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|  | The partner or customer logo can be inserted if required in the right-hand header cell. This must be done individually for each section.  The project name can be changed under File 🡪Properties. It will then be updated throughout the document. |
| Project Name:  Airline Ticketing System  Project Charter® | |
| *This blue colored text passages within this document are tips and guidance for filling out this template. If you are ready with your first draft, you should delete this passages before sending the document to your sponsor.*  [Send this to Cesear once completed for feedback and reiterations. You’ll get good grades] | |

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|  | | | |
|  | Project: | Airline Ticketing System |  |
|  | Title: | Project Charter |  |
|  | Document number: |  |  |
|  | Version | 0.1 |  |
|  | Document status: | Draft |  |
|  | Author: | Nick Demerse, Lukasz Lubiak, Ryan Van de ven, Aviel San agustin |  |
|  | Responsible: |  |  |
|  | Date created: | 18.10.24 |  |
|  | Protection class: | "For internal use only" |  |
|  | | | |

The Project and Author fields are filled automatically with the data from the document properties (File 🡪 Properties). Once the appropriate entries have been made here, these fields can be updated with the "Update Field" function (can be found in the context menu for the individual fields).

Possible states for the document status include "Draft", "Released" and "Final." The status of the current document should be specified respectively in the field above.

Document history

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| --- | --- | --- | --- |
| Version | Date | Author | Comment / Change |
| 0.1 | 18.10.24 |  | Draft |
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The document history should provide an overview of the development of the document. Different versions with their date, author and possible comments should be entered here.

**Tips for using this template:**

The blue text contained in the template should provide assistance for usage. It briefly describes how the individual elements and styles are to be understood.

Please delete all of the blue text before you disseminate or print the document; it is intended exclusively for internal use.

We wish you much success with this template.Contents

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# Background/Project purpose or justification

This section describes why the project was initiated, a little story behind the idea. Try to make sound real, not like a homework. Describe a situation where there are problems or improvements would be welcome. Formulate a solution where you are key.

An up-and-coming airline was using a basic web application template that they outsourced for their website but in order to be seen as a more reputable company they decided to hire an in-house team to create a new web application for them. They want the new web application to allow users to book and cancel flights just like the last one they had did. However, they also want to add more options for the user including the option for users to reschedule their flights. Having a web application built just for your company is seen as a plus as it can be updated over time to meet the company’s needs.

# Goals

This section describes which goals are to be realized with the project. These goals serve as a point of reference for the project closing. Measurable goals should be defined. Try to write at least 4 goals. Talk about feasible things, at the end I will verify that you achieved what you promised.

## Goals

| Goal | Description |
| --- | --- |
| Database Creation | The creation of two distinct databases |
| Administrative Functions | Allow a user to add tickets, delete tickets, update tickets, refund tickets, or reschedule tickets |
| Ticket Display | Create a page that displays the ticket identically to how it looks physically |
| Bug Free | Everything in the system works as intended |

## Milestones [Important points in the life of the project]

| Schedule | Description |
| --- | --- |
| Nov 2nd | Webpage setup but not connected to database |
| Nov 10th | Sql database set up with proper information |
| Nov 15th | First full prototype is ready to test and debug |
| Nov 28th | Application is complete and ready for presentation |

# Project product description

This section describes the project end product to be supplied.

***Product scope description****.   
The product scope description documents the characteristics of the product, service or results that the project will be undertaken to create. The description should also document the relationship between the products, services or results being created and the business need that the project will address.*

[Should focus on the backend, we’re not designers] [We’re also not creating a business, it’s a web application using MariaDB] [Do you have different levels of users?]

We’re going to be creating an airline ticketing management system. This system will create tickets for our customers and store these tickets in a database. It will also allow for the management of these tickets. The project’s scope lies only in the ticketing system, as our online storefront is still working as intended.

When a ticket is created in this system, the ticket’s information will be sent to the upcoming flights database. This database holds all the tickets for our upcoming flights. When a flight takes off, we will automatically move the ticket to the previous flights database. After a month of being held in the previous flights database, the ticket will be removed.

The main page of our system will have links to two pages: the upcoming flights page and the previous flights page. These pages are similar in design, each containing a table showing the tickets in their respective databases. They will also allow for similar administrative functions.

The upcoming flights page will have administrative operations for adding tickets, deleting tickets, updating tickets, rebooking tickets, and displaying tickets. The adding tickets page will allow the addition of new tickets to the database with the help of forms. The delete ticket button will remove the specific ticket from the database. The update ticket button will lead to the update ticket page, which will contain editable forms with the ticket’s information preloaded in. The rebook ticket button will create a new ticket in the database while prefilling the customer’s information; after confirming the rebook, the system will add the new ticket and delete the old one. The display ticket button will show the selected ticket in the ticket’s proper format, mimicking the printed version.

The previous flights page will have the same operations as the upcoming flights page with the exception of rebooking tickets and the addition of refunding tickets. Refunding a ticket will send a “refund message” in the system and will change the cost of the ticket in the database to zero. Due to the scope of this project, we will be sending the call to refund to a function that only returns a confirmation notice.

# Delivery units

A list of all project products/deliverables whose complete and satisfactory delivery indicate the completion of the project.

[This document counts as a delivery unit]

## Delivery units/services

| Delivery unit | Description/Comment |
| --- | --- |
| Project Charter | The approval of the project charter |
| Main Page | Create the main page for our web application |
| Creating the Databases | Build a database to store all upcoming flights and a database storing all previous flights |
| Connecting the Flight Pages | Create the upcoming flights and previous flights pages and connect them to the appropriate database |
| Completing the Flight Pages | Finishing the flight pages with all their functionalities |

*A deliverable is any unique and verifiable product, result or capability to perform a service that is required to be produced to complete a process, phase or project. Deliverables are typically tangible components completed to meet the project objectives and can include elements of the project management plan. Deliverables also include ancillary results, such as project management reports and documentation. These deliverables may be described at a summary level or in great detail.*

# Project success criteria

This section outlines the quantifiable criteria that have to be fulfilled so that the project can be performed successfully.

[Criteria for meeting goals. Ex: If exceed budget, it can’t be over 10%]

| Project success criteria |
| --- |
| The website works on full size screens and on smaller resolution |
| Database can store information provided by users and send required information when required |
| The website works without flaw |
| If we exceed the project’s budget, it can’t be over 15% |
| We cannot go one month over schedule |

# High-level risks

This section describes some of the key project risks and their potential impact on the success of the project. This list of risks should be regarded as provisional rather than complete because risks are usually identified and dealt with continuously during the course of the project.

[Something that could potentially happen.]

| Risk | Possible impacts on the project |
| --- | --- |
| Security Leak | Legal repercussions, loss of customers |
| Functionality Errors | Some of the options do not work as expected, stopping administrators from working |
| Implementation Problems | Implementation takes longer than expected, delaying the project |
| Malicious Attacks | Breaking into an unsecured portion of the application could cause a security leak |

# Key stakeholders

This section should at least contain the key stakeholders with their name and their role in the project context. This is your starting point for further stakeholder management and analysis.

[Team members and Cesear]

| Name | Role |
| --- | --- |
| Lukasz Lubiak | Front End + Database Creation |
| Ryan van de Ven | Back End + Flight Page Creation |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

# 

# Project startup

The project is deemed started with the following signatures:

[Don’t touch]

|  | Instructor | Communications Officer | Project manager |
| --- | --- | --- | --- |
| Signature |  |  |  |
| Name |  |  |  |
| Date |  |  |  |

# Project end

[Don’t touch]

**Planned project end:**

|  |
| --- |

## Signatures for release

The project manager is released with the signatures provided here following the project closing phase:

|  | Instructor | Communications Officer | Project manager |
| --- | --- | --- | --- |
| Signature |  |  |  |
| Name |  |  |  |
| Date |  |  |  |

Annex

* 1. Glossary and abbreviations

If abbreviations have been used in this document (as well as terms that need to be defined in greater detail), and common understanding for every user is a prerequisite for the success of the project, this is an opportunity to explain them.

[Get rid of page if not used]

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| **Term** | **Explanation** |
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