

**Assignment 1 Cover Sheet****IT1060 – Software Process Modeling**  
**Semester II- 2024****Semester 1 Year 01**

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<b>PROJECT ID</b>	MLB_06.01_03
<b>CASE STUDY NAME</b>	Hotel Reservation System For Tourists
<b>CAMPUS/CENTER</b>	Malabe

**Group Details:**

	<b>Student Registration Number</b>	<b>Student Name</b>
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**Assignment 1 Certify Sheet**
**IT1060 – Software Process Modeling**  
**Semester II- 2024**
**Semester 1 Year 01**

We hereby certify,



The attached is our own work and no further changes will be made.



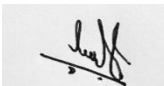
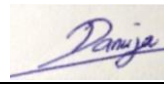



We have contributed in this assignment to the best of our ability.

And we understand,



We may be subject to student discipline processes in the event of an act of academic misconduct by us including an act of plagiarism or cheating.

**Group Details:**

	Student Name	Student Registration Number	Date	Signature
1	Harindu Weligepola	IT23257504	19/03/24	
2	Danuja Liyanage	IT23265974	19/03/24	
3	Dilshan Mahavithana	IT23268180	19/03/24	
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5	Wishwa Ekanayake	IT23257436	19/03/24	

## **Introduction**

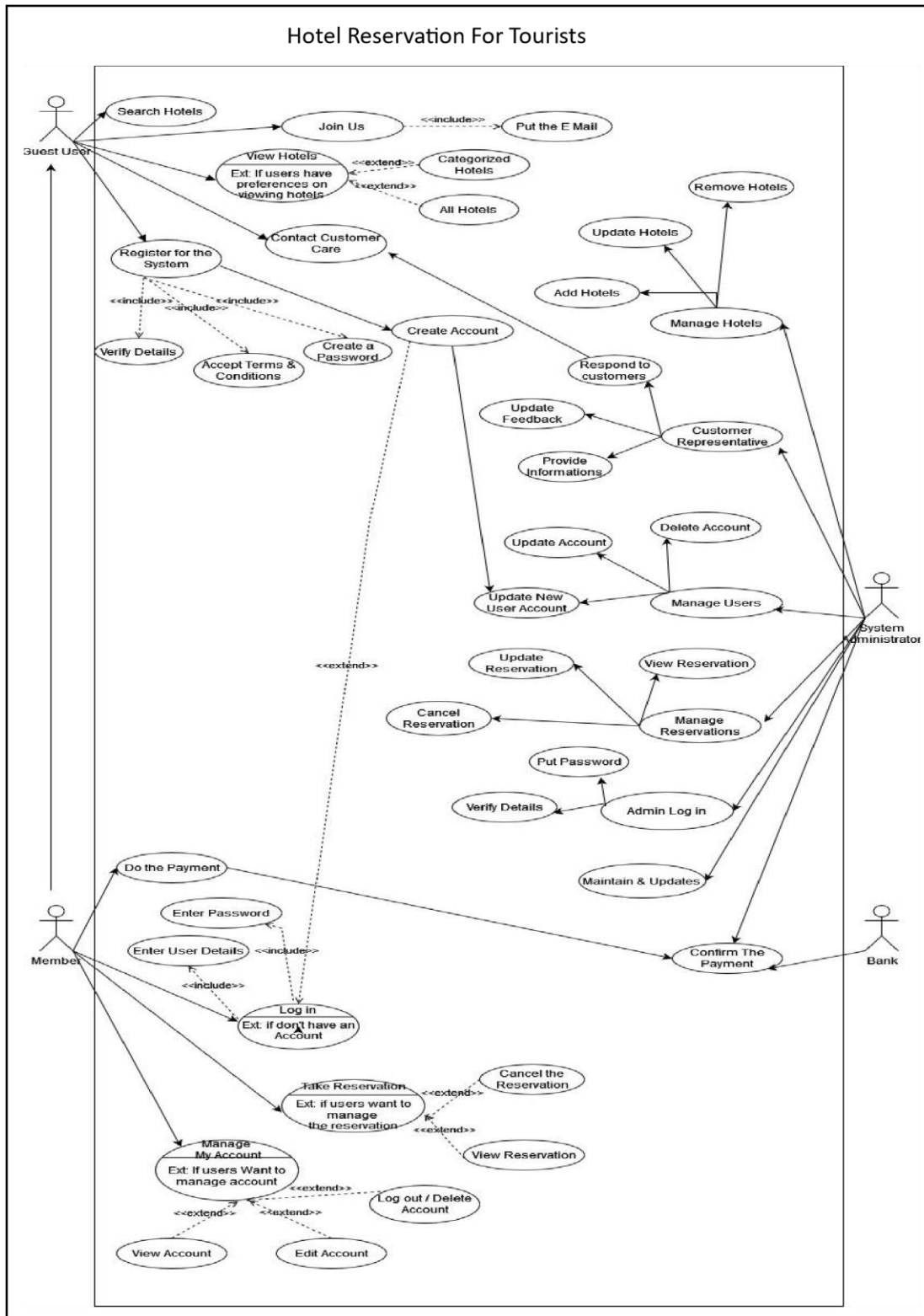
Welcome to our university assignment on designing a Hotel Reservation System for tourists. Get ready to dive into the world of software development as we embark on this exciting project!

In this assignment, we'll be focusing on creating a system that simplifies the process of booking hotels for travelers. Whether it's a spontaneous weekend getaway or a meticulously planned vacation, our goal is to make the reservation process smooth and hassle-free.

Imagine having a platform where tourists can effortlessly browse through a variety of accommodations, check availability, and make reservations with ease. From cozy bedandbreakfasts to luxury resorts, our system will offer a wide range of options to cater to different preferences and budgets.

So, get ready to explore the ins and outs of our Hotel Reservation System. In the following sections, we'll delve into use case diagrams and scenarios to give you a clear picture of how our system will work and how it will benefit both travelers and hotel owners.

## Use Case Diagram



### Use Case Scenarios

<b>Use case ID</b>	001	
<b>Use case Name</b>	Search Hotel	
<b>Summary</b>	The user comes to the website and searches for hotels.	
<b>Priority</b>	4	
<b>Pre-conditions</b>	Visit the website.	
<b>Post-conditions</b>	Visit the hotel that the user searched.	
<b>Primary actor</b>	Guest user/ member	
<b>Trigger</b>	Visit the website's home page.	
<b>Main Scenario</b>	<b>Step</b>	<b>Action</b>
	1	Visit the website
	2	See the home page
	3	Click the search box
	4	Type the hotel name that the user wants
	5	Click search icon
	6	Get the hotel details
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	4a	Show suggested hotel names or autocomplete options based on the user's input.
	6a	Display alternative hotel options or refine the search criteria to broaden the results.
	6b	Provide filter and sorting options for the user to refine their search results according to their preferences.
	6c	Offer the user the option to navigate to the detailed page of the specific hotel they are interested in from the search results.

<b>Use case ID</b>	002	
<b>Use case Name</b>	View Hotel	
<b>Summary</b>	The user searches for hotels and views hotel details.	
<b>Priority</b>	5	
<b>Pre-conditions</b>	Visit the website and search hotel.	
<b>Post-conditions</b>	View hotel details.	
<b>Primary actor</b>	Guest user/ member	
<b>Trigger</b>	Visit the website's home page.	
<b>Main Scenario</b>	<b>Step</b>	<b>Action</b>
	1	Visit the website
	2	See the home page
	3	Click all hotels section
	4	View hotels list
	5	Click on a suitable hotel
	6	Get details of that hotel.
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	3a	If users want to see hotels as categorized. Click the category tab.

<b>Use case ID</b>	003	
<b>Use case Name</b>	Create Account	
<b>Summary</b>	Create a new account and view more details about Jobs.	
<b>Priority</b>	5	
<b>Pre-conditions</b>	Visit the website.	
<b>Post-conditions</b>	Successfully create a new account	
<b>Primary actor</b>	Guest user/ member	
<b>Trigger</b>	Visit the website's home page.	
<b>Main Scenario</b>	<b>Step</b>	<b>Action</b>
	1	Visit the website
	2	The home page is shown by the system
	3	Click the logging button
	4	Click the Create New Account button
	5	The system displays the form for entering guest information
	6	Enter the accurate information
	7	Enter email to verify account
	8	Click Create Account button
	9	Create account successfully
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	6a	The system displays an error message and asks the user to select a different username or password if the username or password they have selected is already in use.
	7a	The visitor has the option to modify their email address before confirming if they entered the wrong one.

	9a	If the link hadn't appeared, the email entered was incorrect, and a new account would have needed to be created.
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<b>Use case ID</b>	004	
<b>Use case Name</b>	Login	
<b>Summary</b>	The user login to the website.	
<b>Priority</b>	5	
<b>Pre-conditions</b>	Visit the website.	
<b>Post-conditions</b>	Login as a member	
<b>Primary actor</b>	Member	
<b>Trigger</b>	See the website's home page.	
<b>Main Scenario</b>	<b>Step</b>	<b>Action</b>
	1	Visit the home page
	2	Click login button
	3	Enter credentials
	4	Click login button
	5	View the home page again
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	4a	If the user enters the wrong credentials, the system will show an error message.



<b>Use case ID</b>	005	
<b>Use case Name</b>	My account	
<b>Summary</b>	The user can see the user's account and update account details or delete the account.	
<b>Priority</b>	4	
<b>Pre-conditions</b>	Visit the website.	
<b>Post-conditions</b>	Manage account	
<b>Primary actor</b>	Member	
<b>Trigger</b>	See the website's home page.	
<b>Main Scenario</b>	<b>Step</b>	<b>Action</b>
	1	Visit the home page
	2	Click on My Account button
	3	View user account
	4	Click edit account
	5	Click the Update button
	6	Click logout button
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	4a	If the user wants to update details the user can update the details or delete the account.

<b>Use case ID</b>	006	
<b>Use case Name</b>	Account security concern	
<b>Summary</b>	Customer care helps users resolve logging problems	
<b>Priority</b>	5	
<b>Pre-conditions</b>	When trying to get into the system, the user has forgotten their password.	
<b>Post-conditions</b>	The user can successfully log in with the new password.	
<b>Primary actor</b>	Member	
<b>Trigger</b>	The user has tried to log into the system	
<b>Main Scenario</b>	<b>Step</b>	<b>Action</b>
	1	The user attempts to log in but realizes they have forgotten their password. They click on the "Forgot Password" or "Reset Password" link on the login page
	2	The user contacts the customer care representative for assistance.
	3	The customer care representative accesses the "Manage Users" functionality, which includes the "Reset Password" feature.
	4	The customer care representative verifies the user's identity by asking for account-related information or security questions.
	5	Once the user's identity is confirmed, the customer care representative generates a temporary password for the user

	6	The customer care representative provides the temporary password to the user over the phone or via email.
	7	The user receives the temporary password and logs in using it.
	8	The system prompts the user to create a new password immediately.
	9	The user enters a new password and confirms it.
	10	The system updates the user's password in the database with the new one.
	11	The system displays a confirmation message, informing the user that their password has been successfully reset.
Extensions	Step	Branching Action
	1a	This password is invalid re-enter
	6a	Get the password through email.

<b>Use case ID</b>	007	
<b>Use case Name</b>	Make reservation	
<b>Summary</b>	The user searches for a suitable hotel and makes a reservation.	
<b>Priority</b>	5	
<b>Pre-conditions</b>	Visit the website.	
<b>Post-conditions</b>	Get an email confirmation.	
<b>Primary actor</b>	Member	
<b>Trigger</b>	View the Hotel details page.	
<b>Main Scenario</b>	<b>Step</b>	<b>Action</b>
	1	Visit the home page
	2	Search for a suitable hotel and see it's details
	3	Confirm the date
	4	Manage the number of days
	5	Manage the number of rooms
	6	Click next button
	7	Click checkout button
	8	Click pay
	9	Confirm the payment
	10	Get notified about the reservation
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	8a	Pay as card payment
	8b	If users enter their correct bank card details

<b>Use case ID</b>	008	
<b>Use case Name</b>	Cancel reservation	
<b>Summary</b>	The user can cancel their reservation.	
<b>Priority</b>	5	
<b>Pre-conditions</b>	Visit the website and go to my account page.	
<b>Post-conditions</b>	Get your money back.	
<b>Primary actor</b>	Member	
<b>Trigger</b>	View my account page.	
<b>Main Scenario</b>	<b>Step</b>	<b>Action</b>
	1	Visit the home page and view my account page.
	2	Click my reservations
	3	View reservations.
	4	Click the reservation
	5	Click update reservation
	6	Click the cancel reservation button
	7	Click confirm button
	8	Put the bank account details number in the “Enter bank details” section
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	7a	If the reservation is non-refundable, inform the user about the terms and conditions associated with it and provide options for any available credits or alternative arrangements.

	7b	Display a confirmation message once the cancellation process is completed successfully, indicating that the reservation has been canceled and the refund process initiated.
	8a	If the bank account details provided by the user are found to be invalid, prompt them to re-enter the information or provide an alternative refund method.

<b>Use case ID</b>	009	
<b>Use case Name</b>	Manage hotels	
<b>Summary</b>	The user can add, update, and delete hotel details.	
<b>Priority</b>	5	
<b>Pre-conditions</b>	Visit the website and log in as admin.	
<b>Post-conditions</b>	Manage hotels.	
<b>Primary actor</b>	Admin	
<b>Trigger</b>	View the admin page.	
<b>Main Scenario</b>	<b>Step</b>	<b>Action</b>
	1	Visit the administration page.
	2	Click on login
	3	Enter credentials.
	4	Click sign in
	5	Click on Edit hotels
	6	Add, update, remove hotels
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	4a	Showing an error message in such cases is essential for providing feedback to the admin and guiding them to enter the correct credentials.
	5b	Once the error message is displayed, prompting the admin to enter the correct credentials ensures that the login process can proceed smoothly after an initial failure.

<b>Use case ID</b>	010	
<b>Use case Name</b>	Manage Reservations	
<b>Summary</b>	The admin can accept or decline reservations.	
<b>Priority</b>	5	
<b>Pre-conditions</b>	Visit the website and log in as admin.	
<b>Post-conditions</b>	Manage reservations.	
<b>Primary actor</b>	Admin	
<b>Trigger</b>	View the admin page.	
<b>Main Scenario</b>	<b>Step</b>	<b>Action</b>
	1	Visit the administration page.
	2	Click on login
	3	Enter credentials.
	4	Click sign in
	5	Click on reservations
	6	Accept or decline reservations
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	6a	Triggering a notification to the user who made the reservation after accepting or declining it is a crucial step to keep the user informed of the status change. This ensures transparency and helps manage user expectations.
	6b	Providing an option for the admin to specify a reason for declining a reservation is important for effective communication with the user. This helps in maintaining good customer relations and provides clarity regarding the decision.



	6c	Implement a priority setting for reservations, allowing the admin to prioritize certain reservations over others when managing them.
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**Student ID – IT23257504**

**Name – Harindu Weligepola**

**a) Section worked on**

- Design Guest's & Bank use case diagram.
- Designed the use case scenarios of Create account to the actor & Log in

**b) Special Contribution**

- Note down some special points about the project, what the lecturer was said.
- Gave support to find errors of the system.

**c) Challenges faced**

- Understood, how to write the scenario.
- Got a clear idea about the use case diagrams and scenarios.

**Student ID – IT23265974**

**Name – Danuja Liyanage**

**A) Section worked on,**

- Design Guest user's and Bank use case diagrams.
- Designed the use case scenarios of Search Hotels and View Hotels.

**B) Special Contribution,**

- Search for details related to the received topic.
- Looked for the deficiencies in the user case diagram.
- Helped others to create the user case.

**C) Challenges faced,**

- It was difficult to manage both due to the closeness assignment deadline and the exam

**Student ID- IT23268180**

**Name - Dilshan Mahavithana**

**a)Section worked on**

- Designed use case scenario of My Account.
- Designed use case scenario of Account Secure Concern.
- Designed use case diagram of Member.

**b)Special contribution**

- Checked to see whether the entire use case diagram component had any mistakes.
- Gave ideas for designing a diagram.

**c)Challenges faced**

- Connectivity issues and Manage these with the mid examination.

**Student ID - IT23256446**

**Name - Mohammed Ruhaim**

**a)Section worked on**

- Designed use case scenario of Make and Cancel Reservation.
- Designed use case diagram of System Administrator

**b)Special contribution**

- Collect data about the Administrator

**c)Challenges faced**

- Understood, how to write the scenario
- Manage these with the mid examination.

**Student ID– IT23257436**

**Name - Wishwa Ekanayake**

**a)Section worked on**

- Designed use case scenario of Manage Hotels and Reservations.
- Designed use case diagram of Administrator. • Helped to make the final document

**b)Special contribution**

- Gave ideas for designing a diagram.
- Collect data about the admin part and created use cases for admin. • Gave ideas for finalize the document

**c)Challenges faced**

- Connectivity issues.
- Manage these with the mid examination.