SWE30003 Software Architectures and Design
Tutorial Week 3
(User Tasks and Requirements)

Hotel Information System

1. Considering the notions of Product and Domain (cf. Slide 23), is the receptionist part of the product or part of the domain? Please explain!

2. Given the context of the hotel information system as discussed in Lecture 2, describe the *Check-Out* task in the Task & Support style.

3. Identify the typical tasks that a Hotel Information System must support, create a corresponding *workflow*, and visualize the resulting workflow using a suitable notation, and describe it as a high-level task.

4. What are tacit requirements? Is it possible to perform a validation check on tacit requirements?

5. The domain model for the hotel information system (cf. Lecture 2, Slide 28) is incomplete. For example, in most hotels, rooms are by room *type* (single, double, family etc.). Furthermore, overbooking of rooms is not supported, either. Extend the domain model so that these extensions can be covered.

6. The *Check-In* task (cf. Lecture 2, Slide 31) handles two situations:
   a) The guest has booked in advance;
   b) The guest has not booked in advance, but hopes there is a free room available.

   Do the following:
   1) Split the task description into two task descriptions *Check-In a Booked Guest* and *Check-In a Non-Booked Guest*.
   2) Discuss the difference between the one-task solution and the two-task one. Which approach is more suitable?

7. Many hotels apply a policy of *overbooking*, i.e. they book more rooms than the hotel actually has. In practice, not all booked guests turn up and there is no real problem. However, in case too many guests turn up, an emergency solution needs to be found (e.g., allocating guest to a different hotel). Please extend the *Check-In* task to handle this situation.

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8. Any questions from weekly submissions?