

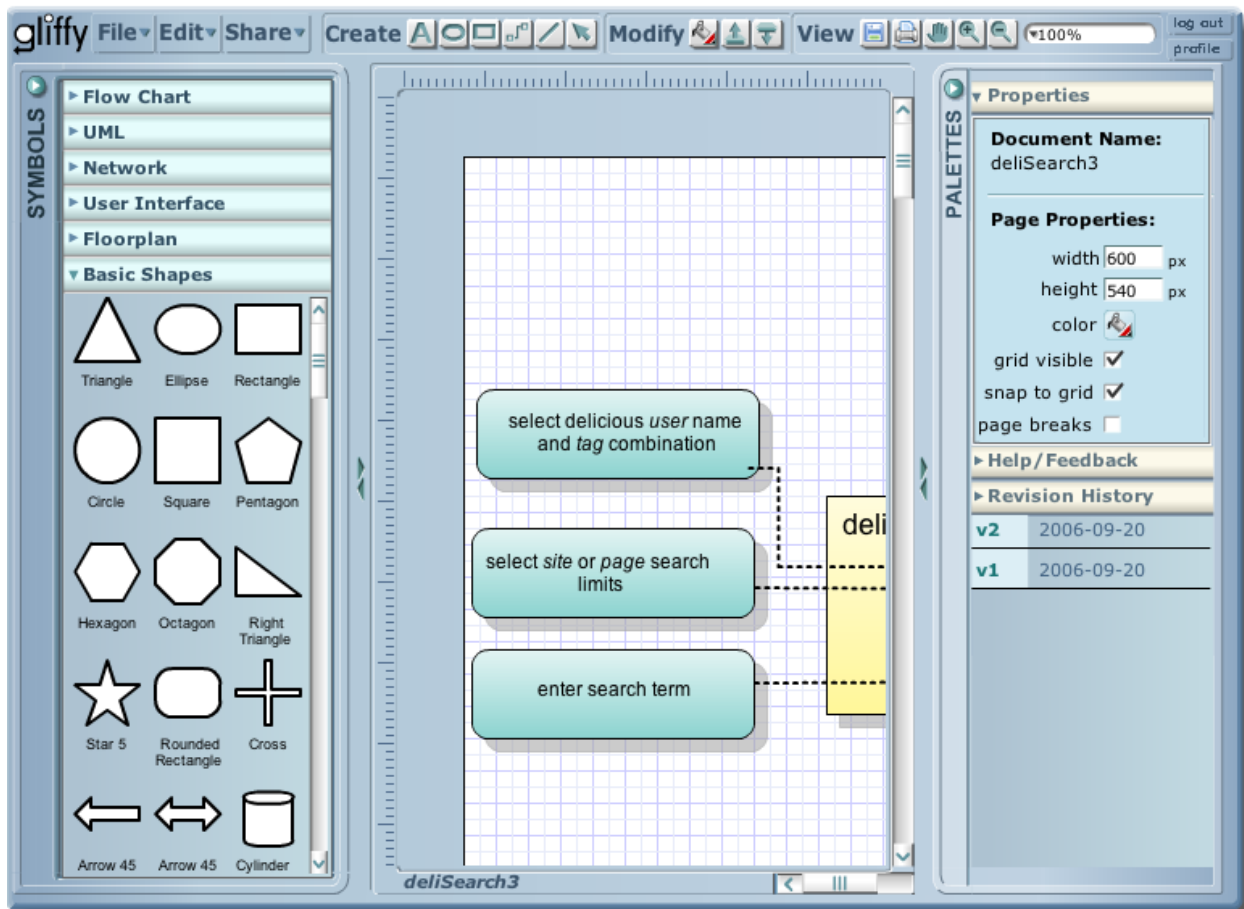


P04 – Work Flow Diagram

WORK FLOW DIAGRAM TOOL

To represent the work flows involved activity diagrams will be used. To generate activity diagrams gliffy will be used. Gliffy is a plugin for chrome which is designed to generate a number of diagrams including activity diagrams, UML diagrams and sequence diagrams.

The graphical user interface provided by Gliffy is very user friendly and allows diagrams to be generated relatively easily.



Necessary shapes can be dragged and dropped on to the sheet. So that all the relevant activities can be represented. In addition gliffy allows access to Google drive. Therefore multiple users of the group can have access to the documentation and make adjustments easily.

Work Flow Diagram

There are two main work flows identified. Namely,

- request for a booking
- Transactions

Booking requests

The primary requirement of the user to have a booking management system as everything is handled manually at the present. Bookings are either made through the website or through the sales person. If the booking is made online, customer will have direct access to the system. However if it's made through the sales person data will be entered through that person.

In both cases it's vital that the customer confirms the transaction to be as he or she expected it to be.

Transaction handling

The secondary requirement of the system is to be able to track the financial transaction involved and generating periodic reports.

The work flow is show separately for the two main requirements of the system so that it's clear how each of the requests will be processed. The activity diagram is as follows.

