## ****Phase II: Business Process Modeling (MIS Perspective)****

### ****Objective****

To model a core business process within the system that supports decision-making and automation from a Management Information System (MIS) perspective. We'll use **UML/BPMN** with **swimlanes** to clearly show the roles and responsibilities of different entities.

### ****Selected Business Process: Ticket Booking and Confirmation Workflow****

## This process captures how a customer interacts with the system to view available shows and book a ticket, and how the system verifies availability, reserves the seat, records payment, and confirms booking.

### 📌****Scope****

This process begins when a customer views showtimes and ends when a booking confirmation is issued. It supports MIS goals by enabling:

Real-time decision-making (e.g., seat availability, pricing)

Automation of manual ticketing

Audit and reporting for sales tracking

### 👥****Key Entities (Actors & Systems)****

| **Actor/System** | **Role** |
| --- | --- |
| Customer | Initiates ticket booking |
| Ticketing System | Validates availability, stores booking |
| Payment Processor | Handles payment validation |
| Theater Admin | Reviews booking logs, schedules shows |

### ****Steps in the Process****

**1 .Customer** Selects movie, location, showtime

Chooses number of seats

Proceeds to payment

**2. System (Booking Module)**

Checks seat availability

Locks selected seats temporarily

Generates booking ID

1. **Payment Gateway**

Collects payment info

Confirms transaction

Sends confirmation or failure

1. **System (Confirmation Module)**

Finalizes booking

Updates seat status

Sends ticket with QR code/email

1. **Theater Admin**

Can access real-time reports

Uses data for daily analytics

### 💡 ****How It Supports MIS****

**Improves decision-making:** Enables theater managers to adjust show timings or pricing based on booking trends.

**Streamlines operations:** Eliminates double-bookings and manual logs.

**Enables reporting:** Generates real-time dashboards for management (total tickets sold, revenue per show, etc.).

**MIS Relevance:**  
This process improves the quality of information by integrating booking, payments, and reporting. It provides timely insights for theater managers and streamlines the ticketing workflow, thus improving operational efficiency and customer satisfaction.

**IMAGE THAT SHOW IT CLEARY**