BUSINESS ANALYSIS PORTFOLIO – TRAVEL BOOKING SYSTEM

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1. Project Overview

The Travel Booking System is an online platform that helps travelers quickly find, book, and pay for travel packages in one place. It makes the process simple by giving users easy access to destinations, itineraries, and secure payment options, with instant confirmations after booking.

On the admin side, the system provides a dashboard to manage packages, bookings, payments, guides, and customer reviews. This cuts down manual work, improves accuracy, and makes operations smoother.

Overall, the system brings together what customers want and what the business needs, creating a more efficient, transparent, and user-friendly way to handle travel bookings.

2. Business Requirement Document (BRD)

- **Problem Statement:** Currently, travelers face difficulties booking travel packages easily. Most bookings are manual, slow, and lack transparency.

- **Project Objective:** To build an online Travel Booking System that allows users to search, book, and pay for packages online while enabling admins to manage packages, bookings, and payments efficiently.

- **Stakeholders:** - Traveler: Searches, books, and pays for travel packages. - Admin: Manages packages, bookings, payments, and users. - Guide: Assigned to travel packages.

- **Scope:** In Scope: - User registration, login, and profile management. - Search and filter travel packages. - Online booking and payment. - OTP-based password reset. - Admin dashboard for managing packages, bookings, guides, and payments. Out of Scope: - Third-party integrations with travel agencies. - Mobile app version.

- **Functional Requirements:** 1. Travelers can create an account and log in. 2. Users can search for packages by destination, duration, or price. 3. Users can book a package and pay online. 4. Admins can add, update, and delete travel packages. 5. The system should send OTP email for password reset. 6. Users can leave reviews and ratings.

- **Non-Functional Requirements:** - System available 24/7 with 99% uptime. - Booking process completes within 5 seconds. - Passwords stored securely with encryption. - Support at least 500 concurrent users.

3. Use Case – Booking a Travel Package

Actors: Traveler (Primary), System, Admin (Secondary)

- **Pre-condition:** Traveler has a valid account and is logged in.

- **Post-condition:** Booking is created and confirmation email sent.

- **Main Flow:**

  1. Traveler logs in.
  2. Traveler searches for travel packages.
  3. System displays available packages.
  4. Traveler selects a package.
  5. Traveler clicks "Book Now".
  6. System requests payment details.
  7. Traveler enters payment details.
  8. Payment is processed successfully.
  9. Booking record created.
  10. Confirmation email sent.

- **Alternate Flows:** - Payment fails → Show error → Retry or cancel. - Package unavailable → Notify traveler and suggest alternatives.

4. User Stories

Traveler Stories:
- As a Traveler, I want to search for packages by destination, so that I can find suitable trips. - As a Traveler, I want to book a package and pay securely online, so that I can confirm my reservation instantly. - As a Traveler, I want to receive a booking confirmation email, so that I have proof of my reservation.

Admin Stories: - As an Admin, I want to view all bookings, so that I can manage reservations. - As an Admin, I want to cancel or approve bookings, so that I can maintain accuracy.

System Stories: - As the System, I want to send OTP for password reset, so that accounts remain secure. - As the System, I want to generate unique booking IDs, so that each reservation is traceable.

5. Use Case Diagram