ AA33 \$40.00

Total Price:  **CHECKOUT**

**Main Menu**

## 10. Post-Implementation Review

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