

I am in a Project Management class, and I have an assignment to develop an enhancement when an airline has irregular operations and must cancel or delay flights, the passenger's ticket must be reissued to reflect the new itinerary if it's changed.

When the ticket is exchanged/reissued, the reservation system prints the receipt of the fare and the new itinerary that will be flown, but it also prints unnecessary data, such as baggage data & rules, weight & balance information, and agent information.

This project is to eliminate printing the unneeded ticket stock data.

The airline agent throws away all unnecessary ticket stock from the reissue except for the receipt and itinerary, which waste several pages of ticket stock paper.

- If the ticket does not get reissued, the passenger will not be able to check-in for that flight to obtain their boarding pass.
- Only an airline agent can reissue an airline ticket; passenger cannot reissue their ticket.
- By implementing this new change, the following will improve:
 - Less time for passengers to wait for an agent to reissue their ticket.
 - Airlines would save money by using less ticket stock when a re-issuance is completed.
 - Agents would not have to tear off & throw away the unnecessary ticket stock for the pieces they do not need.

In conclusion, saving passengers' time, the agent's time and the company money would justify this implementation.

I have to first design a database that has the passengers flight details, such as flight number, date of flight, class of service, city pairs, flight time of departure and arrival, and the passengers record locator in the reservation system.

What database do you recommend for this project? What other tools should I use for this project?