Version <1.0>

Revision History

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# Introduction

## Purpose

This document's goal is to present the concept for a client-server application for controlling activities in a travel agency. The program is made to make it easier for the agency's staff to manage their vacations, customer information, and reservations. The system's high-level needs and features are highlighted in the vision paper, which also gives an overview of how the system address these needs.

## Scope

The scope of this document is to emphasize the system's functionality. It covers the administration of employee vacations, client data, and reservations. The system will be able to handle the various vacation packages that the agency provides, including cruises, tours, and accommodations. A client has the option to take one or more sightseeing excursions throughout their stay.

Additionally, the system will be able to update the database in accordance with periodic updates from operators in XML format. To prevent unauthorized access to the program and the data, security features will be applied.

## Definitions, Acronyms, and Abbreviations

* Client: A person or organization who purchases vacations from the tourism agency.
* Vacation: A package that includes transportation, accommodation, and activities for the client.
* Cruise: A type of vacation package where the client travels by ship to different destinations.
* Tour: A type of vacation package where the client visits different locations by land transportation.
* Stay: A type of vacation package where the client stays at a single location and can choose to go on sightseeing trips.
* Sightseeing Trip: A day trip or excursion taken by the client while on a stay vacation.
* Operator: A third-party organization that collaborates with the tourism agency to provide information about hotels, trips, etc.
* Acronyms and Abbreviations:
* XML: Extensible Markup Language, a format used for storing and transporting data.
* CRUD: Create, Read, Update, and Delete, the four basic functions of persistent storage.
* UI: User Interface, the part of the application that the user interacts with.
* API: Application Programming Interface, a set of protocols and tools for building software applications.
* DBMS: Database Management System, a software system used for managing databases.

## References

[This subsection provides a complete list of all documents referenced elsewhere in the **Vision** document. Identify each document by title, report number if applicable, date, and publishing organization. Specify the sources from which the references can be obtained. This information may be provided by reference to an appendix or to another document.]

## Overview

The rest of the Vision document will provide a detailed overview of the client-server application for managing the activity in a tourism agency. The document will describe the purpose and scope of the system, the target users, and stakeholders. It will also provide a list of high-level needs and features required by the system.

# Positioning

## Problem Statement

|  |  |
| --- | --- |
| The problem of | inefficient management of vacation packages and client information by a tourism agency. |
| affects | agency's employees, clients, and third-party operators |
| the impact of which is | a decrease in the efficiency and effectiveness of the agency's operations resulting in reduced customer satisfaction, lower revenue, and increased costs due to manual processes and lack of real-time data. |
| a successful solution would be | * Increased efficiency in managing vacation packages and client information * Streamlined communication with third-party operators, resulting in better coordination and reduced errors. * Real-time updates and availability of information, enabling the agency to make data-driven decisions and quickly respond to changes in the market. |

## Product Position Statement

|  |  |
| --- | --- |
| For | tourism agencies employees |
| Who | who need to efficiently manage vacation packages and client information |
| The (product name) | Travel Agency Manager |
| That | provides real-time data and streamlined communication with third-party operators. |
| Unlike | Unlike traditional manual processes or other existing solutions that only address specific aspects of a tourism agency's operations, our product offers a comprehensive and integrated system for managing all aspects of the agency's operations, resulting in increased efficiency, improved customer satisfaction, and increased revenue. |
| Our product | offers an intuitive user interface, real-time updates, and automated workflows for managing vacation packages, client information, and third-party operator communication. Our product also enables seamless coordination with third-party operators and provides customizable reporting and analytics for informed decision-making. |

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# Stakeholder and User Descriptions

The stakeholders and the users of this application are:

* Tourism Agency Employees: The tourism agency employees are the primary users of the Travel Agency Manager system. They need a comprehensive and integrated system that enables them to efficiently manage vacation packages and client information. They perceive that the current manual processes are time-consuming and error-prone, resulting in reduced efficiency and effectiveness of their operations.
* Clients: The clients of the tourism agency are the end-users of the system. They expect personalized and seamless vacation experiences that meet their unique needs and preferences. They perceive that the current manual processes and lack of real-time data result in delays and errors in booking their vacations, leading to reduced satisfaction and loyalty.
* Third-Party Operators: Third-party operators collaborate with the tourism agency to provide vacation packages and related services. They perceive that the current communication processes with the agency are often inefficient and lead to errors, resulting in delays and additional costs.

The Travel Agency Manager system aims to address these key problems by providing an integrated and comprehensive solution that enables efficient management of vacation packages and client information, real-time data and automated workflows, streamlined communication with third-party operators, and personalized and seamless vacation experiences for clients.

## Stakeholder Summary

[There are a number of stakeholders with an interest in the development and not all of them are end users. Present a summary list of these non-user stakeholders. (The users are summarized in section 3.2.)]

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Tourism Agency Management | Owners and managers of the tourism agency | Overall management of the agency, providing direction and setting goals, ensuring profitability, and monitoring customer satisfaction. |
| Travel Agents | Employees who interact with clients and book vacations | Assisting clients with choosing and booking vacations, managing reservations, providing customer service, and updating client information. |
| Tourism Operators | Third-party companies that provide vacation services, such as hotels, airlines, and excursion providers. | Providing availability and pricing information, updating the agency on changes in services, and managing reservations made through the agency. |
| Financial Department | Employees responsible for managing the agency's finances | Monitoring revenue and expenses related to vacation sales, ensuring that payments are properly processed and recorded, and managing financial reporting. |

## User Summary

[Present a summary list of all identified users.]

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Description** | **Responsibilities** | **Stakeholder** |
| Travel agency employees | Staff who work for the travel agency. | They use the system to manage vacations, clients, reservations, and updates to the database. | Primary user |
| Client | People who use the travel agency to book vacations | They use the system to reserve vacations, provide personal information, and update their preferences | End user |
| Operators | Third-party companies that collaborate with the travel agency to provide vacation-related information, such as hotels and trips availability. | They provide XML files containing information to be updated in the database. | Secondary user |
| Administrator | People responsible for managing the system, ensuring security, monitoring performance, and maintaining hardware and software. | They oversee the system and its updates, ensuring its reliability and security. | Tertiary user |

## User Environment

The users of the system are employees of a tourism agency, and their working environment may vary depending on their role within the organization. The number of people involved in completing a task may range from a single employee to a team of employees working together. The task cycles may vary in length depending on the complexity of the task, and the amount of time spent in each activity may also vary depending on the task.

The users may be working in a variety of environments, including indoors at an office or at a client's location, or outdoors while conducting tours or cruises. Some users may need to work remotely or while traveling, which may require mobile or web-based access to the system.

The system may need to integrate with other applications used by the tourism agency, such as accounting or customer relationship management software. The users may be working on a range of platforms, including desktop computers, laptops, and mobile devices, so the system should be designed to be accessible from multiple platforms.

# Product Requirements

* Standards: The product should comply with all relevant industry standards and regulations, including but not limited to data privacy laws, accessibility guidelines, and security standards.
* Hardware or Platform Requirements: The product should be compatible with a wide range of hardware and platforms, including desktop computers, laptops, tablets, and smartphones. It should also support multiple operating systems such as Windows, macOS, Linux, iOS, and Android.
* Performance Requirements: The product should have fast response times and be able to handle a large number of concurrent users. It should also be scalable and able to handle increased traffic as the user base grows.
* Environmental Requirements: The product should be able to operate in various environmental conditions and be resilient to potential disruptions such as power outages or internet connectivity issues. It should also be designed with energy efficiency in mind to minimize its environmental impact.