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| Student number | 20018092 |
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| **Reflective abstract (up to 150 words)**  Please help the marker give you useful, personally-tailored, feedback by completing the sections below. Nothing you write here will adversely affect your mark. | |
| What mark do you anticipate your essay will achieve? | << insert here the mark you anticipate your essay will achieve >> |
| What do you think you did well in the writing of this essay? | << insert here aspects of your essay that you think went well >> |
| What aspects of your essay do you think may need improvement? | << insert aspects of your essay that you think may need improvement here >> |
| What areas of feedback would be most helpful for you? | << indicate what feedback would be most helpful for you here >> |

PART I << CRITICAL REVIEW >> (not less than 500 words)

I .1 INTRODUCTION

In this section, the purpose of the critical review is to evaluate the effectiveness of the enterprise system modelling framework for the Accounts Manager system at UWEFlix cinema. The scope of the review will include an analysis of the system's capabilities and limitations in relation to its goals and requirements, as well as a comparison to the other enterprise systems (Cinema Manager, Customer, and Club Representative) that were considered for implementation. The choice of Accounts Manager as the enterprise system to be reviewed was based on the need for efficient and effective management of student club accounts and the ability to provide full account management facilities. The Accounts Manager system plays a crucial role in the overall functioning of the UWEFlix cinema, making it a suitable candidate for a thorough evaluation.

1.2 EVALUATION CRITERIA

In this section, the evaluation criteria to be applied to the Accounts Manager enterprise system modelling framework include:

1. Cost: The cost of implementing and maintaining the Accounts Manager system will be evaluated in terms of initial investment (e.g., development), ongoing expenses (e.g., maintenance), and potential return on investment (e.g., sales via website).
2. Capabilities: The system's ability to meet the goals and requirements set forth by stakeholders, such as the ability to add new accounts, provide discount rates, generate unique account numbers, and the ability to amend accounts and view a list of all accounts, will be evaluated.
3. Performance: The system's speed, reliability, and scalability will be evaluated in terms of its ability to handle a large volume of transactions, manage large amounts of data, and handle peak usage times.
4. Usability: The ease of use and user-friendliness of the system will be evaluated in terms of its ability to be easily navigated, understood, and operated by different users, including those with mild visual impairments.
5. Security: The system's ability to protect the data and transactions from unauthorized access, alteration, or destruction will be evaluated.
6. Integration: The system's ability to integrate with other systems and technologies, such as the existing Payment Transaction System, will be evaluated.
7. Flexibility: The system's ability to adapt to changing requirements and future growth will be evaluated.
8. Scalability: The system's ability to handle increased volume of transactions and data will be evaluated.
9. Maintainability: The system's ability to be easily maintained and upgraded will be evaluated.
10. Support: The level and quality of technical support provided by the vendor will be evaluated.

1.3 EVIDENCE (WITH EXAMPLE ILLUSTRATIONS) AND ANALYSIS

<< In this section, provide evidence of modelling framework performance in enterprise systems modelling. For example, provide examples from the literature and illustrations of enterprise systems models taken from the UWEFlix case study such as:

* Requirements models (use cases or user stories)
* Requirements specifications
* Business <<type>> models
* Interface and service models
* Component sequence diagrams
* Architectural models (both service and component based)

For the example illustrations, analyse the evidence by applying the evaluation criteria where appropriate.

Make sure you **include** the **modelling diagrams** in **Appendix B not in this section** while you cite each within the text you include in this section>>

1.4 CONCLUSIONS

<< Draw upon the evidence and analysis presented in the previous section, together with any relevant and useful sources, to derive conclusion(s) >>

PART II << REFLECTIVE REPORT >> (not less than 300 words)

2 .1 INTRODUCTION

<< In this section, state the purpose and scope of the reflective report, and include a little background on the teamwork you practiced >>

2.2 REFLECTIONS

<< In this section, identify and explain what went well, what went wrong while you developed and implemented your software. Try to draw attention on your good practices and issues that you faced and resolved. You may like to go with sub-headlines if you like. >>

2.3 CONCLUSIONS

<< Draw upon the evidence and analysis presented in the previous section, together with any relevant and useful sources, to derive conclusion(s) >>

REFERENCES

<< List references cited in both parts of the report using UWE Harvard style >>

Appendix A

<https://github.com/Shweeb/UWEFlix>

Appendix B

<< Insert all modelling diagrams in this section. Make sure each figure has a figure title with which you cite each within the text body >>

**Requirements Model (Figure 1)**

**Requirements Specification (Figure 2)**

|  |  |
| --- | --- |
| Reference I.D | Requirement |
| 1 | Functional Requirements |
| 1.1 | Clubs can purchase bulk tickets at discounted rates and make payments on account |
| 1.2 | Use the existing Payment Transaction System |
| 1.3 | Use the existing Payment Transaction System |
| 1.4 | Enable the Cinema Manager or suitable employee to register details of student clubs and their representatives, including club name, address details, contact details, and representative first name, last name, and date of birth |
| 1.5 | Allow the Cinema Manager or suitable employee to add film details, including title, age rating, duration, and a short trailer description, to delete details of an obsolete film (if there are no showings allocated to it), to add details of a new screen in the cinema, and to add details of a new showing of a film |
| 1.6 | Allow the Cinema Manager or suitable employee to add details of new showings of films, including the date and time of the showing |
| 1.7 | Allow the accounts manager to add new accounts for previously registered clubs, including account title, payment card details, and discount rate, and to generate a unique account number for the account |
| 1.8 | Providing full account management facilities, including the ability for the Account Manager to amend an account, view account details, delete an account, generate account statements and reports on ticket sales and cinema usage |
| 1.9 | Allowing customers to view film details, cinema details, and showing details over the Internet |
| 2 | Non-Functional Requirements |
| 2.1 | Scalability: The ability to handle a large number of users and transactions |
| 2.2 | Reliability: The ability to function consistently and without errors |
| 2.3 | Security: The protection of sensitive user and financial information |
| 2.4 | Performance: The speed and efficiency with which the system processes requests and returns responses |
| 2.5 | Usability: The ease with which users can navigate and use the system |
| 2.6 | Accessibility: The ability of the system to be used by people with disabilities and to be presented in an attractive manner |

**Business <<Type>> Diagram (Figure 3)**

**Interface and Service Model (Figure 4)**