**Software Engineering Project**

iReserve Group

**Software Quality Assurance Plan**

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**Abstract**

This is the Software Quality Assurance Plan (SQAP) for the iReserve project. This document contains the guideline to maintain the quality of the project. This project aims to provide

a high quality customer-centric reservation software that allows customers to reserve hotel rooms. The system works in a way wherein a user request a reservation arrangement with the hotel through a reservation personnel. The hotel personnel has the option to decline or accept a reservation request. The payment transaction is done online.

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**Chapter 1**

**Introduction**

**1.1 Purpose**

This document describes the procedures and controls to obtain the desired quality level of the end products and the process by which these end products are created. This SQAP provides a foundation for managing the iReserve software quality assurance activities. All team members must read this document and apply the procedures stated in it.

**1.2 Scope**

In the iReserve project, a system has to be designed for convenient reservation that provides minimal amount of time spent by the customers in finding accommodation. The entire system has to be developed (in Python using flask framework) in a way that it is easy to maintain and extend. Only hotels that has signed up will be able to use this system. Customers can only send their down payment through Paypal. For the hotel to be verified by the system administrator, they must submit their scanned copy of their business permit and hotels can only have one account. The system administrator is the only one who can block accounts. The reservation personnel is the one who accepts a request from the customer. When the personnel declines or accepts the request, the customer will be notified. One of the reason that a personnel might decline the request is that the room is already unavailable (somebody reserved the room earlier). When the reservation is accepted by the personnel, the customer will have to pay online. The customer can cancel his/her reservation and his/her money will be refunded but not all of it.

**1.3 List of Definition**

This section contains the definitions of all used terms, acronyms and abbreviations in this document.

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| SQAP | Software Quality Assurance Plan |
| Reservation | an arrangement to have room held for your use at a later time |
| Accommodation | A room in which someone may live or may stay. A commercially run establishment that provides lodging. |
| Reservation Personnel | The one that verifies the request reservation of the customer |
| Customer | The one that reserves a room |
| System Administrator | The one that handles the admin panel |
| Python | High-level Programming language |
| Flask | A Python Web framework |

**1.4 List of References**

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