**Document:**

System Requirement Specification Document.

**Title:**

D-Darshan Tour and Travelling.

**Team:**

Indirect Customer, Architect Business Analyst, Development Team, System Analyst.

**Objective (Purpose):**

The online guide and booking System for Web Application is intended to provide complete solution for visitors, Customers as well for service provider through a single Gateway using internet. It will enable visitors to take guidance about Indian religious places , customers also can book hotels and accommodations services online.

**Scope:**

This System allows Visitors to search all religious places through category wise like by state, district ,etc .Visitors are able to see nearby accommodations facilities and also do bookings for same. They can also do payments through our gateway. Visitors are able to cancel bookings anytime. Service providers(hotel owners)can also register themselves and can add their facilities.

**Definitions:**

OBS: Online Booking System

QA: Quality Assurance

Portal: Personalized Online Web Application

Dashboard: Personalized information presented using BI techniques such grid, score card, graph

**Functional Requirements:**

Any anonymous User will be able to view places and nearby accommodations details . Any User will be able find places to view by district wise . Registered Visitors are able to book the hotels through our gateway and do payment as well and can avail tickets online. Hotel owners can promote their facilities .Staff will be able to approve or reject request for Registering of hotels. Staff will be to track and maintain accommodations and booking details . Staff will be able to cancel hotel owners registry due to illegal practice.

Hotel owners will be able request to add photos of hotel places and will be maintained by System. Staff Team will be able to approve or reject request raised by for adding or removing facilities.

Visitors can search places by district wise and can explore will be able to see nearby hotels and residential places and also see detail address and location. Visitors are able to see availability of hotels and room vacancy .Visitors are able to book hotels after registration and will get confirmation by mail or message or through website visit. Customer will be able see all booking details on booking card. Registered Customer will be able place an booking with the help of booking card maintained by system. Registered Customer will be able to cancel placed booking on or before checking in. Registered customer get booking history. Registered customer can get details of booking. Staff team will be able get details of bookings of a particular Customer. Staff team will be able to cancel , reject or approve bookings been placed by costumers due to some policies of Business.

Customers will be provided options for payment such as through internet banking or UPI or Online payment option. Consumer will asked to submit their payment related information . Customer will be redirected to payment gateway for secure payment transaction. On successful payment processing using payment gateway system will notify Customer about transaction and booking status. Customer will be able to give ratings and feedback on services.

Hotel owners can do register themselves and add their facilities(photos, room vacancy, prices of rooms, extra details) on platform . hotel owner must provide necessary details like hotel room vacancy. Staff will able to monitor details of hotels and daily activities. Staff also have able to remove or discard the registry of hotels due to inconvenience in services. System will present dashboard for Customers, Hotel owners. Customer will see hotel previous ratings as well as Customers comments and reviews .

**Non Functional Requirement:**

**Security**

Registered Customer will allowed to booking .It would protect confidential information shared by customer. System will automatically log of after some time due to inactiveness. System will internally maintain secure communication channel between Servers ( Web Servers, App Servers, database Server) Sensitive data will be always encrypted across communication. User proper firewall to protect servers from outside fishing, vulnerable attacks.

**Reliability**

The system will backup business data on regular basis and recover in short time duration to keep system operational Continuous updates are maintained , continuous Administration is done to keep system operational.

**Availability**

uptime: 24\* 7 available 99.999%.

**Maintainability:**

A Commercial database software will be used to maintain System data Persistence. A readymade Web Server will be installed to host online tour portal (Web Site) to management server capabilities. IT operations team will easily monitor and configure System using Administrative tools provided by Servers. Separate environment will be maintained for system for isolation in production, testing, and development.

**Portability:**

PDA: Portable Device Application System will provide portable User Interface ( HTML, CSS, JS) through users will be able to access online booking portal. System can be deployed to single server, multi server, to any OS, Cloud (AWS ).

**Accessibility:**

Only registered customer will be able to book after authentication. System can reject or approve bookings requests based on availability. BOD team will be able to view daily, weekly, monthly, annual business Growth through customized dashboard.

**Durability:**

System will implement backup and recovery for retaining Customers data, business operation data and business data over time.

**Efficiency:**

On Festival season, maximum number of users will visit places and book hotels with same response time. System will be able to manage all transactions with isolation.

**Modularity:**

System will designed and developed using reusable, independent or dependent business scenarios in the form of modules. These modules will be loosely coupled and highly cohesive.

**Scalability:**

System will be able to provide consistent user experience to Customers as well as visitors irrespective of load.

**Safety:**

Online tour portal will be secure from malicious attack, fishing. online tour portal functionalities are protected from outside with proper firewall configuration. online tour portal will be always kept updated with latest anti virus software. Business data will be backed up periodically to ensure safety of data using incremental back up strategy. Role based security will be applied for Application data and operations accessibility.