**Progress Update and Current State Analysis**

COSC 498 – Capstone Week 1

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1. What is your product vision from the last module?

My product vision is to eliminate unnecessary ticket stock details to be printed when reissuing an American Airlines ticket.

1. What are the key features to identify for this product? (3 to 5 is a good starting place)
   1. The printed information from a reissue includes the passengers name, record locator, ticket number, fare breakdown with fees, and new itinerary.
   2. Pre-paid checked baggage charges, baggage rules, and limitations.
   3. Carry on baggage allowances and measurements for stowing in the overhead bins, and/or under the passenger’s seat.
   4. Notice that a photo ID is required at airport check-in.
2. What are the user requirements?
   1. When voluntary or unvoluntary changes are made to an airline passengers’ itinerary, the passenger’s ticket must be exchanged and reissued.
   2. To only print the new itinerary and ticketing receipt for reissued tickets.
   3. To eliminate the unnecessary checked baggage charges, rules, limitations, and carry-on baggage allowances and stowing measurements.
3. What is the current state of your development resources?
   1. Currently staffing for the development team at American Airlines is sufficient for this development.
   2. This enhancement can use the existing code to modify its functionality.
   3. The analysis, timeline, development, testing, head count, and implementation plan will take approximately 30 days.
4. What deficiencies do you see in the current state that may need to be addressed?
   1. Wasted ticket stock (additional costs) when unnecessary items are printed after a ticket has been reissued.
   2. Agents time in sorting out the unnecessary items to give to the passenger and throwing away the items not needed.
   3. Most reissues are done after the passenger has begun travel and has had a disruption in their trip. It can be confusing for the passenger who wonders why an agent has given them baggage details when they have already checked bags or have no bags at all.