

Part B CNPM

1.Requirement

Concept explanation

Raise related concepts.

Brain- storming

Eg: hotel reservation management system.

- room
- single room
- double room
- twin room
- staff
- receptionist
- booking
- reservation
- check in/out

Glosary list: is a table

number english name vietnamese name meaning

human related concept

1. staff
2. receptionist
3. client

50

Object related concept

51. room

52. single room

53. double room

100

Action related concept

101. booking

102. check in

103. check out

150

Policy/rule- related concepts

151. Loss of properties.

152.

Business Model

1. Objective and Scope
2. Who could use? What could do
3. How do the function work?
4. Object related in the application
5. Relationship among objects?

Eg: Hotel reservation management system

1. Objective

- This is a desktop-base application enabling to manage the reservation inside a hotel.

Scope

Application type: desktop_bases(mobile,web..)

object to serve: 1 hotel

User only: staff of the hotel could use this application include: hotel manager, system administrator, seller, receptionist.

Function

Manage infor of: hotel room, uses, client

Book/cancel rooom

check in/check out/payment

view some statistics.

2. Manager:

- mange from client hotel search/view, add, edit,delete room
- View some statistics: room, client, revenue/income

Admin:

- Manage infor about uses search/view,add, edit, delete(with the requirement of the user.)

Seller

- Search new available room
- Book new room
- Cancel some booking

→ On the above is serve for client
(with the requirement of the client)

Receptionist:

- Search/view available room
- book new room(s)

- Cancel booking
- check in
- check out
- payment

→ On the above is on site for a client
(with the requirement of the client)

3. How does the function work.

We need 4 function

- Booking remotely via telephone with a seller.
 - A client calls to the hotel to book some room(s)
 - a receptionist receives the call and asks what could help.
 - The client answer responds to book some room.
 - The receptionist transforms the call to a remote seller.
 - A seller who see the call and asks what could help
 - The client require to book some room.
 - The seller asks the check in/out date that client want.
 - The client provides his check in/ check out date.
 - The seller enter provided answer into system to search available room
 - If there is no result found, the seller tell the results to the client and asks if he or she want to change periode.
 - If the client want to change → return and repeat from the step of searching room.
 - if no → ends exceptionly.
 - If there is some results: the seller announce the result to the client and asks to choose some.

- If client refuse: end exceptionly
- if client selects some:
 - the seller selects some response → next to collect client infor

The seller aks the client about personal infor the client provides infor:
name, tel, address

The seller enters infor and searches to check if the client exist in the system.

- If there is no information about the client → seller add new client to the system
- If there exists infor about that client → the seller select the right person in the list → next to confirm interface.

The seller repeat information about reservation receipt, include infor about client: name, tel number, address,

Infor about selected room, name, type, prices

Infor about preside of each room: check in/ out date and asks the client to confirm

If the client refuse → return to the previous step.

if the client confirm: the seller confirm into the system → end successfully

4. Review

Client: name, tel number, address, email address, note..

Seller/ receptionist(User system): username, password to log in, fullname, role in the system.

Hotel: name, address, star level

Room: name, type, price, description

reservation/receipt: including infor about client, booked room, period of this booked room.

Some sell off(optional)

5.

A client may book many rooms.

a room may be booked by many clients(in different time)

A hotel may have many rooms

A booking receipt may contain many room. .

A booking receipt may be paid in many times. Each time create a bill.