



Project Report

On

Tour and Travelling Management System

COURSE TITLE: Software Engineering Sessional

COURSE CODE: CSI 332

Submitted by:

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Introduction:

The project titled 'Tour and Travel Management System' is a dynamic website for tourism business. It is dynamic and responsive web design. It is also called travel technology solution for agencies and tour operation. Nearly everyone goes on a vacation for this 'Tour and Travel Management System' would play a vital role in planning the perfect trip. The Tour and Travel Management System allows the user of the system access all the details such as location, events etc. The main purpose is to help tourism companies to manage customer and hotels etc. The system can also be used for both professional and business trips. The proposed system maintains centralized repository to make necessary travel arrangements and to retrieve information easily.

Scope:

Tour and Travel System is an integrated software developed for our operating companies. The main aim of this project is to help the tourism to manage their customers, vehicles, and agent. It makes all operation of the tour company easy and accurate. The standalone platform makes tourism management easy by handing agencies requests and providing servers for the customers located at different parts of the various cities. Different modules have been incorporated in this project to handle different parts and sector of the tour management field.

Objectives:

The objective of this project is to develop a system that automates the process and activities a travel agency and customer details. The purpose is to design a system using which one can perform all operations related to travelling and sight-seeing. Some of the objectives are given below:

- **Directly Connected:** The System will provide to connect directly Customers and Agent through internet.
- **Modify and Delete Data:** This System provide facilities to modify and deletes tourist's data as well as client data.
- **Feedback:** This System provide feedback mechanism for tourist.
- **Social Media Link:** This System provide some social media link.
- **Packages:** This System provide information about the Inbound and Outbound Tour Packages.
- **Tourist Database:** This System maintain and control the database of tourist's information.
- **Displaying Places:** This System display attractive tourist places.
- **Services:** This System give a variety of travel services that will sure to match all your priorities.
- **Display Platform:** This System will provide display platform in where a tourist can find their tour places according to their choices. Also one can easily added to a group of people to reduce the cost of travel.
- **Enrich Experience:** This System also helps to develop tourism with different cultures so that they enrich the tourists experience.

Finally, we can say that This System will provide easy and efficient work for agency.

Feasibility Study:

The very first phase in developing any life cycle is preliminary investigation. In the preliminary study we examine the project feasibility.

This project has been tested in the following areas of feasibility:

- ❖ **Operation Feasibility**
- ❖ **Technical Feasibility**
- ❖ **Economic Feasibility**

Operational Feasibility:

It was decided that the proposed system could be created as a web based system that be operated by all the clients.

- The system is designed in such a way that it is easy to operate.
- The system does not involve any complex operations. It handles only simple data oriented functions.
- It is aimed at giving an easy way to generate reports.
- The functional accessibility is also structured in such a way it won't take much time for anyone to get accustomed with the system.
- Amount of knowledge and expertise required for being able to use this system is not much more than what it requires to operate a computer system.
- The client must have only the basic knowledge of web browsers.

Technical Feasibility:

- The system has very simple structure and easy to understand body.
- Also software used to build the system is simple in their usage and functionalities.
- To operate this system only a web browser is needed. The system is platform independent and browser independent and support all kinds of web browsers like Google Chrome, Internet Explorer, Mozilla Fire fox etc.
- The system can be expanded if so decided.
- This system is technically more secure.

Economic Feasibility:

Economic analysis is most frequently used for evaluation of the effectiveness of the system. More commonly known as cost/benefit analysis. The procedure is to determine the benefit and saving that are expected from a system and compare them with costs, decisions is made to design and implement the system.

Project Scheduling

Activity	Description	Precedence	Duration (in week/s)
Analysis			
1	On-site Meeting	None	1w
2	Discussion with Stakeholder	1	1w
3	Analysis Requirement	1,2	1w
Design			
4	System Design	3	3w
5	Database Design	3,4	1w
6	Interface Design	1,4	2w
Development			
7	Develop System Modules	4	1w
8	Integrate System Modules	7	1w
9	Perform Initial Testing	8	1w
Testing			
10	Perform System Testing	9	1w
11	Feedback & Releasing	10	1w

Gantt Chart:

ID	Task Name	Start	Finish	Duration	September				October				November		
					08/09	15/09	22/09	29/09	06/10	13/10	20/10	27/10	04/11	11/11	18/11
1	On-site Meeting	07/09/19	13/09/19	1w											
2	Discussion with Stakeholder	14/09/19	20/09/19	1w											
3	Analysis Requirement	21/09/19	27/09/19	1w											
4	System Design	28/09/19	18/10/19	3w											
5	Database Design	19/10/19	25/10/19	1w											
6	Interface Design	19/10/19	02/11/19	2w											
7	Develop System Modules	19/10/19	25/10/19	1w											
8	Integrate System Modules	26/10/19	02/11/19	1w											
9	Perform Initial Testing	03/11/19	09/11/19	1w											
10	Perform System Testing	10/11/19	16/11/19	1w											
11	Feedback & Releasing	17/11/19	23/11/19	1w											

Risk Analysis:

- Identify potential travel risk and security risks, how to reduce or avoid them and how to respond to emergencies when they occur.
- Agree on guidelines for handling emergencies and contacting parents.
- Make certain that all participants register for travel insurance.

For the task of information gathering we have done three methods:

1. Interviewed three of our classmates as client.

- Interview structure was funnel type.
- 8 open ended questions in beginning.
- 3 close ended question after that.

2. Used Questionnaires to collect survey from user.

- There are 9 questions in the survey and all of them are specific.

Interview Information:

As it was difficult to conduct with a software engineers for our interview, it was decided that we would take interview from some of our classmates. They were so helpful in time of our interview. Moreover, they have enough knowledge on tour and travel which helped us to understand the requirement they want as our client.

Total Interview Procedure:

1. Why do you need this new service?

Answer: Nearly everyone goes on a vacation. For this, tour and travel management system will play a vital role. I want to provide such a service where a single person can easily added to many other groups. It will save the customers tour cost if they get together and go to their desired destination. The system also helps to develop tourism with different cultures. So that they enrich the tourists experience.

2. What problem is this project going to solve?

Answer: When we make tour we face many kinds of problems such as manage hotel, vehicle, tour guide etc. We want to provide a service that automates the process and perform all operations related to travelling.

3. What will happen if this project does not go ahead? How it will affect your business?

Answer: I think it will not affect my business in terms of failure. I want to run this system as my side business. Actually, this is an idea of mine which I want to implement as professionally.

4. What kind of work is involved with the travel and tourism industry?

Answer: As I told before, all types of travelling operations like hotel management, selection of vehicles, agents, locations etc. included medical support, money exchanging.

5. What challenges are you looking for in this service?

Answer: We can see there are many number of travel agencies in the country, but we want to provide the premium quality services. Our platform would make tourism management easy by handling agencies requests and providing services for the customers located at different parts of the various cities.

6. Why do you want to work with us?

Answer: As we hear from many of friends about your company and your reputation of services. That's why we have come.

7. What are you hoping to get into this project?

Answer: Actually, the main hope is to contribute in our tourism sector. There are many foreigners who come to see our beloved country. If we provide them a good service they must be give a satisfied rating for tourism to our country. Therefore, we want to represent our country to the world people. Also there must be a hope of earning money.

8. What do you concern most about this project?

Answer: I love to go on a tour when I get time. I have visited much country with foreign travel agencies. But I have faced many difficulties when I go with local agencies. So, personally I feel concern to improve the quality of our country tourism management.

9. Do you have any budget range?

Answer: yes. For the first develop we want spend maximum 50,000 taka.

10. How will you measure the success?

Answer: More signups, more people in our mailing lists, customer feedback etc. all this are the variable of measuring the success.

11. If this project could achieve only one goal, what would it be?

Answer: Of course, the goal is to earn money. As I want to implement this system professionally, my first goal would be money.

Questionnaires (Users):

We have collected the users thought and their need through the questionnaires. We made these questionnaires and share it among a number of people of different profession via social media. We gave much importance to the users need as our main target is to provide best services to them. The questionnaires are given below:

Do you like to go on travel? *

- ☐ Yes
- ☐ No
- ☐ Maybe

Are you interested in tour packages? *

- ☐ Yes
- ☐ No
- ☐ Maybe

What things do you consider before choosing a holiday destination? *

- ☐ Weather
- ☐ Budget
- ☐ Activities
- ☐ Other...

Who do you usually go on a tour with? *

- ☐ Family
- ☐ Friend
- ☐ Partner
- ☐ Other...

How do you book your trips? *

- ☐ By internet
- ☐ Going to the travel agents
- ☐ Through the telephone
- ☐ Other...

Which of the following is most important to you in regards to your trip? *

- ☐ Hotel choice
- ☐ Length of travel
- ☐ Destination
- ☐ Weather
- ☐ Food

What type of tours do you prefer? *

- ☐ Camping
- ☐ Romantic
- ☐ Relaxing
- ☐ Adventure

What season do you prefer for traveling? *

- ☐ Summer
- ☐ Winter
- ☐ Rainy season
- ☐ Other...

What type of vehicles do you prefer for traveling? *

- ☐ Airplane
- ☐ Bus
- ☐ Train
- ☐ Other...

Revised Requirement Analysis:

After performing the interview and information gathering, we have pointed some terms for our requirement analysis. They are given below:

Functional Requirement:

- Users should be allowed to claim their travelling expenses related to their official visits.
- System should support both domestic journey and international journey.
- System should capture traveller name or id, destination, time period, purpose and some accounting info as basic data of visit.
- There should be tracking the user who entered the travel data.

Non Functional Requirement:

- All the UI should be unique and running both IE and Firefox browsers.
- Supports many languages.
- Reports are exported to different formats.
- Every caption should self-explanation.
- Valid user/ password.

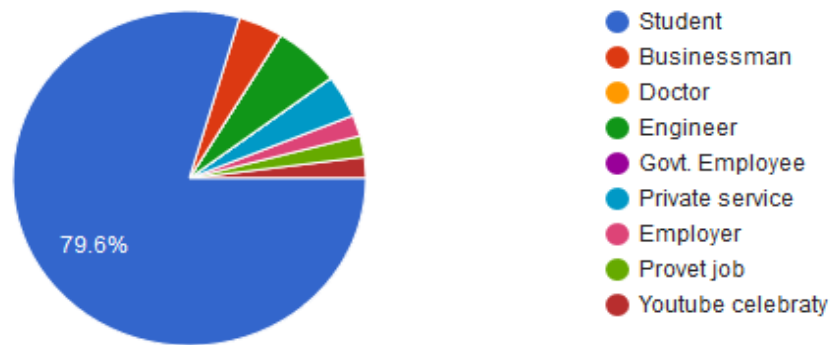
Summary:

After gathering the information we have add two changes in our system. They are:

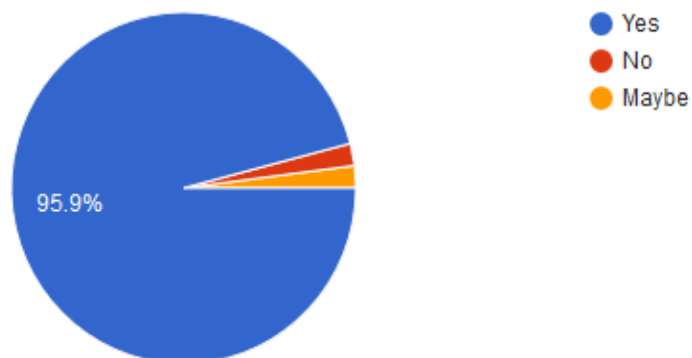
- We will provide medical support in time of travelling.
- We will provide money exchange service so that the user can easily pay their payment during travelling.

Survey Result:

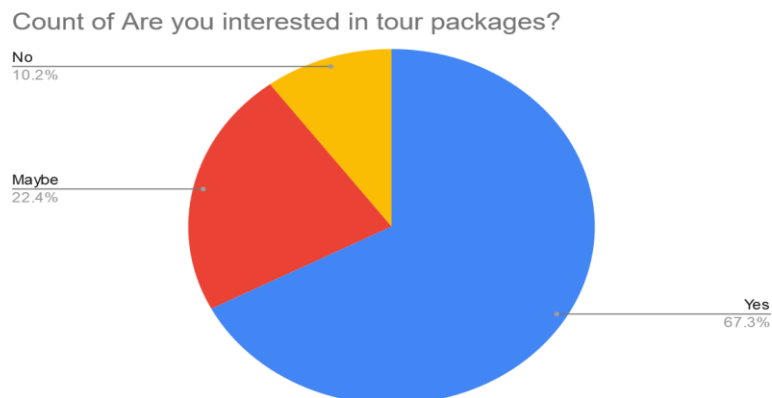
1. Count of Occupation



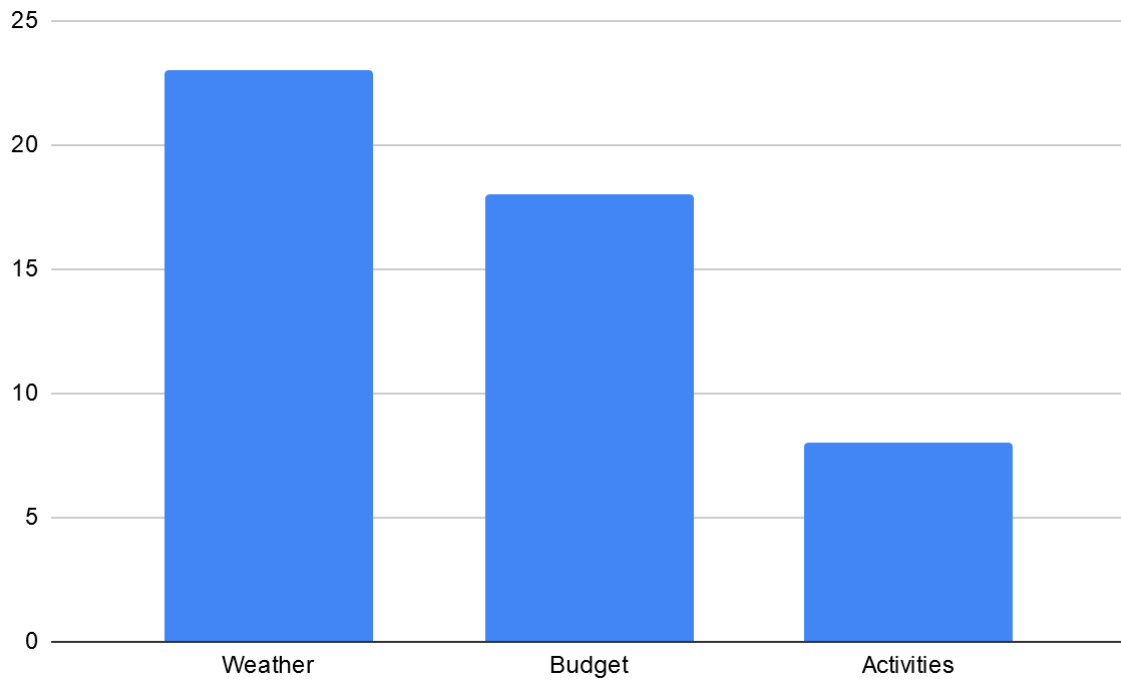
2. Count the people who are interested to go for travelling



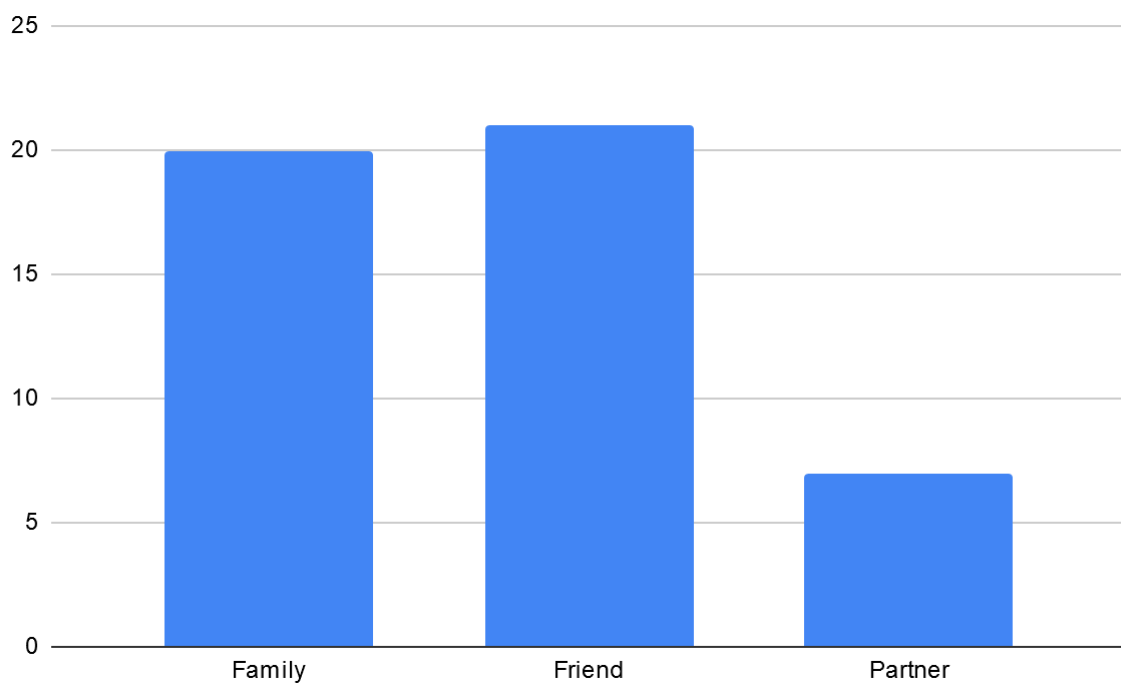
3. Count the people who are interested to go for traveling



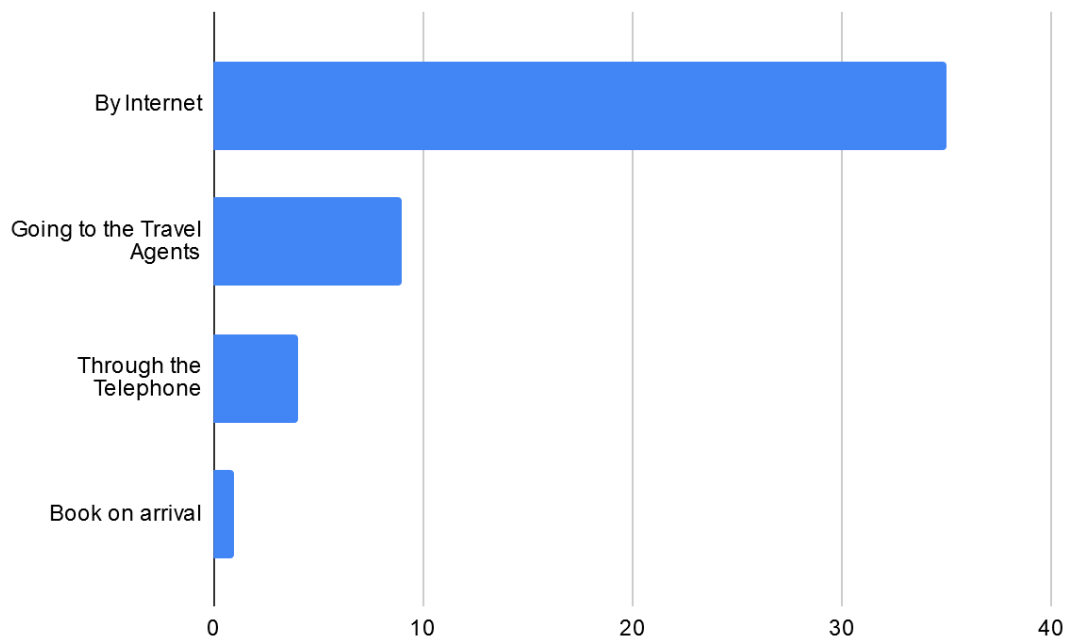
4. Count of consideration before choosing a holiday destination



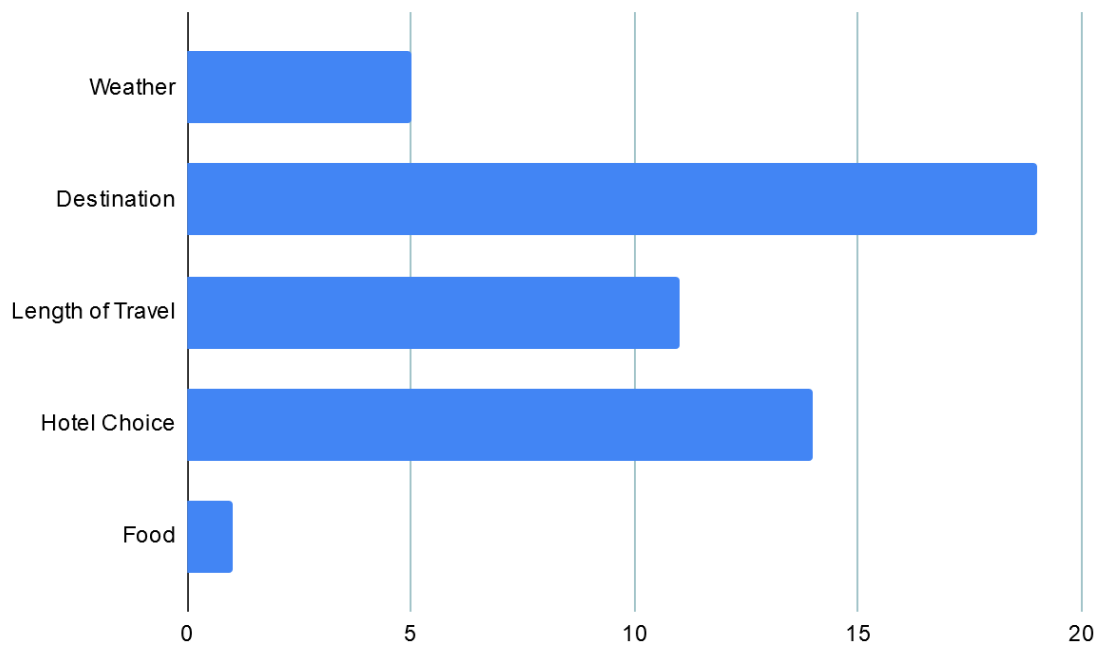
5. Count the users who want to go on a tour with--



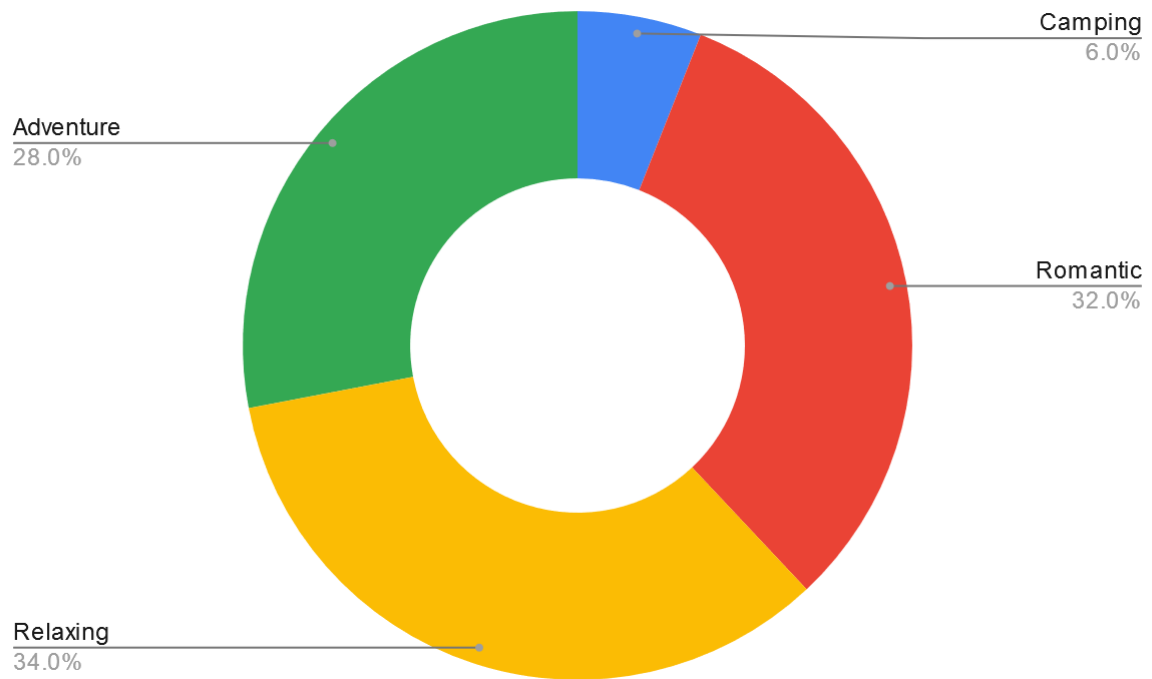
6. Count of the users how they book their trips



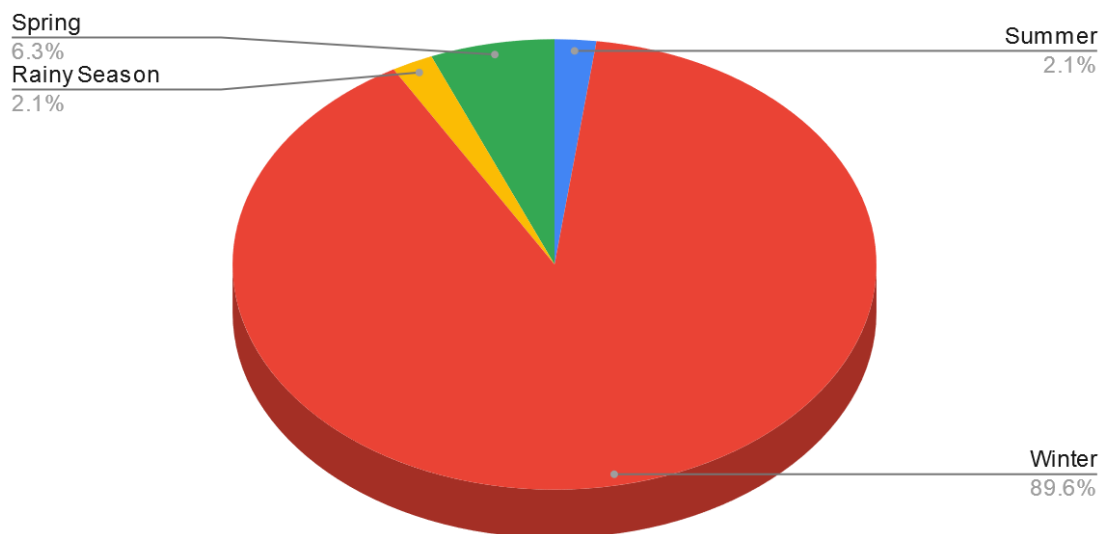
7. Tour Plan Consideration



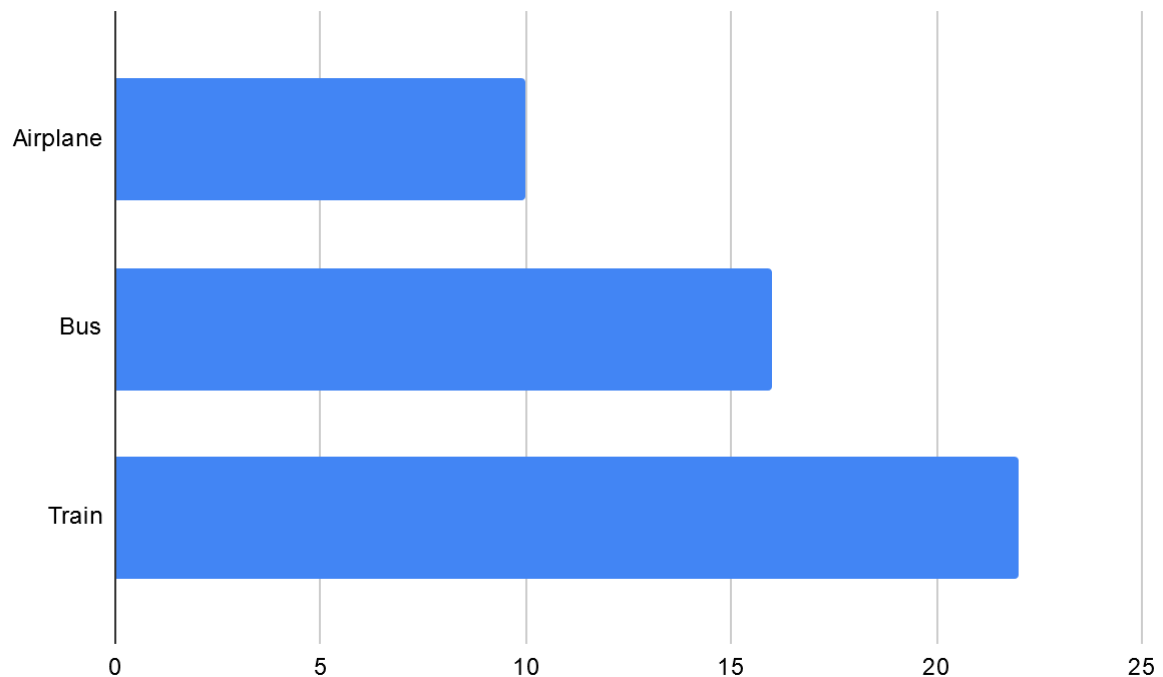
9. Type of Tour Preference



10. Season Preference



11. Vehicle Preference



Introduction:

After completing the interview and questionnaires part, our next task is to make **Data Flow Diagram**. A Data Flow Diagram is a way of representing a flow of data of a process or a system. The DFD also provides information about the inputs and outputs of each entity and the process itself.

Data Flow Diagram (DFD):

Activity List:

Package Management	Administration
User can search packages, places, hotels, transports.	Content modification such as add, delete and modify.
User can send booking request and also could find another tourists.	
Feedback of the request.	Generating report about tour packages and user who booked the tour packages.
Admin manages all type of package.	

Main Process: Tour and Traveling Management System

Sub Process: Package Management, Administration

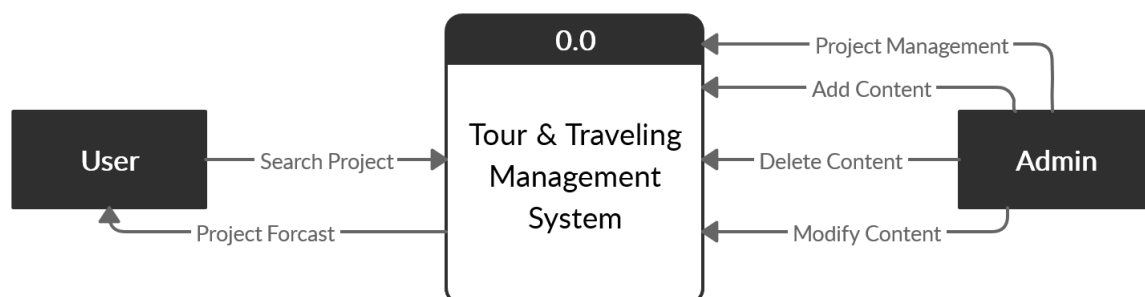
Entity: User, Admin

Database: User Info, Place Info, Hotel Info, Transport Info, Booking Info, Tourist Info, Content Info, Report Info

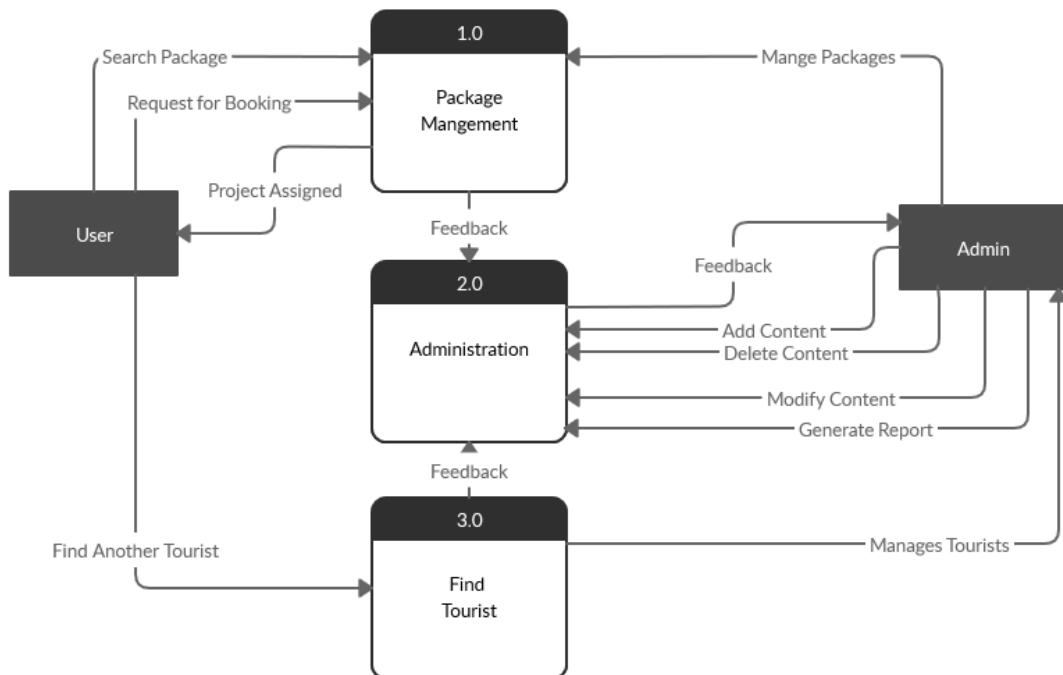
Process Decomposition:

Context Level	Level-0	Level-1
Tour and Traveling Management System	1.0 Package Management	1.1 Record of Package
		1.2 Place Management
		1.3 Hotel Management
		1.4 Transportation Management
		1.5 Booking Management
		1.6 Find Tourist
	2.0 Administration	2.1 Content Process
		2.2 Work Process

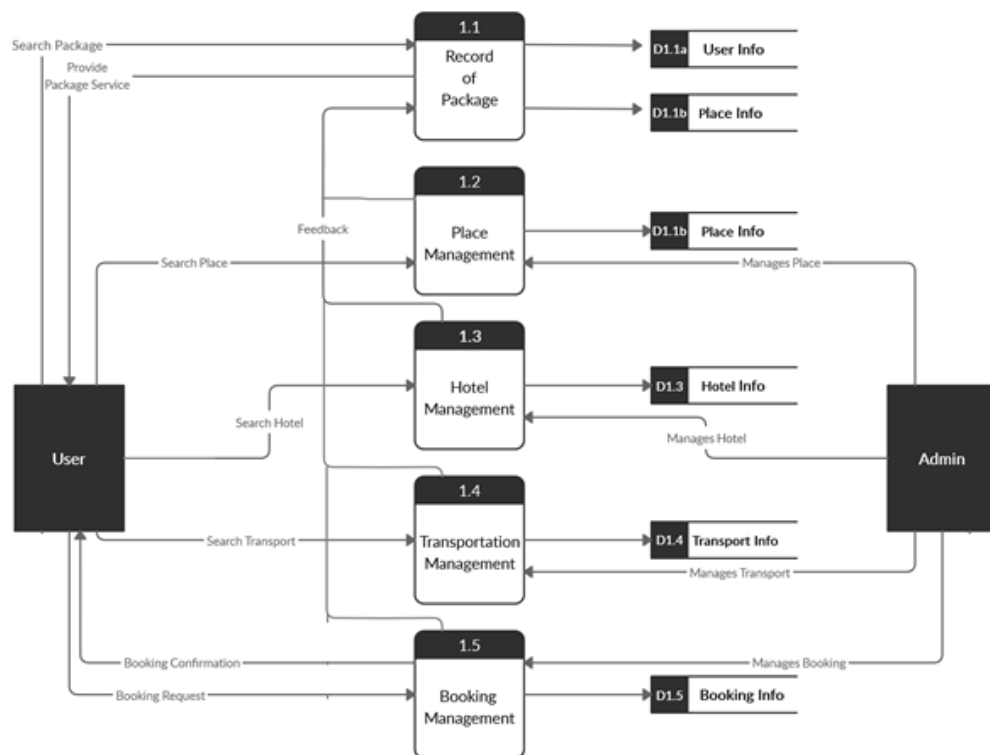
DFD - Context Level:

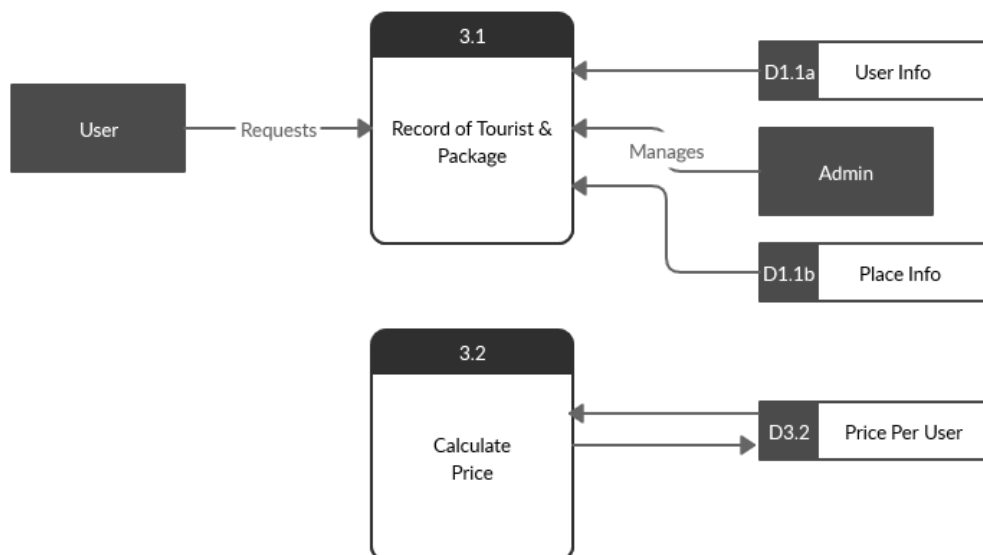
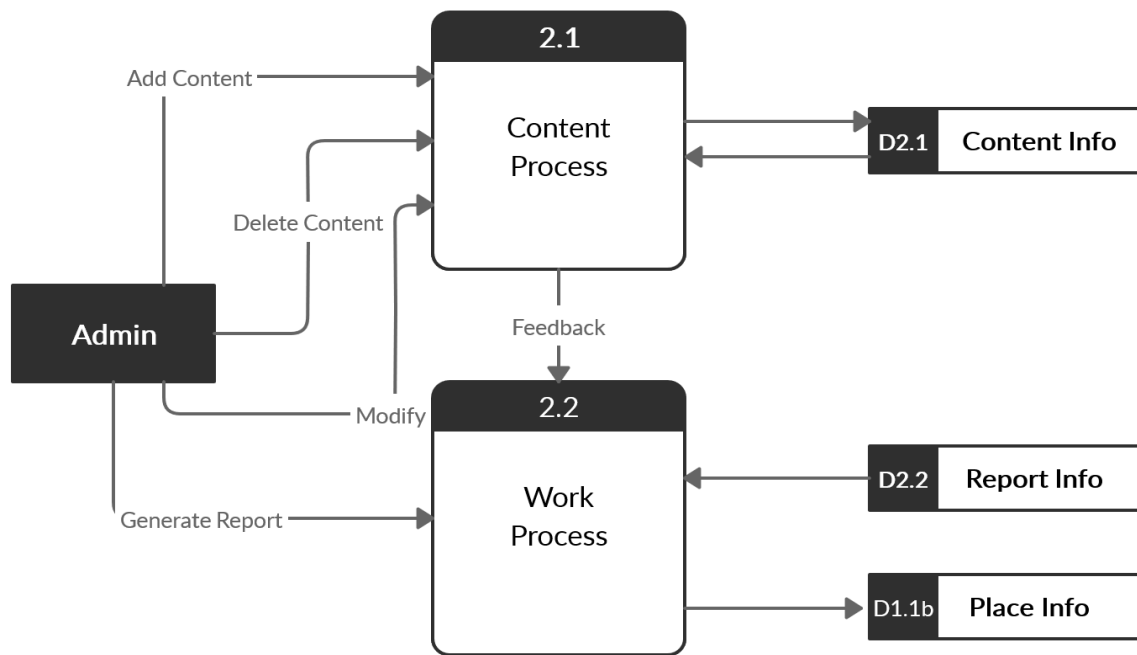


DFD – Level 0:

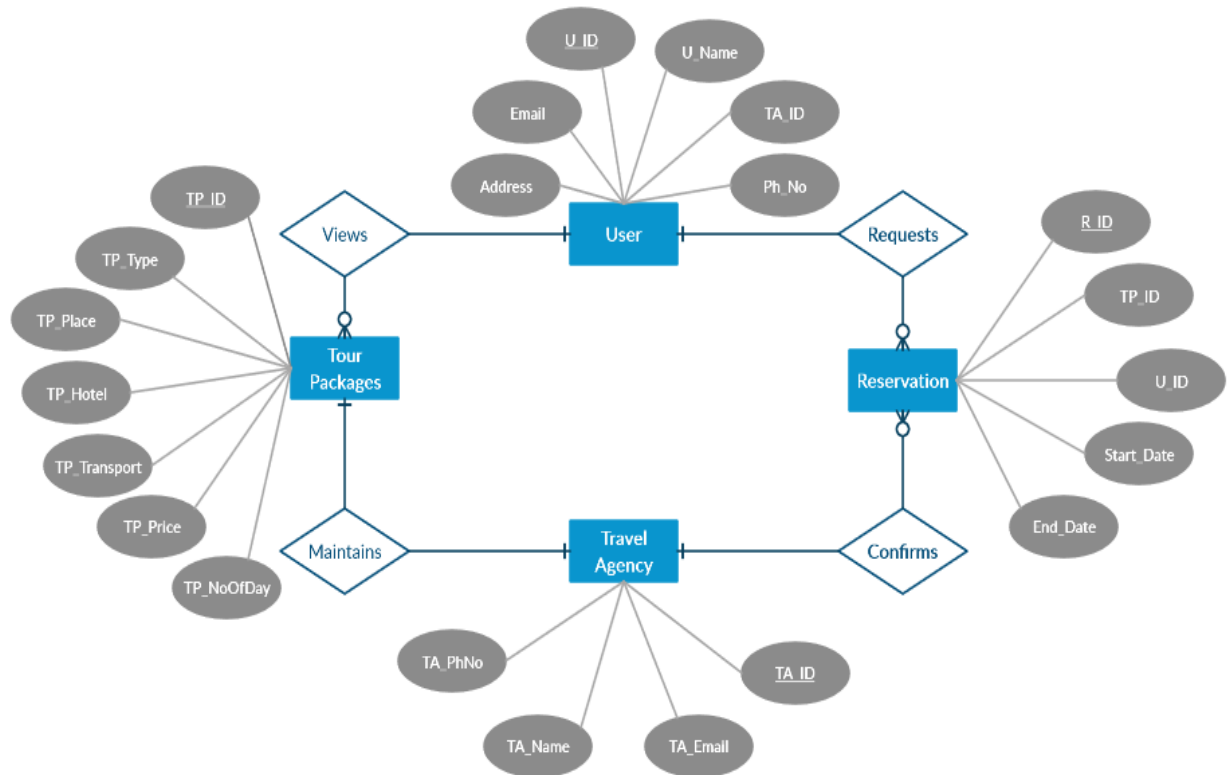


DFD - Level 01:





Entity Relationship Diagram:



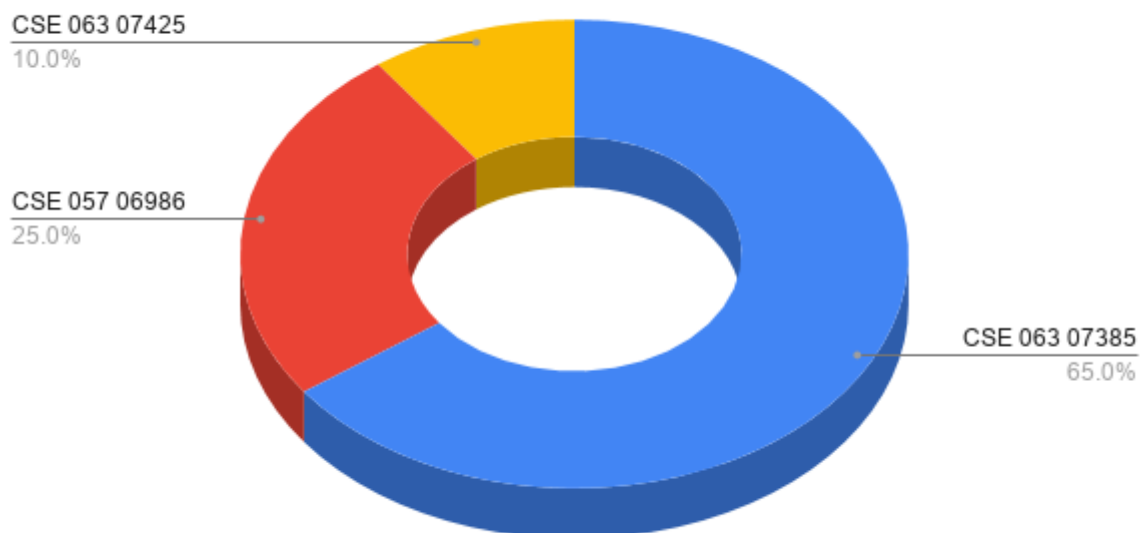
Database Tables, Attributes & Data Type:

Table Name	Attribute	Data Type
User	U_ID	INT(Primary Key)
	U_Name	Varchar(100)
	Email	Eamil
	Address	Varchar(100)
	Ph_No	INT
	TA_ID	INT
Travel Agency	TA_ID	INT(Primary Key)
	TA_Name	Varchar(100)
	TA_Email	Eamil
	TA_PhNo	INT

Tour Packages	TP_ID	INT(Primary Key)
	TP_Type	Varchar(50)
	TP_Place	Varchar(100)
	TP_Hotel	Varchar(100)
	TP_Transport	Varchar(100)
	TP_Price	INT
	TP_NoOfDay	INT
Reservation	R_ID	INT(Primary Key)
	TP_ID	INT
	U_ID	INT
	StartDate	Date
	EndDate	Date

Benchmarking:

Contribution



Aditi Rajbongshi (CSE 063 07385): 65%

Nazmus Sakib (CSE 057 06986): 25%

Farzana Akhter (CSE 063 07425): 10%

Conclusion:

Tourism is currently recognised as a global industry which is highly growing at a high rate like other industries. There are many different activities occurred in tour activities. 'Tour and Travel Management System is web based application helps in online distribution of tour packages, hotel, hotel properties, transfer etc. This system can be fully customized with integration different API's. It has friendly environment that connects customer willingly. Finally, we can say that this web based application will help tour manager to control and handle the tour related activities effectively and efficiently.