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| **No.** | **Member**  **name** | **Roles** | **General Responsibilities** | **Assigned Task for Each Deliverable** |
| 1. | Tan Ying Yao | Project Leader | Ying Yao facilitates the progress and planning of the project. These includes organizing meetings to discuss the project, assigning tasks to each team members, and oversees the overall progress of the assignment to prevent deviation from happening. | (A1) Lead the team by assigning tasks suitable to each group member.  (A2) Investigate the aim of the project and provides information of the project.  (A3) Identify and correct any errors in presentation of the project.  (A4) Streamline the overview of the project. |
| 2. | Chan Yek Sun | Project Executive | Yek Sun serves primarily as the decision maker of the project. He is responsible for steering the direction of the project by providing available options, making final decisions and to ensure a smooth conclusion is achieved each time a meeting is held. | (A1) Presents available and suitable direction of the project.  (A2) Drafts out a list of functional and non-functional requirements  (A3) Identifies three appropriate requirements gathering techniques.  (A4) Create a context diagram to further the project. |
| 3. | Lim Jia Bao | Project Analyst | Jia Bao is responsible for all the information processing and fact checking. These are usually finding relevant data in the internet, searching for specific clarification and also obtaining the correct information to be inserted to the project. | (A1) Analyses the requirement gathering techniques and provide further information.  (A2) Checking and offering the stakeholder’s information  (A3) Provide background information of the project  (A4) Establish an appropriate user case diagram. |
| 4. | Tan Wei Leong | Project Consultant | Wei Leong define the needs and recommend solutions to our problems. He makes sure that the project’s objective is able to solve the existing problems, enhances performance and verify the appropriate requirements. | (A1) Verifies the suitable scope of the project.  (A2) List down the appropriate technology aspects such as hardware, software and network infrastructure.  (A3) Offer justification on the selected requirement determination techniques.  (A4)Creates a use case description for each major use case listed. |

Background Information

A company that is running a homestay business wants to set up an online portal to further expand their business. However, they are not familiar with which function are vital to the success of the webpage. Thus, we are required to develop an effective online homestay portal that fits their criteria.

Project Aim

To create a working online portal that is both efficient and effective for homestay.

Project Objective

To create auser friendly online portal for homestay that properly meets and circumvent the client’s expectation.

Scope

Function:

The online portal should be able to let user search for homestay based on location.

The online portal should be ableto let user search for homestay based on type of house.

The online portal should be ableto let user to proceed booking on desire homestay.

The online portal should be ableto produce receipt to user after payment is done.

The online portal should be ableto let user select their own desiredpayment method.

The online portal should be able sort a list of homestays based on pricing.

Platform: Web-based

Location: Within Malaysia

Stakeholder Information

Administrator staff in company that manage information of users.

Staff that handle customer services

IT staff working on maintenance of the online portal and server

Users around the world that wish to plan a homestay holiday in Malaysia.

Technology Aspect

Development Team and End Users:

End Devices such as computer or smartphone are required to access portal.  
End Devices should have Operating System that can access browsers to access portal.

Internet browser is required to access the portal.

Internet connection is required to access portal.

Scenario

Initial Assumption:

* A family planned to travel to Sabah for coming holiday. The user has entered an online portal in search of homestay.

Normal Scenario:

* The user first register an account on the portal then proceed to search for their desired resort based on location. After reviewing a list of resort, they will have to decide which fits their bill the most. The user then chooses their payment method to pay the deposit. A confirmation email is then sent to the user’s email address after payment is done, the booking/payment history will be up and available for viewing purposes on the portal.

What Can Go Wrong:

* The user is unwilling to fill up personal information required for account registration. The system should mark which information is compulsory for account registration.
* The user may accidentally misspell their desired location and result in zero search results. The system should be able auto-detect the typo and then auto-correct it.
* Due to bad internet connection, the user may not be aware that the transaction had been completed and may accidentally pay twice the required amount. The system should prompt the user as soon as the payment is done and redirect the user back to the home page.
* The user may accidentally press the booking button. There should be a booking cancellation function.

Other Activities:

* The user may check the booking/payment history at anytime. The staff can also check the user booking/payment history solely for referring purpose.

System State on Completion:

* The user has done his desired booking and payment through the online portal, all the booking/payment information is saved on the server/portal for future references.

Interview

-Interview is chosen as it enhances audience understanding, pinpoints exact information required, and also able to present a different perspective.

1. What is the problem with the current system?

With the current system implemented, customer may have to contact us directly by phone or walk-in our office for further clarification regarding the homestay, booking and payment.

1. How many order do you usually receive each day?

On public or school holidays, we usually receive as many as 30 to 50 orders per day.When it is normal seasons, it will be around 10 to 20 orders per day.

1. What kind of function do you want for the online portal?

The online portal should aid the user on finding their desired homestay, it should also be able to let user search for the location, type of homestay, specific price range, booking, choice of method of payment, feedback, etc.

1. Do you have any preferred programing language for the online portal?

Any programming language suitable for web based design will be enough.

1. What kind of security functionis needed for the online portal?

The personal information keyed in by the user will be saved on the server/portal and should be encrypted, and only accessible by the user or administrator account.

1. How do you want the online portal to be presented?

Hopefully the webpage is sleek and easy to access so the users can reliably navigate the webpage.

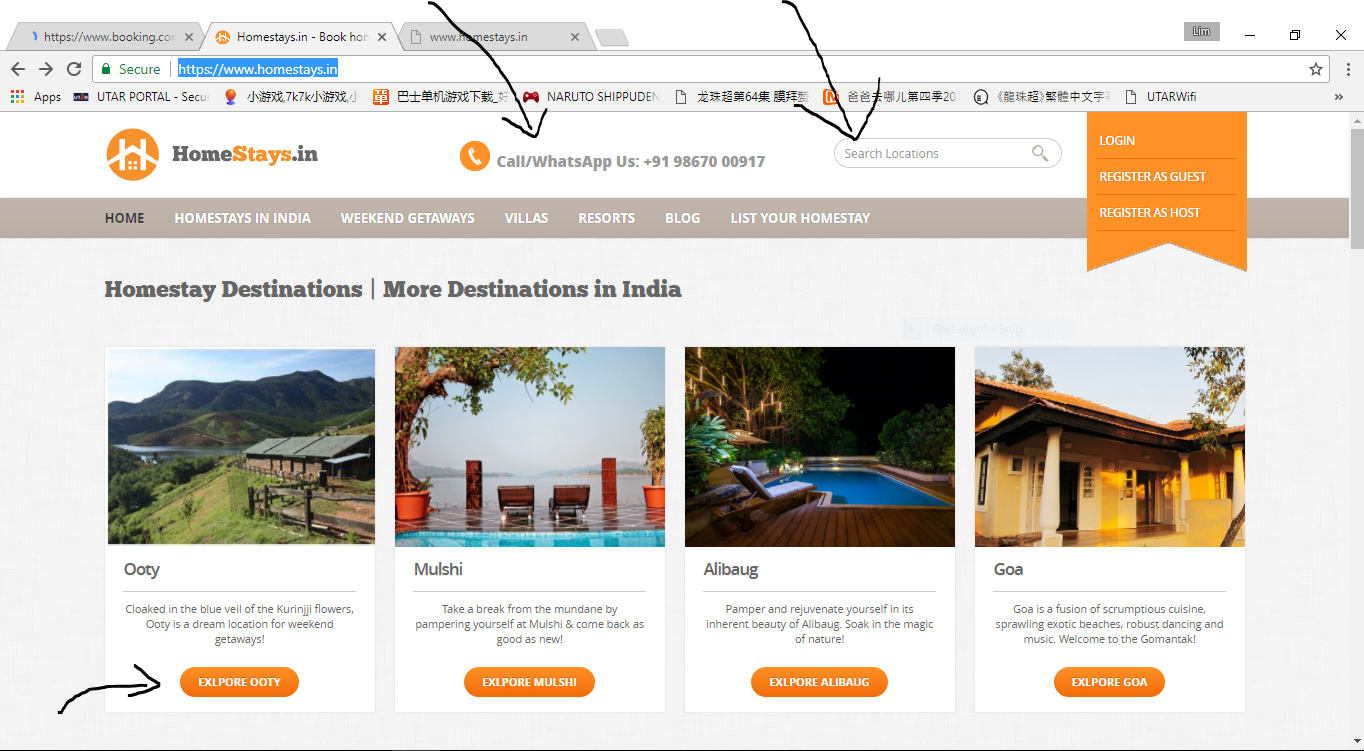
1. Is the online portal vital to the success of your homestay?  
   An online presence can greatly boost the success of the homestay.
2. How do you usually receive the orders?

Usually through phone calls listed on the homestay portal or emails.

1. Who are your targeted customers?  
   Foreign or local tourists are welcome to use the homestay for their personal needs.
2. How can the guests contact you if there are issues to be resolves?  
   They can file a complaint through a phone call or email.

Document Analysis

One of the elicitation techniques we used in this project is document analysis.We use this specific technique to build a portal for homestay booking in India.Document analysis is a form of qualitative research in which documents are interpreted by the researcher to give voice and meaning around an assessment topic.Analyzing documents incorporates coding content into themes similar to how focus group or interview transcripts are analyzed.We had discovered that some existing online booking portal that are available in the world through this technique.We found that the validation of the existing portal that is used for booking homestay and hotel that exist and verified the same functions that a booking portal need.We will implement and modify these common functions into our system.Let’s take some example from a homestay website, *https://www.homestays.in* ,it’s portal has fundamental function which provide service for users to search the whole homestay in India.Such as Goa,Mushi and many more.If users would like to research other homestay in India,users can also key in their favorite well known homestay at the ‘Search Location’there which is provided in this website.This can be seen at the screenshot of website at below:



Besides that,it will also provide host information in the online portals.For example,if you want to know more details about the homestay which you much preferred,you can contact the contact number provided (+919867000917) as shown above in the diagram.Furthermore,it also able to contain basic requirement,example homestay information in the homestay portal.It is very important because tourists can know more information about the homestay and they can compare each other and choose the most suitable homestay as their favorite homestay,they can knowthe characteristic and feature of every homestay through this requirement.Apart from this, tourists can also compare price of every homestay through ‘click for more information’ in the portal.Therefore,this requirement plays a very important role toallow tourist to know the advantages and characteristics of every homestay.

Functional requirement

1. The online portal should be ableto let user search homestay based on location
2. The online portal should be able to let user search for homestay in certain price range.
3. The online portal should be able to let user book their desire homestay.
4. The online portal should be ableto let user choose their desire payment method.
5. The online portal should be ableto produce receipt for user after payment is done
6. The online portal should be ableto let user search for homestay based on the type of room/house.
7. The online portal should be ableto let user feedback or comment after using the service provided by the portal.
8. The online portal should be ableto let user sort a list of homestay based on price
9. The online portal should be able to show user all information regarding homestay their choose on portal
10. The online portal should be able to let user rate their homestays.
11. The online portal should be able to let user choose to browse the portal as guest or register an account as member.
12. The online portal should be able to let user cancel booking before payment is done.

Non-functional requirement

-Operation Requirements:

1. The online portal should be ableto handle large amount of traffic without crashing.
2. The online portal should be ableto load the page under 5 second with good/stable internet connection.

-Revision Requirements:

1. The online portal should be able to recover from unresponsive service within 1 minute.
2. The online portal should provide user instructions for user to browse the online portal more easily.
3. The online portal should have an attractive and eye-catching interface.

-Transition Requirements:

1. The online portal should have both webpage interface and mobile interface depending on which device user is using.
2. The online portal should allow user a selection of multiple language.

## Use Case Description

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| Use Case Name: Search for homestay  information | | ID: 5 | Importance Level: High |
| Primary Actor: Users | Use Case Type: Detail, Essential | | |
| Stakeholders and Interests: Users – want to search information of homestay | | | |
| Brief Description: This use case describes how the system can allow users search homestay information. | | | |
| Trigger: Users search homestay information to know more details about homestay. | | | |
| Relationships:  Association: Users  Include: Show homestay information  Extend: -  Generalization: - | | | |
| Normal Flow of Events:   1. Users have found a homestay that they desire and wants to know more information.   about homestay.   1. Users can click the search button to search details of information. 2. System shows all relevant homestay information.   Continue to S1. | | | |
| SubFlows:  S1:  3.1: System shows feature of the homestay.  3.2: System shows price rent of the homestay.  3.3: System shows location of the homestay. | | | |
| Alternate/Exceptional Flows: | | | |

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| Use Case Name: Provide personal information | | ID: 2 | Importance Level: High |
| Primary Actor: Users | Use Case Type: Detail, Essential | | |
| Stakeholders and Interests: Users – enter personal information after deciding their  homestay. | | | |
| Brief Description: This use case describes how the system can allow users enter their personal information to book homestay. | | | |
| Trigger: Users have found their desired homestay and needs to provide personal information. | | | |
| Relationships:  Association: Users  Include: -  Extend: -  Generalization: - | | | |
| Normal Flow of Events:   1. Users chooses their desired homestay. 2. Users click the next step button to go the following page. 3. Users needs to enter personal information in the spaces which is provided. (Personal information such as contact number, etc.) | | | |
| SubFlows: - | | | |
| Alternate/Exceptional Flows: - | | | |

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| Use Case Name: Choose browse the portal | | ID:1 | Importance Level: High |
| Primary Actor: Users | Use Case Type: Detail, Essential | | |
| Stakeholders and Interests: Users - select to browse the portal as a guest or register an  account to join as member. | | | |
| Brief Description: This use case describes how the system provide selection to users to browse the portal. | | | |
| Trigger: Users wants to travel and need to find a homestay. | | | |
| Relationships:  Association: Users  Include: Search price range  Extend: -  Generalization: - | | | |
| Normal Flow of Events:   1. Users wants to travel. 2. Users searches online using the portal to search the homestay. 3. Users can sign in portal as a guest or register an account to join as a member. 4. Users want find a suitable homestay and which is also within their budget. 5. Users can search their needs through a certain price range.   Continue to S1. | | | |
| SubFlows:  S1:  5.1: Users key in their budget into the of search space.  5.2: A list of suitable homestay which is in the price range is listed. | | | |
| Alternate/Exceptional Flows: - | | | |

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| Use Case Name: Book desire homestay | | ID:3 | Importance Level: High |
| Primary Actor: Users | Use Case Type: Detail, Essential | | |
| Stakeholders and Interests: Users – wants to book a desired homestay after finished  researching the homestay | | | |
| Brief Description: This use case describes how the system can allow users to book their desired homestay. | | | |
| Trigger: Users have researched all their homestay option and finally decide on their most suitable homestay and wants to book that homestay. | | | |
| Relationships:  Association: Users  Include: Show their all chosen information, Show payment method  Extend: Produce receipt  Generalization: - | | | |
| Normal Flow of Events:   1. Users have researched several different type of homestay and   finally decided book a homestay as their homestay.   1. Users click the ‘book’ button to book a homestay they want. 2. Users have filled the personal information.   Continue to S1.   1. Users have filling all chosen information. Continue to   S2.   1. After finished filling the information, users can click the verify button.   Continue to S3.   1. System will show payment method after users click next button.   Continue to S4.   1. When payment is done, system will generate receipt to users.   Continue to S5. | | | |
| SubFlows:  S1:  3.1: Users have filled their personal contact number.  3.2: Users have filled their personal identification card number.    S2:  4.1: Users fill in how many days they want to rent a homestay.  4.2: Users fill in the check-in time.  4.3: Users fill in how many people want to share a homestay and  size of the homestay.  S3:  5.1: Users can double confirm and verify their choice and personal  information that they entered.  5.2: If there are no any problem, users can proceed by clicking the next. S4:  6.1: Users can make payment either through online or by cash or by cheque. | | | |
| Alternate/Exceptional Flows:  S5:  7.1: Users can get a receipt after payment process is done.  7.2: Users can confirm that the receipt is valid.  7.3: If there are some problem, users can complain by showing the  receipt to the staff. | | | |

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| Use Case Name: Cancel booking before payment | | ID: 4 | Importance Level: High |
| Primary Actor: Users | Use Case Type: Detail, Essential | | |
| Stakeholders and Interests: Users – wants to cancel booking when there are problems  before booking. | | | |
| Brief Description: This use case describes how the system allow users to cancel booking before payment is made. | | | |
| Trigger: Users wants to cancel booking homestay which have been chosen before payment is made. | | | |
| Relationships:  Association: Users  Include: -  Extend: -  Generalization: - | | | |
| Normal Flow of Events:   1. Users want to switch to other more suitable homestay. 2. Users can cancel booking before payment is made. 3. Users can click the cancel button to cancel booking homestay. 4. All chosen information which have been filled by users are erased. 5. Users need to fill in all relevant information again. | | | |
| SubFlows: - | | | |
| Alternate/Exceptional Flows: - | | | |

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| Use Case Name: Rate homestay | | ID: 6 | Importance Level: High |
| Primary Actor: Users | Use Case Type: Detail, Essential | | |
| Stakeholders and Interests: Users – can give rating to homestay | | | |
| Brief Description: This use case describes how the system can provide users to rate the homestay. | | | |
| Trigger: Users can rate their homestay based on their satisfaction level. | | | |
| Relationships:  Association: Users  Include: -  Extend: -  Generalization: - | | | |
| Normal Flow of Events:   1. Users used the online portal of homestay. 2. Users knows all relevant information about the homestay through this system. 3. After finish using this system, this system will provide a survey for users to rate this homestay. 4. Users are allowed to use a 5 stars system for rating. 5. If users are satisfied with the service of this system, users can give more than 4 stars which represent good. 6. If users give less than 3 stars means that this system need to be improved. 7. After rating is done, all users and staff can see the result and result of average rating will appear under the name of homestay. | | | |
| SubFlows: - | | | |
| Alternate/Exceptional Flows: - | | | |

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| Use Case Name: Provide feedback | | ID: 7 | Importance Level: High |
| Primary Actor: Users | Use Case Type: Detail, Essential | | |
| Stakeholders and Interests: Users – can give feedback to homestay | | | |
| Brief Description: This use case describes how the system can let user give feedback after finished browsing the portal of homestay. | | | |
| Trigger: Users can provide comment after browse the portal of homestay. | | | |
| Relationships:  Association: Users  Include: -  Extend: -  Generalization: - | | | |
| Normal Flow of Events:  1. Users used the online portal of homestay.   1. Users knows all relevant information about homestay through this system. 2. Users can give feedback after using this system. 3. If there is something need to be improved, users can give their review as a feedback for the homestay 4. Users also can give feedback with praises if they think the system is helpful. 5. Then this feedback will send to the staff and as a reference to be improved upon. | | | |
| SubFlows: - | | | |
| Alternate/Exceptional Flows: | | | |

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| Use Case Name: Handle customer services | | ID: 10 | Importance Level: High |
| Primary Actor: Staff | Use Case Type: Detail, Essential | | |
| Stakeholders and Interests: Staff – can handle customer services | | | |
| Brief Description: This use case describes how the system can let staff provide service for users. | | | |
| Trigger: Staff can provide service for users when users are requesting. | | | |
| Relationships:  Association: Staff  Include: -  Extend: -  Generalization: - | | | |
| Normal Flow of Events:   1. When users want know more detail about homestay, users can   request asking by asking the staff.   1. Users can ask staff through the contact number which is provided in the portal. 2. Users uses their mobile device to contact staff. 3. Staff can provide all relevant information and more detail to users. | | | |
| SubFlows: - | | | |
| Alternate/Exceptional Flows: - | | | |

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| Use Case Name: Manage information of users | | ID: 9 | Importance Level: High |
| Primary Actor: Staff | Use Case Type: Detail, Essential | | |
| Stakeholders and Interests: Staff – can manage and arrange all information of users  provided. | | | |
| Brief Description: This use case describes how the system can let staff manage information of users. | | | |
| Trigger: Staff can manage all information which is provided by users. | | | |
| Relationships:  Association: Staff  Include: -  Extend: -  Generalization: - | | | |
| Normal Flow of Events:   1. Users have to key in their personal information and bank   details to book homestay.   1. When users finished provide information, staff can view information provided. 2. Staff can modify and manage users’ information. 3. Staff can arrange homestay and rent for users. 4. Staff knows exactly and help manage users that book at the same time so it won’t result in a conflict that may cause server crashing. | | | |
| SubFlows: - | | | |
| Alternate/Exceptional Flows: | | | |

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| Use Case Name: Update homestay  information | | ID: 8 | Importance Level: High |
| Primary Actor: Staff | Use Case Type: Detail, Essential | | |
| Stakeholders and Interests: Staff – can update or change the information of homestay. | | | |
| Brief Description: This use case describes how the system allow staff to update or change the information of homestay. | | | |
| Trigger: Staff can change the latest information of homestay and can update new status into information of homestay. | | | |
| Relationships:  Association: Staff  Include: -  Extend: -  Generalization: - | | | |
| Normal Flow of Events:   1. Staff wants to change latest information of homestay. 2. Staff can delete old price and key in the new price to change the latest price. 3. Staff can delete old feature and key in the new feature to integrate new features. 4. Staff can add the new photos into the portal. 5. When staff changed their contact number, the staff can key in a new contact number. | | | |
| SubFlows: | | | |
| Alternate/Exceptional Flows: | | | |
| Use Case Name: Maintenance | | ID: 11 | Importance Level: High |
| Primary Actor: Staff | Use Case Type: Detail, Essential | | |
| Stakeholders and Interests: Staff – provide maintenance to the online portal | | | |
| Brief Description: This use case describes how the system allow staff provide maintenance to the online portal | | | |
| Trigger: Staff wants to provide maintenance when portal experiences problem. | | | |
| Relationships:  Association: Staff  Include: -  Extend: -  Generalization: - | | | |
| Normal Flow of Events:   1. Users uses the online portal. 2. Staff provide maintenance service every month. 3. If there are issues occurring, maintenance will take action to solve this problem. 4. Users can use online portal normally. | | | |
| SubFlows: - | | | |
| Alternate/Exceptional Flows: - | | | |