**Project Scope Statement:**

**Project Title: Digital Flight and service reservation system**

**Date:** Sep 10 **Prepared By:** Panyi Jin, Project Manager

**Scope Description:**

The flight and service Reservation system allows users to book all in-service flights and all types of services at any time and place.

**Project Summary and Justification:**

FlyDreamAir needs this project to help the company achieve its strategic goals. A new flight and service reservation system will reduce the company's labor costs and improve the company's work efficiency, they falsely believe that this project will help them get good reviews and create greater profits. The current provision is $10,000, which can be increased depending on the actual situation of subsequent development. The ultimate goal is to establish a complete set of service system so that customers can realize all services provided by the company through the APP provided by the company at any time. And the company also hopes that the project will effectively save on subsequent operating costs. The project will focus on improving the efficiency and variety of services.

**Product Characteristics and Requirements:**

1. **Template and tools:**

An App will allow users to access the company's service system through the user interface. When the user submits the service, the server will save the order information of the user into a file. The user can download the file to get their order information. The file format can be Microsoft Word, Excel or PDF.

1. **User submissions:**

A registration interface allows users to register accounts.

After logging into the account, users can book the required services through the user interface.

All required information can be submitted on the provided interface when booking a service.

1. **Payment interface:**

A perfect payment system. It needs to provide as many means of payment as possible and have good privacy protections.

1. **Server maintenance:**

The server will be maintained regularly but must be stable when it is working.

1. **Search feature:**

For a service nature of the system for accurate and convenient search tools is very necessary.

**Project Deliverables:**

1. Prototypes of user interfaces about order the flight and service.
2. The whole project reports: includes project plan, WBS, business case, project charter, risk management, cost estimation, system design and test implement.
3. A sample is used to illustrate the workflow of the system.

**Project Acceptance Criteria:**

1. Users can connect to the service system through APP.
2. A successful implement of a booked flight.
3. A successful implement of a booked service.
4. A complete system operation process.

**Project boundaries:**

Planning, evaluation and design of the system are the scope of the project, and other processes that need to be executed will be handled separately.

**Project Constraints:**

1. The system will not be available while the server is being maintained.
2. When the staff member is off duty, the submitted information will be saved but will not be processed.
3. The system cannot be used without a network.
4. Depending on the device, users need at least one mobile phone.

**Project Assumption:**

1. Users will book flights and services through a few simple steps.
2. Users will be able to use the system from their mobile phones anytime, anywhere.
3. Depending on the state of the server, the service can be error-prone.