HIDDEN GEMS FOR TOURISM

Contents

Problem Description 2
Interview Questions 3
Interview Checklist 3
Interview Agenda 4
Questionnaire 5
Requirements (Functional, Non Functional) 6
Stakeholder Matrix 8
Event Table 9
Use case 12
Use case Diagram 12
Use case Description 13
CRUD Analysis 15

Team Members

1. Sara Yasser
2. Mariam Mahmoud
3. Sara Mostafa
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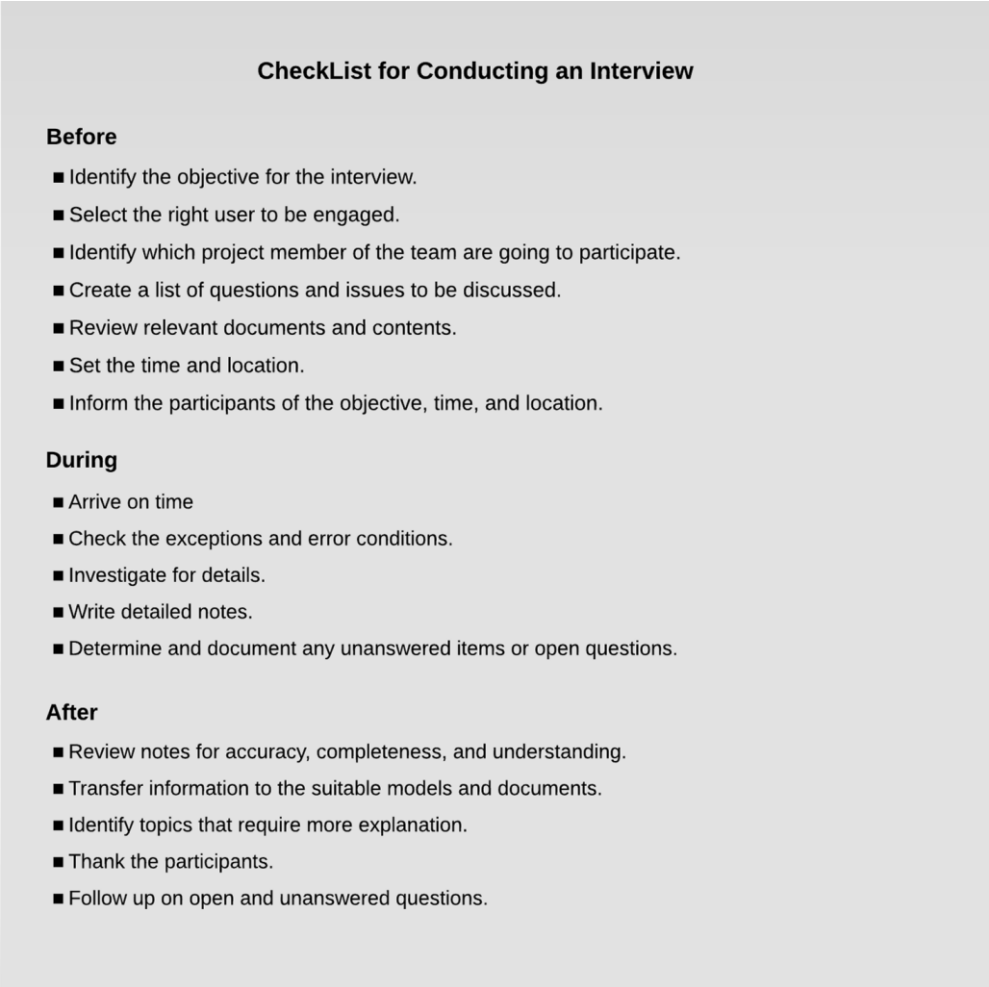
Problem Description

Many tourists are limited to visiting popular attractions, missing out on unique and authentic experiences. Tourists miss enriching experiences that contribute to their understanding of local culture and deprive local businesses, like family-run shops and artisan workshops, of economic benefits and cultural exchange. The existing system limits tourists to visiting popular sights like the pyramids and Egyptian museums, which causes tourists to miss out on the experience of visiting new places; instead, tourists desire to discover unique experiences, and local businesses desire to show their unique products and services. The proposed platform aims to enhance tourists' experience of enjoying their trip and connect tourists with hidden gems (Restaurants, Cafes, and Shops) offered by local businesses. It is crucial that a solution be developed that not only highlights these special cultural interactions and enhances the tourist experience, but also increases the visibility and sustainability of local businesses. This document suggests developing a digital platform that links travelers with the distinctive services provided by local businesses. Through this platform, local companies can exhibit their services to a wider audience, while tourists will have access to a carefully curated selection of local experiences.

Interview Questions

Interview Checklist



CheckList for Conducting an Interview

Before

- Identify the objective for the interview.
- Select the right user to be engaged.
- Identify which project member of the team are going to participate.
- Create a list of questions and issues to be discussed.
- Review relevant documents and contents.
- Set the time and location.
- Inform the participants of the objective, time, and location.

During

- Arrive on time
- Check the exceptions and error conditions.
- Investigate for details.
- Write detailed notes.
- Determine and document any unanswered items or open questions.

After

- Review notes for accuracy, completeness, and understanding.
- Transfer information to the suitable models and documents.
- Identify topics that require more explanation.
- Thank the participants.
- Follow up on open and unanswered questions.

Interview Agenda

Discussion and Interview Agenda

Setting

Objective of Interview
Understanding client needs

Date, Time, and Location
Febraury 23, 2024, 9 a.m., at their company

User Participants
The company's CEO and marketing director

Project Team Participants
Jana Ibrahim, Mariam Mahmoud, Sara Mostafa and Sara Yasser

Interview Questions/Discussions

1. *What problem are you trying to solve with this software system?*
2. *What are the key objectives we're trying to achieve?*
3. *What are the essential features and functionalities the system must have?*
4. *What are your expectations regarding the user interface of the software?*
5. *Do you have a preferred timeline for development and deployment?*
6. *What are your expectations for our communication and collaboration?*
7. *Is the project scope well-defined or likely to change?*
8. *How comfortable are you with adapting plans and responding to changes during a project?*

Follow-Up

Important Decisions
Deadline: maximum of 2 months
Project Scope: likely to change, flexible(Agile)

Open Items List

Issue Tittle	Date Identified	Target end date	Resposible project person	User Contact	Comments
Market analysis report	23-2-2024	23-5-2024	Marketing Director	Marketing Director	Pending market analysis report
budget proposals	23-2-2024	23-3-2024	Finance Manager.	Finance Manager.	budget approval.

Date and Time of the next meeting
March 1, 2024, 9 a.m.

Questionnaire

Survey Link:

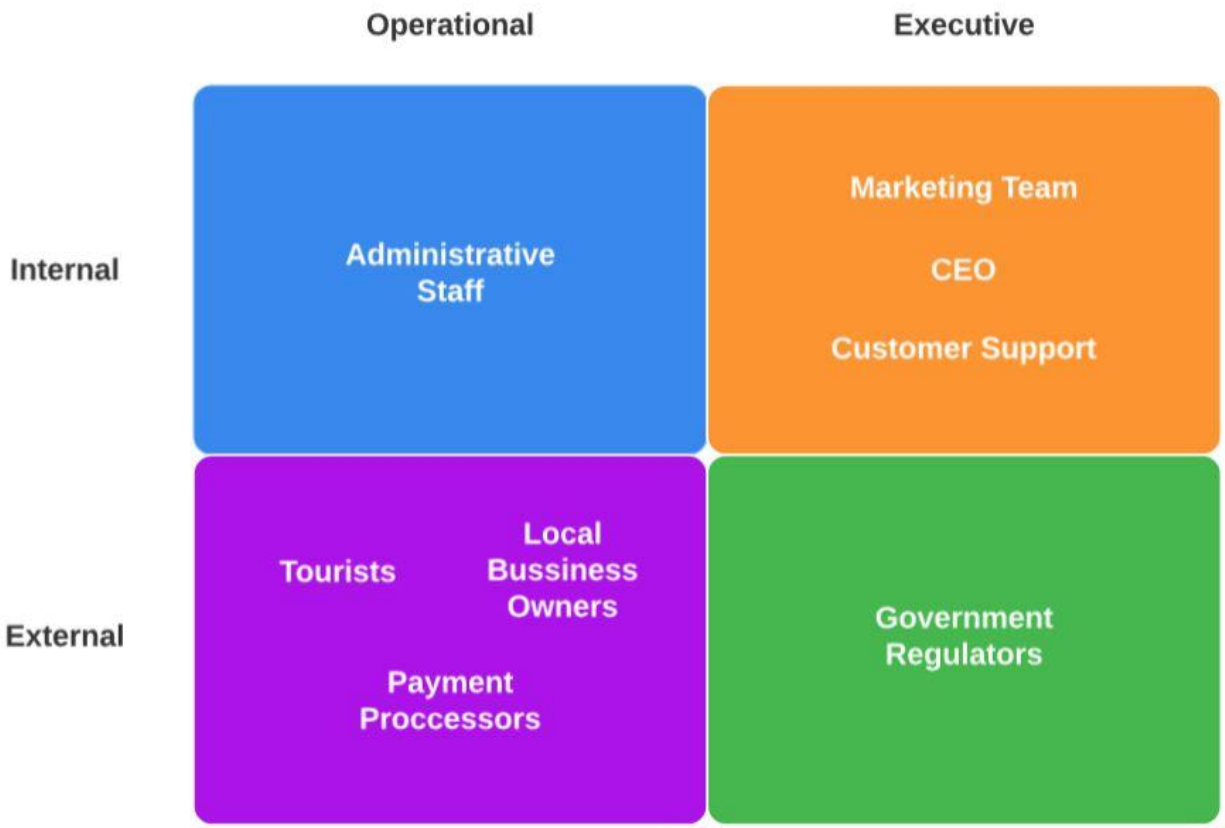
https://forms.gle/ZBjyLAj8Gu3zCyR97

Requirements (Functional, Non Functional)

Requirement Categories	FURPS + Categories	Example requirement
Functional	• **Authentication**	• The system shall provide secure login functionality with user authentication (email and password).
	• **User Profile Management**	• Users should have profiles where they can manage their information.
	• **Role-Based Access Control**	• The system shall provide different user roles (tourist, local business owner, admin, accommodation providers) access to specific functionalities based on their permissions.
	• **Navigation and Maps**	• The system shall offer map integration for directions to the selected places.
	• **Tourists**	• The system shall allow tourists to: 1. Register for an account with basic information like name, email, and password 2. Book and cancel reservations for transportation. 3. Book and cancel reservations for hidden gems. 4. Pay deposit for their reservations. 5. View location for the places. 6. Search for hidden gems and historical places based on a specific location. 7. View their bookings. 8. View historical places and hidden gems
	• **Local Business Owners**	• The system shall allow local business owners to: 1. Add, view, edit and delete details of their business, including photos, descriptions, and storytelling. 2. View tourists' bookings for hidden gems.
	• **Admin**	• The system shall allow admins to: 1. Add, view and delete local businesses owners. 2. Add, view, edit and delete the historical places. 3. Add, view, edit and delete transportation details. 4. View tourists' information. 5. View tourist's bookings. 6. View hidden gems.

Non-Functional	• **Usability**	• The user interface should be intuitive and easy to navigate for users with different levels of technical skills.
	• **Reliability**	• The system shall be operational and available for use 24/7, with an uptime of 99.9%
	• **Performance**	• The platform should ensure fast loading times for web pages and search results under normal load conditions.
	• **Security**	• The system shall enforce strong password policies secure user authentication mechanisms and implement encryption for the data.
	• **Maintainability**	• The system code should be well-documented to facilitate future maintenance and modifications.

Stakeholder Matrix



Event Table

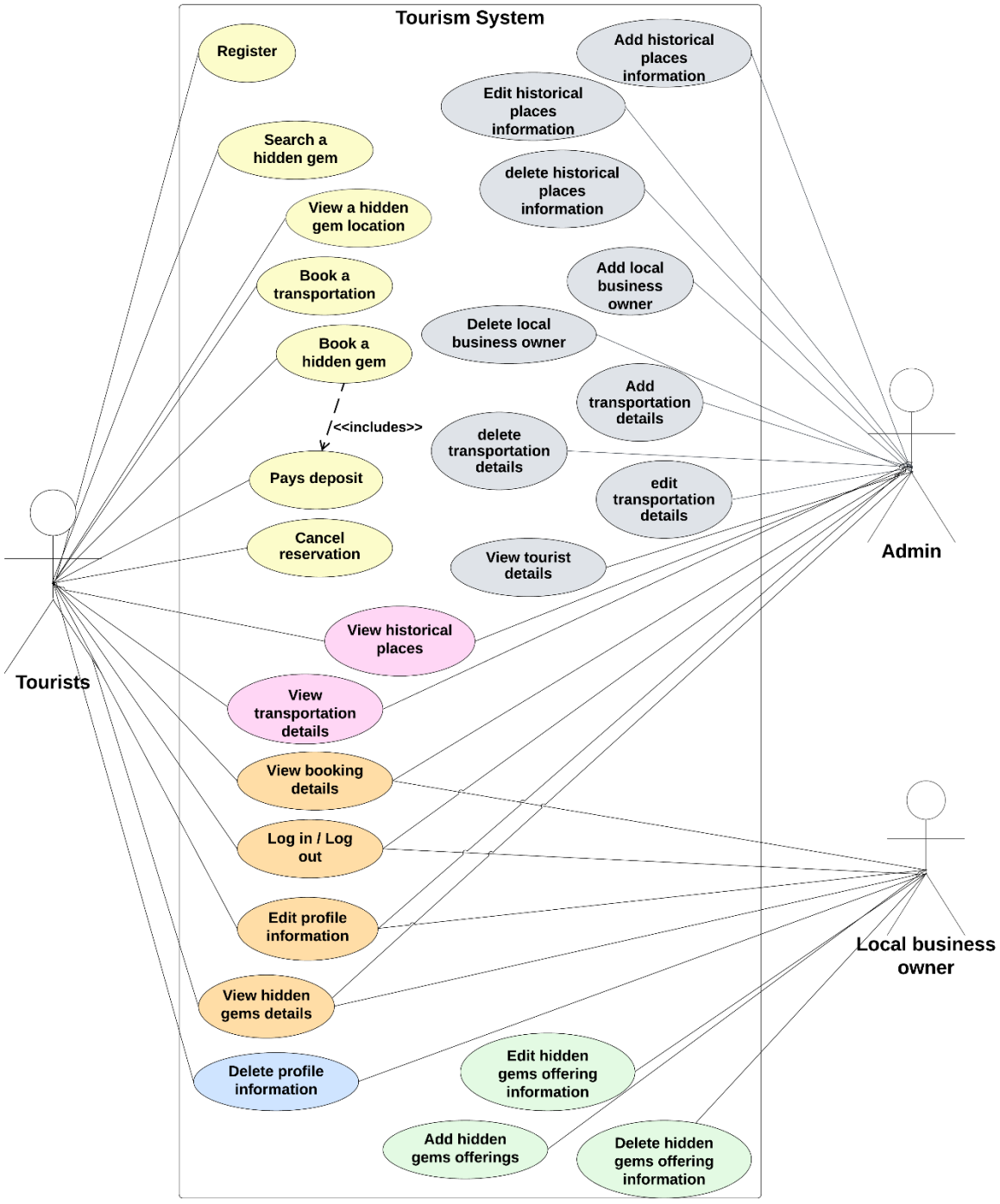
Tourism system event table					
Event	**Trigger**	**Source**	**Use Case**	**Response**	**Destination**
Tourist books a hidden gem	Booking request	Tourist	Book a hidden gem	Booking request sent to local business owner Redirect the tourist to payment process	Local business owner Tourist
Local business owner adds their offerings	Offering submission	Local business owner	Add hidden gem offerings	Offering is added and a confirmation message is sent to the local business owner	Local business owner
Local business owner edits their offerings	Offering modification request	Local business owner	Edit hidden gem offering information	The offering information is updated	Local business owner
Local business owner deletes their offerings	Deletion offering request	Local business owner	Delete hidden gem offering information	The offering information is deleted	Local business owner
Tourist searches for a hidden gem	Searching request	Tourist	Search a hidden gem	List of hidden gem details is displayed	Tourist
Views a hidden gem details	More details request	Tourist or Admin or local business owner	View hidden gems details	Detailed information about the selected hidden gem is displayed	Tourist or Admin or local business owner
View a historical place details	More details request	Tourist or Admin	View historical places	Detailed information about the selected historical place is displayed	Tourist or Admin
Tourist views a hidden gem location	Navigation directions request	Tourist	View a hidden gem location	Navigation directions to the selected hidden gem is provided	Tourist
Tourist views a transportation details	Transportation details request	Tourist	View transportation details	Detailed information about the selected transportation option	Tourist
Admin views tourist details	Tourist details request	Admin	View tourist details	A list of tourist details is displayed	Admin

Tourist books a transportation	Booking request	Tourist	Book a transportation	Booking request sent to admin Confirmation or rejection sent to tourist.	Admin Tourist
Tourist cancels reservation	Canceling an existing reservation	Tourist	Cancel reservation	Cancelation is sent to the admin or local business owner Confirmation message is sent to the tourist	Admin or Local business owner Tourist
Tourists pays a deposit	Deposit payment request	Tourist	Pays deposit	Deposit is successfully transacted and the booking is confirmed to the local business owner Tourist receives a booking confirmation message and is redirected to his booking details	Local business owner Tourist
View tourists booking details	Booking details request	Local business owner or Admin	View booking details	A list is displayed showcasing relevant booking details	Local business owner or Admin
Admin adds local business owner	Local business owner details addition request	Admin	Add local business owner	Local business owner is added	Admin
Admin adds historical places information	Historical places information addition request	Admin	Add historical places information	Historical places information is added	Admin
Admin edits historical places information	Details modification request	Admin	Edit historical places information	The historical place information is updated	Admin
Admin deletes historical places information	Deletion request	Admin	Delete historical places information	A list of the current historical places information is displayed to the admin	Admin

Admin deletes local business owner	Deletion request	Admin	Delete local business owner	The local business owner account is permanently deleted A list of the current business owners is displayed to the admin	Local business owner Admin
Admin adds transportation details	Transportation details addition request	Admin	Add transportation details	Transportation details is added	Admin
Admin edits transportation details	Details modification request	Admin	Edit transportation details	Transportation details is updated	Admin
Admin deletes transportation details	Deletion request	Admin	Delete transportation details	A list of the current transportation details is displayed to the admin	Admin
User updates their profile information	Information modification request	Tourist or Admin or local business owner	Edit profile information	Profile information is updated	Tourist or Admin or local business owner
User deletes their profile	Deletion request	Tourist or local business owner	Delete profile	Profile is deleted	Tourist or local business owner

Use case

Use case Diagram



Use case Description

Use Case: Add historical places
The admin provides necessary details about the place, including: • Name: The official name of the historical place. • Description: A comprehensive description of the place, its history, and significance. • Category: Classification of the historical place (e.g., museum, monument, archaeological site). • Location: Specific location details, including address, coordinates, and region. • Images: High-quality photographs showcasing the historical place.

Use Case: Add hidden gems offerings
This use case allows local business owners to add a new hidden gem to the platform's listings. The local business owner provides key details about their offering, including: • Name: The official name for his business • Description: A comprehensive overview of the experience, highlighting its unique features and benefits, while incorporating storytelling elements. • Category: Classification of the experience (e.g., restaurant, cafe, shop). • Location: Specific location details, including address, coordinates, and region. • Images: High-quality photographs showcasing the experience and its surroundings.

Use Case: View Hidden Gem Details
This use case allows tourists to explore and view detailed information about hidden gem experiences listed on the platform. Details displayed for each hidden gem: name, images, description, storytelling , category, location, pricing

Use Case: Book transportation
Main Flow: 1. View Available Options: The system displays a list of available transportation options Each option may include details such as: • Price: Total cost for the trip • Origin: Starting location (address, landmark) • Destination: Target location (address, landmark) • Travel Date and Time: date and time for the trip. 2. Seat Booking: the tourist clicks on “Book Now” button. 3. Booking Confirmation: The system sends a confirmation message to the tourist.
Exception Condition: 1.2 No Available Options: If no available transportation options, the system informs the tourist

Use Case Name	Book a hidden gem
Scenario	Book an online reservation at a hidden gem restaurant
Triggering Event	Tourist clicks "Book Now" button on a hidden gem details page.
Brief Description	A tourist browses hidden gem places on the platform and selects one to book. They can directly book the place with a "Book Now" button, potentially involving payment processing.
Actors	Tourist Local business owner
Related use case	Includes: paying deposit
Stakeholders	Tourist: to book the place Local business owner: to receive the booking request Payment processor: to handle secure payment transactions on the platform
Pre-conditions	Tourist must have a registered account The chosen hidden gem must exist
Post-conditions	Tourist created a booking reservation The local business owner has received a booking request
Flow of activities	Tourist
	1. Tourist searches for a hidden gem 2. Tourist views the hidden gem details 3. Tourist books a reservation online 4. Tourist fills the payment details form 5. Tourist submits the deposit payment
	System
	2.1 Display the hidden gem information 3.1 Create a new booking 4.1 Validate the payment information 5.1 Confirms the booking 5.2 finalize the booking
Exception Condition	3.1 If the tourist doesn’t have an account, then the booking process is stopped, the tourist create a new account, then book his selected place.

CRUD Analysis

Use Case VS. Entity/ domain class	Tourist	Admin	Local business owner
Manage Local brand owner profile information		C R D	U D
Manage tourist profile information	C R U D	R	
Manage admin profile information		R U	
Book hidden gems	C R D	R	R
Pay deposits	C		
Manage transportation details	R	C R U D	
Manage hidden gems	R	R	C R U D
Manage historical places	R	C R U D	
Book transportation	C R D	R	