Sri Lanka Institute of Information Technology

Data Warehousing and Business Intelligence

Assignment I



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Step 1: Data Set Selection

This data set contains Airplanes Satisfaction Details given by an airline organization. Their goal is to get an understanding of passenger preferences and to improve their facilities. Also to know on which aspect of the services offered by them have to be emphasized more to generate more satisfied customers.

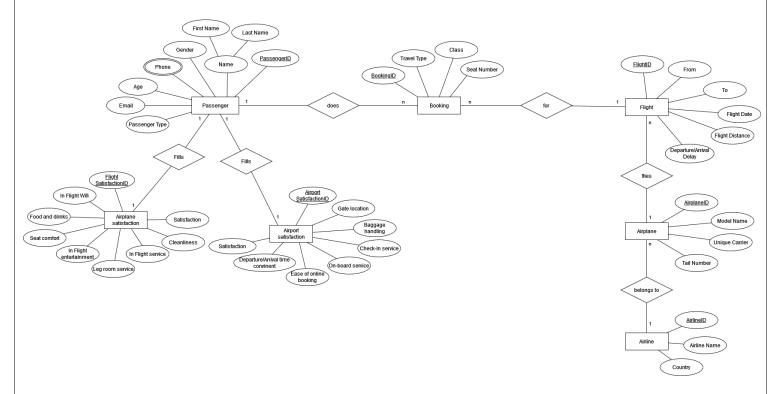
The dataset consists of the details of passengers, their booking details, flights details, feedback on their flight experience on various context. After conducting surveys for about 2 years, data was collected from 15,000 passengers of all customer types travelling in different classes.

This dataset contains,

- Passenger Details
- Passenger Address Details
- Flight details
- Booking Details
- Airplane Details
- Airline Details
- Flight Satisfaction Details
- Airport Satisfaction Details

The link to the source data set: https://www.kaggle.com/datasets/teejmahal20/airline-passenger-satisfaction

Following ER- diagram will describe the scenario of the selected dataset.



Step 2: Preparation of Data Sources

The data set was in 'csv' file type. As there were only flight satisfactory details in the data set passenger data and airplane data sets were added and they were separated into Database, Text, Excel and csv files. And they were used to create the following.

1.Database(.bak)

Passenger Details.csv, Passenger Address.csv and Flight.csv file was imported to the Airline Satisfaction Database and were used as the DB source data.

2.Text(.txt)

Booking.txt was used.

3.Excel(.xls)

Flight Satisfaction Details.xls and Airport Satisfaction Details.xls was used.

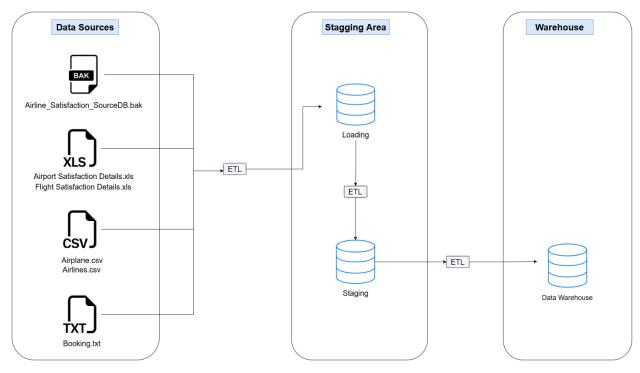
4.Comma Separated Values (.csv)

Airplane.csv and Airlines.csv was used.

Data Source Type	Source Name	Column Name	Data Type	Description
Database	dbo.Passenger	PassengerID	int	Passenger Unique ID
File (.bak)	do oir ussenger	FirstName	nvarchar(50)	Passenger First Name
		LastName	nvarchar(50)	Passenger Last Name
		Gender	nvarchar(50)	Gender of the passengers (Female, Male)
		Age	int	Age
		PassengerType	nvarchar(50)	The passenger type (Loyal Passenger/Disloyal Passenger)
		Email	nvarchar(50)	Email Address
		PhoneNumber	nvarchar(50)	Phone Number
	dbo.Passenger	PassengerID	int	Passenger Unique ID
	Address	Address	nvarchar(50)	Passenger's Address
		City	nvarchar(50)	Passenger's City
		State	nvarchar(50)	Passenger's State
		ZIP	int	Zip Code of the Passenger
		Country	nvarchar(50)	Passenger's Country
	dbo.Flight	FlightID	int	Flight Unique ID
		From	nvarchar(100)	Journey starting location
		То	nvarchar(100)	Journey ending location
		FlightDate	date	Date of the flight
		FlightDistance	int	The flight distance of the journey
		Depature_Arrival_D	int	Minutes delayed when
		elay_in_Minutes		departure/Arrival
		AirplaneID	int	Unique ID of the airplane used for the flight
Excel File	Airport Satisfaction Details.xls	Airport SatisfactionID	int	Airport Satisfaction Unique ID
		PassengerID	int	Unique ID of the passenger
		Date	date	Date of filling satisfactry form
		Departure/Arrival time convenient	int	Rating Departure/Arrival time convenient
		Ease of Online booking	int	Rating Ease of Online booking
		Gate location	int	Rating Gate location
		On-board service	int	Rating On-board service
		Baggage handling	int	Rating Baggage handling
		Checkin service	int	Rating Checkin service
		Satisfaction	nvarchar(255)	Stating whether the passenger is satisfied or not
	Flight	Flight SatisfactionID	int	Flight Satisfaction Unique ID
	Satisfaction	PassengerID	int	Unique ID of the passenger
	Details.xls	Date	date	Date of filling satisfactry form

		Inflight wifi service	int	Rating Inflight wifi service
		Food and drink	int	Rating Food and drink
		Seat comfort	int	Rating Seat comfort
		Inflight	int	Rating Inflight entertainment
		entertainment		
		Leg room service	int	Rating Leg room service
		Inflight service	int	Rating Inflight service
		Cleanliness	int	Rating Cleanliness
		Satisfaction	nvarchar(255)	Stating whether the passenger is
				satisfied or not
CSV File	Airplane.csv	AirplaneID	int	Airplane Unique ID
		Unique Carrier	nvarchar(50)	Unique carrier code
		Model Name	nvarchar(50)	Plane model number
		Tail Number	nvarchar(50)	Plane tail number
		AirlineID	int	Unique ID of the airline that the
				plane belongs to
	Airlines.csv	AirlineID	int	Unique ID of the airline
		Name	nvarchar(60)	Name of the airline
		Country	nvarchar(50)	Country that airline belongs to
Text File	Booking.txt	BookingID	int	Unique ID for the flight booking
		PassengerID	int	Unique ID of the passenger
		FlightID	int	Flight Unique ID
		Class	nvarchar(50)	Travel class in the plane of the
				passengers (Business, Eco)
		Travel Type	nvarchar(50)	Purpose of the flight of the
				passengers (Personal Travel,
				Business Travel)
		Seat Number	int	Seat Number assingned for a
				passenger

Step 3: Solution Architecture



Data Sources

The '.txt' component represents text files, the '.xls' component represents Excel files, the '.csv' component displays comma separated files, and the '.bak' component represents database files.

Staging Area

The process of creating database tables is represented by the Loading DB component. The files were imported into the database and are being used to create the tables.

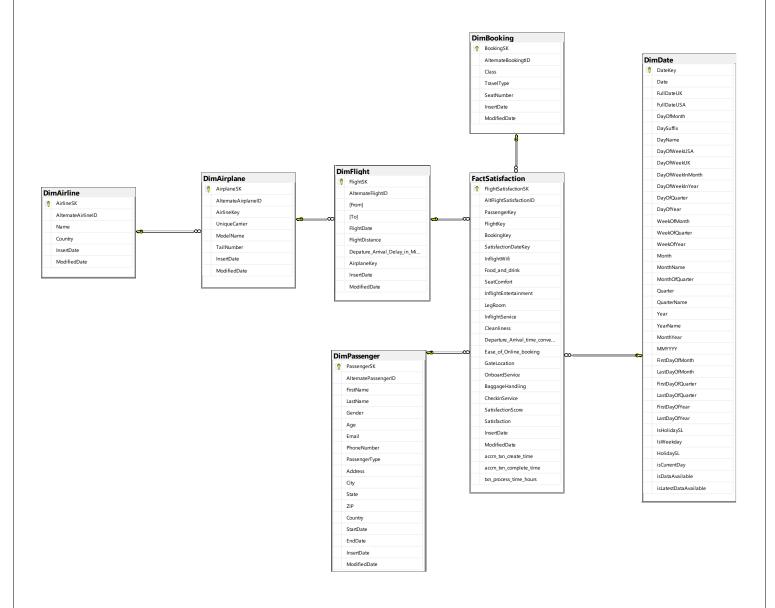
The Staging DB component represents the creation of staging level tables via the 'Extract'.

Data Warehouse

Using 'Transform' and 'Load,' the data warehouse DB component is used to display the cratering dimension tables in the warehouse.

Step 4: Data Warehouse Design and Development

Following figure will show how the fact table and dimension tables was combined.



Schema Type

For this scenario snowflake schema type was used.

Dimension Type

Hierarchical Dimension

```
Passenger – Country \rightarrow State \rightarrow City \rightarrow ZIP \rightarrow Address
```

Airplane – Unique Carrier → Model → Tail Number → Airplane ID

Date – All hierarchies in date

Slowly Changing Dimensions

In passenger table following columns were set as changing attributes.

Phone Number

Email

Assumptions

Passenger dimension was considered as a slowly changing dimension.

Step 5: ETL Development

Extract

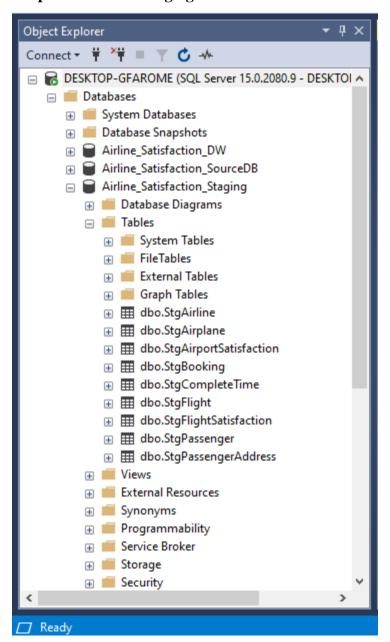
Using the appropriate Data connection, all data sources were imported to the staging tables in this step.

For text and csv files, flat file connections were used, Excel file connections for excel files, and DB source connections for DB files.

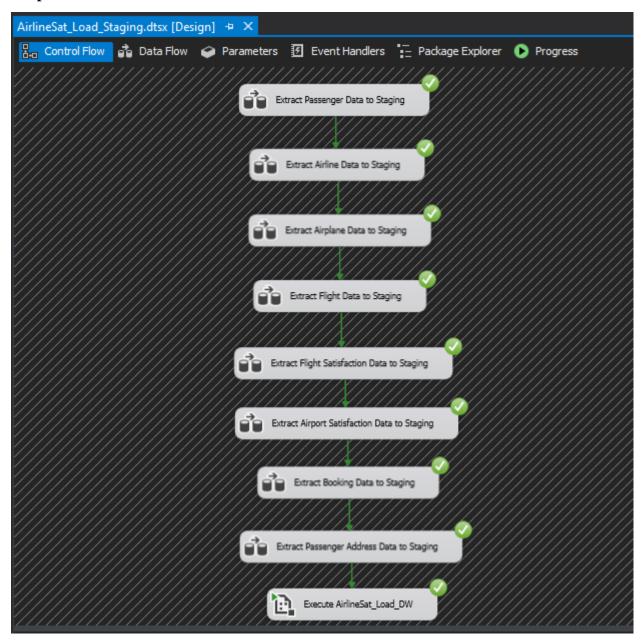
All of the tables were imported into the Airline Satisfaction Staging database, which contains the tables listed below,

- 1) StgAirline
- 2) StgAirplane
- 3) StgAirportSatisfaction
- 4) StgBooking
- 5) StgCompleteTime
- 6) StgFlight
- 7) StgFlightSatisfaction
- 8) StgPassenger
- 9) StgPassengerAddress

Snapshot of SSMS Staging Database

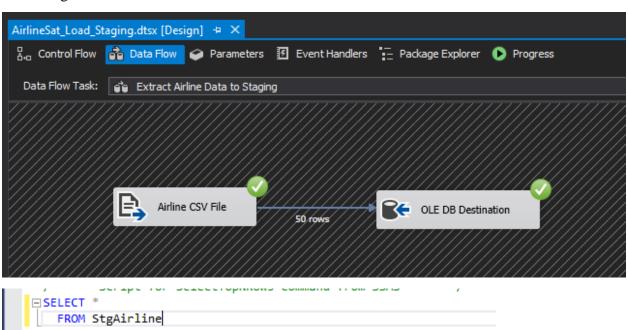


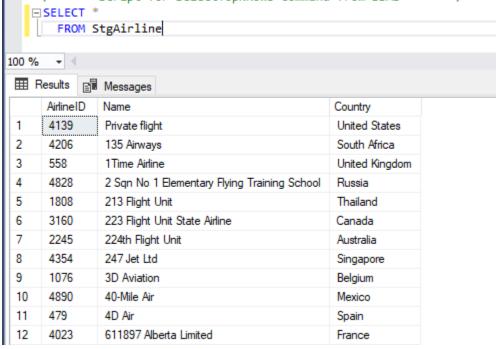
Snapshot of Visual Studio Control Flow of Extract



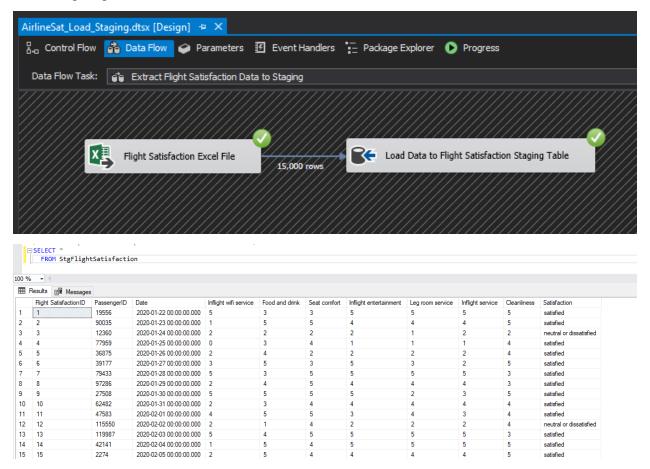
Snapshot of several data types of data flow

Extracting Airline data from CSV file-

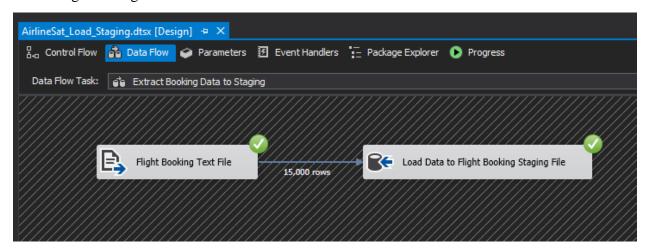


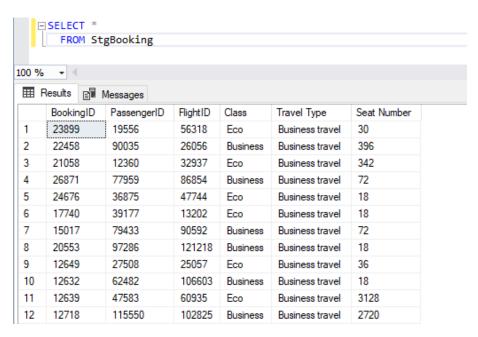


Extracting Flight satisfaction data from Excel file-

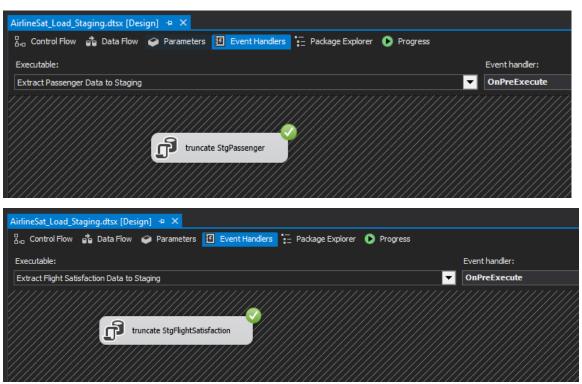


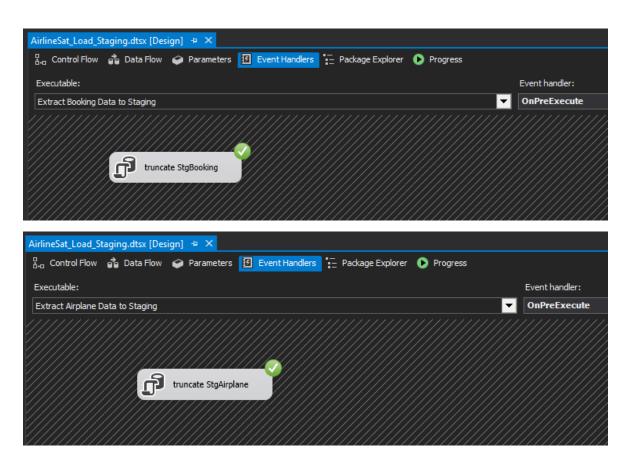
Extracting Booking data from Text file-



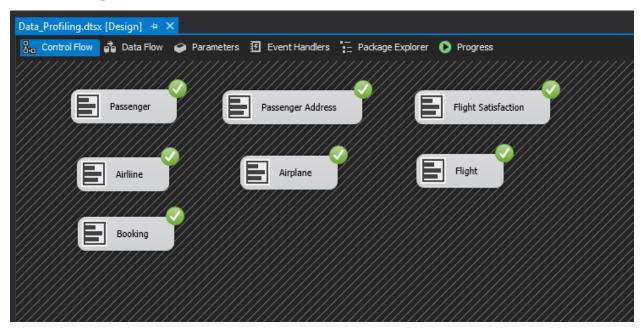


Event Handling (Truncate Staging Data)





Data Profiling



Transform and Load

Both the 'Transform' and 'Load' steps are completed in this step. First, Dimension tables were created in the Datawarehouse DB data. The data from the staging tables was then loaded into the warehouse tables, Airline_Satisfaction_DW, which contains the following tables, using the relevant components.

- 1) DimAirline
- 2) DimAirplane
- 3) DimBooking
- 4) DimDate
- 5) DimFlight
- 6) DimPassenger
- 7) FactSatisfaction

Used Transformation Tasks

Lookup Derived Columns Union Sort and Merge

Update Function

```
UpdateDimAirline....AROME\Ushani (52)) → ×
   ☐ CREATE PROCEDURE dbo.UpdateDimAirline
     @AirlineID int,
     @Name nvarchar(60),
    @Country nvarchar(50)
     AS
   ⊟ BEGIN

    if not exists (
     select AirlineSK
     from dbo.DimAirline
    where AlternateAirlineID = @AirlineID)
   insert into dbo.DimAirline
     (AlternateAirlineID, [Name], Country, InsertDate, ModifiedDate)
     (@AirlineID, @Name, @Country, GETDATE(), GETDATE())
     END;
   if exists (
     select AirlineSK
     from dbo.DimAirline
    where AlternateAirlineID = @AirlineID)
   ⊟BEGIN
   Dupdate dbo.DimAirline
     set [Name] = @Name, Country = @Country, ModifiedDate = GETDATE()
    where AlternateAirlineID = @AirlineID
     END;
     END;
```

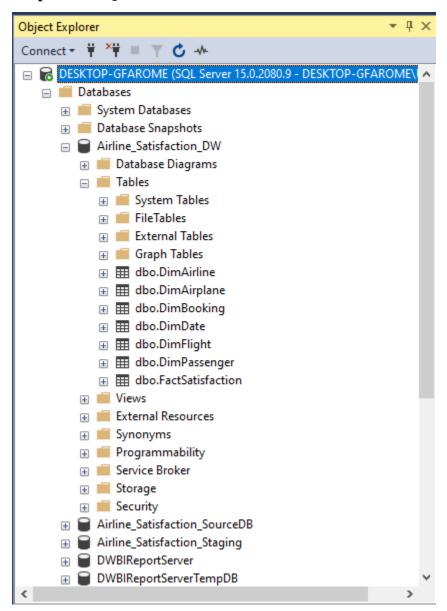
```
UpdateDimAirplane...ROME\Ushani (55)) → ×
   □ CREATE PROCEDURE dbo.UpdateDimAirplane
     @AirplaneID int,
     @AirlineKey int,
     @UniqueCarrier nvarchar(50),
     @ModelName nvarchar(50)
     @TailNumber nvarchar(50)
   BEGIN
   dif not exists (
     select AirplaneSK
     from dbo.DimAirplane
     where AlternateAirplaneID = @AirplaneID)
   BEGIN
   □insert into dbo.DimAirplane
     (AlternateAirplaneID, AirlineKey, UniqueCarrier, ModelName, TailNumber, InsertDate, ModifiedDate)
     (@AirplaneID, @AirlineKey, @UniqueCarrier, @ModelName, @TailNumber, GETDATE(), GETDATE())
     END;
   if exists (
     select AirplaneSK
     from dbo.DimAirplane
     where AlternateAirplaneID = @AirplaneID)
   BEGIN
   update dbo.DimAirplane
     set AirlineKey = @AirlineKey, UniqueCarrier = @UniqueCarrier, ModelName = @ModelName, TailNumber = @TailNumber, ModifiedDate = GETDATE()
where AlternateAirplaneID = @AirplaneID
     END;
```

```
UpdateDimBooking...ROME\Ushani (52)) → ×
   □ CREATE PROCEDURE dbo.UpdateDimBooking
    @BookingID int,
    @Class varchar(50),
    @TravelType nvarchar(50),
    @SeatNumber int
    AS
   BEGIN
   if not exists (
    select BookingSK
    from dbo.DimBooking
    where AlternateBookingtID = @BookingID)
   BEGIN
   insert into dbo.DimBooking
    (AlternateBookingtID, Class, TravelType, SeatNumber, InsertDate, ModifiedDate)
    values(@BookingID, @Class, @TravelType, @SeatNumber, GETDATE(), GETDATE())
    END;
   fif exists (
    select BookingSK
    from dbo.DimBooking
    where AlternateBookingtID = @BookingID)
   ⊟BEGIN
   □update dbo.DimBooking
    set Class = @Class, TravelType = @TravelType, SeatNumber = @SeatNumber, ModifiedDate = GETDATE()
    where AlternateBookingtID = @BookingID
    END;
    END;
```

```
UpdateFactProcess...ROME\Ushani (65)) → ×
  ☐ CREATE PROCEDURE dbo.UpdateFactProcessTime
    @FlightSatisfactionID int,
    @txn process time hours float
  ⊟BEGIN
  if not exists (
    select FlightSatisfactionSK
    from dbo.FactSatisfaction
    where AltFlightSatisfactionID = @FlightSatisfactionID)
  ⊟BEGIN
  insert into dbo.FactSatisfaction
    (AltFlightSatisfactionID, txn process time hours, InsertDate, ModifiedDate)
    (@FlightSatisfactionID, @txn_process_time_hours, GETDATE())
    END;
  if exists (
    select FlightSatisfactionSK
    from dbo.FactSatisfaction
    where AltFlightSatisfactionID = @FlightSatisfactionID)
  □update dbo.FactSatisfaction
    set txn process time hours = @txn_process time hours, ModifiedDate = GETDATE()
    where AltFlightSatisfactionID = @FlightSatisfactionID
    END;
```

```
UpdateFactComple...ROME\Ushani (52)) → ×
   □ CREATE PROCEDURE dbo.UpdateFactCompleteTime
    @FlightSatisfactionID int,
    @accm_txn_complete_time datetime
    AS
   ĖBEGIN
   if not exists (
    select FlightSatisfactionSK
    from dbo.FactSatisfaction
    where AltFlightSatisfactionID = @FlightSatisfactionID)
   ⊟ BEGIN
   insert into dbo.FactSatisfaction
     (AltFlightSatisfactionID, accm_txn_complete_time, InsertDate, ModifiedDate)
    values
    (@FlightSatisfactionID, @accm_txn_complete_time, GETDATE(), GETDATE())
    END;
   if exists (
    select FlightSatisfactionSK
    from dbo.FactSatisfaction
    where AltFlightSatisfactionID = @FlightSatisfactionID)
   ⊟BEGIN
   □update dbo.FactSatisfaction
    set accm txn complete time = @accm txn complete time, ModifiedDate = GETDATE()
    where AltFlightSatisfactionID = @FlightSatisfactionID
    END:
    END;
```

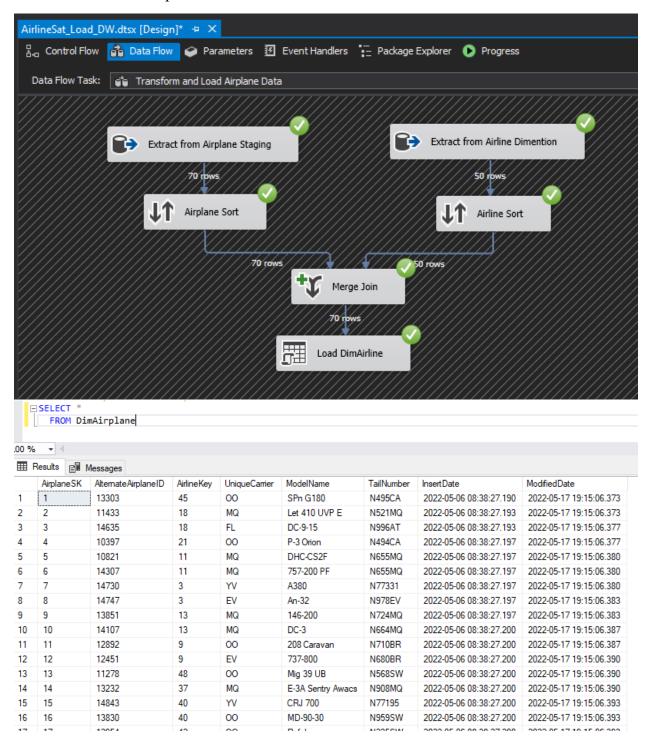
Snapshot of SQL Server Data Warehouse Database



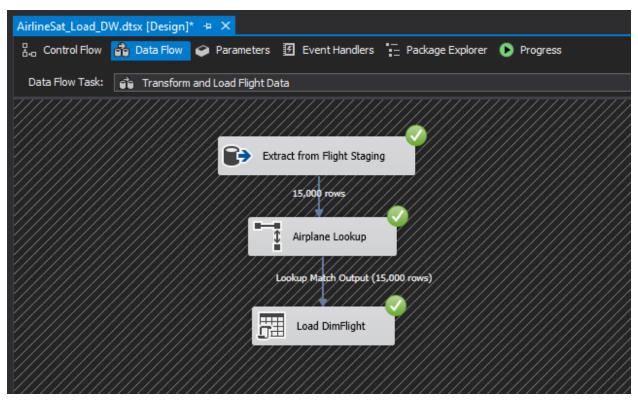
Snapshot of Visual Studio Control Flow of Extraction



Transform and load Airplane data-

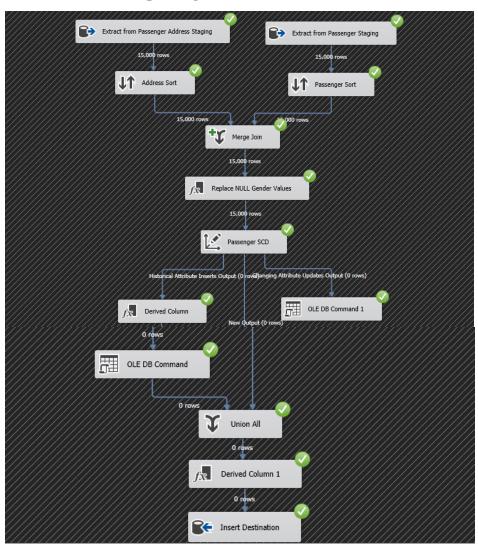


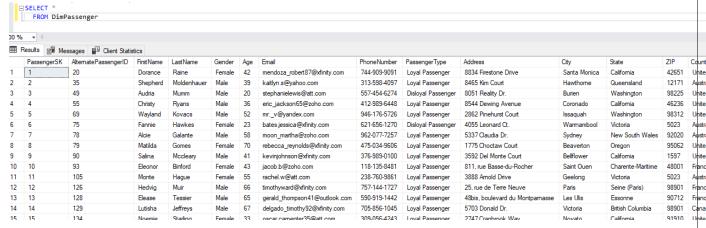
Transform and load Flight data



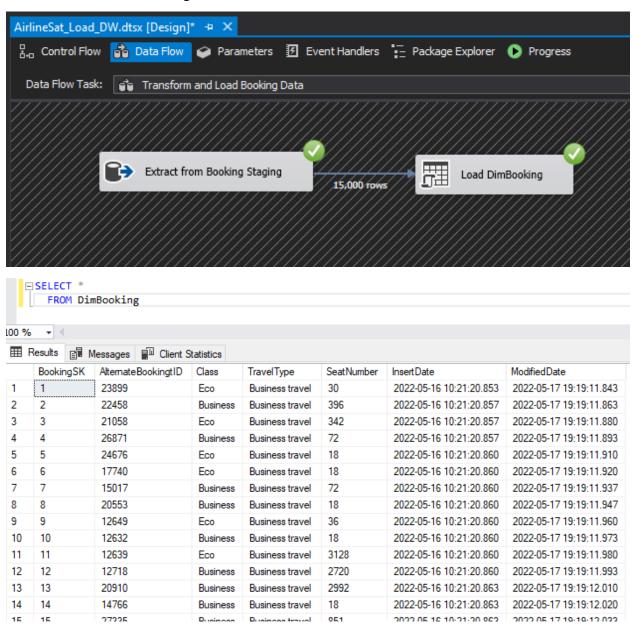


Transform and load passenger data





Transform and load Booking data



Step 6: ETL Development – Accumulating fact table

