AIRLINE RESERVATION SYSTEM

Requirement Analysis Document

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PURPOSE OF THE DOCUMENT:

The purpose of this document is to provide thorough details about requirements of the product/project specified by the client. It includes both user and system requirements, which are both functional and nonfunctional.

SCOPE OF THE PRODUCT:

The aim of our project is to design and develop a windows application software which would automate the major airline operations like providing facilities for reservation of tickets, checking of schedules, checking of flight fares, canceling of booking etc.

END USERS AND THEIR CHARACTERISTICS:

- Application administrator/operator; should have complete information and knowledge of the system he is going to work with, beforehand.
- Application user; possibly the passenger or traveler.

PRODUCT FUNCTIONS:

- Ticket booking
- Flight schedules
- Flight fares
- Cancel booking

REQUIREMENT ANALYSIS:

FUNCTIONAL REQUIREMENTS:

Seat Reservation:

- The system supports customers to reserve flight tickets
- Customers can reserve seat and get a digital ticket.

Cancel Reservation:

- Customers can be able to cancel their booking anytime by providing the unique seat number.

Flights' Schedules:

- Customers can check the flight schedule/status from their location to their desired destination.

Flights' Fares:

- Customers can check flight fares based on type of trip [one way or return] and also the class category [business or economy].

Help Desk:

- Help panel available 24/7 to facilitate the customers with any sort of confusion or difficulty.

Login Facility:

- Login feature for administrators.

Updates and Changes:

- Admin can update flight schedules and fares.

NON FUNCTIONAL REQUIREMENTS:

Privacy and Security:

- Authentic authorization of admin.

Availability:

- The system must provide customers 24*7 hours booking service.

Supportability:

- The system should support multiple seats booking.
- User could choose the class category [i.e. Business/Economy].
- User could decide type of trip [i.e. One-way/Round].
- Generate Digital ticket within 2 - 3 seconds.

Extensibility:

- The system is extensible. New custom features can be added for a particular system environment.

Data integrity:

- Unique seat numbers for each passenger.
- All the customers' information, flight schedules should be stored in organization's Database.

Maintainability:

- Problems occurred in bank transaction/payment should be removed or overcome within seconds. No delays should be faced by the user.
- All sort of errors/bugs handling.

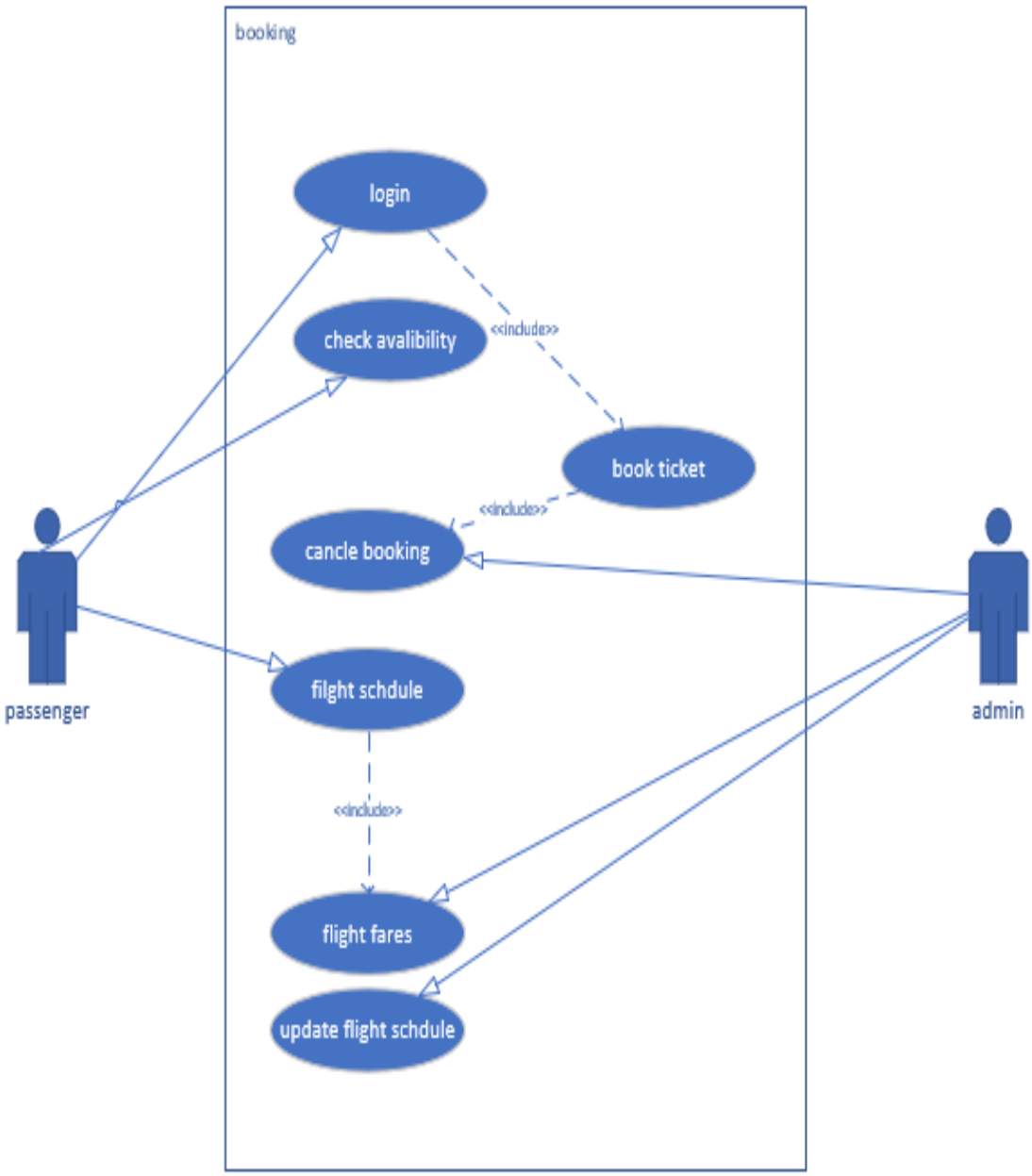
GENERAL CONSTRAINTS:

- The product should provide a user friendly and easy-to-deal-with interface for both kind of end users to work with the application without facing any sort of difficulties.
- The application should also manage all sort of input errors that could possibly be made by the end users.

ASSUMPTIONS AND DEPENDENCIES:

- A Database software should be used to keep the track of all sort of records and information.
- The application should be windows application, compatible with all previous and latest windows versions.

USE CASE: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passenger
admin

CLASS DIAGRAM: