

VIETNAM GENERAL CONFEDERATION OF LABOR

TON DUC THANG UNIVERSITY

FACULTY OF INFORMATION TECHNOLOGY

Progress 2 Project

Topic: Tên Báo Cáo Gì Đây

Subject: Enterprise Systems Development Concepts

Students perform:

Nguyen Gia Khiem (520H0464)

Nguyen Hai Duy (520H0623)

Nguyen Tran Thanh Duy
(520H0624)

Advising teacher:

Mr. Duong Huu Phuc

Ngày 4 tháng 4 năm 2023

Mục lục

1	Summary	2
2	System overview	2
2.1	Introduction:	2
2.2	System specification:	2
2.3	Topic scope:	3
2.3.1	Limits on objects and functions	3
2.3.2	Limits on technology	3
2.4	Practical implications:	3
2.5	Report layout:	4
3	System analyst and design	5
3.1	Function requirements	5
3.2	Non - function requirements	5
3.3	Functional diagram	5
3.3.1	Use-case diagram	5
3.3.2	Use-case specification	5
4	System implementation	5
4.1	Questionnaires:	6
4.2	Interview type Questions	7
	Tài liệu	9
A	Phụ lục	9

1 Summary

The report contains:

1. System Overview
2. System analysis and design
3. Realize system

2 System overview

2.1 Introduction:

This report illustrates the basic operation of A Booking Movie Ticket System. This system contains some fundamental functions for customers, managers and employees of a cinema.

A system is just a minor and elementary project as a demo for booking movie ticket which is relevant to ordering and selling services. We have analyzed and determined to develop a system as our module and a project is entitled DDK-cinema contemporarily.

2.2 System specification:

The Booking Movie Ticket System supports users for online or offline booking. They can purchase an online ticket if they do not want to queue for movie tickets or they can go directly the front desk and buy movie tickets.

Customer can interact with a booking website easily, when customers want to purchase movie tickets, they can use Create Booking Function to initial a booking form and then the system will require them to log in. If guests have not had any account, they can press the registration button to sign up. Customers can use their telephone number to register and the system will provide an account with their ID, account name, password. In booking stage, customers have to select a movie which they want to watch, they must assign some compulsory functions for a booking process include choosing a theater, appointing a movie show and selecting available chairs. When they have done these functions, they can make payment by card, cash or electronic wallet. When these stages complete, customers will verify all the details of their booking. After all, the system will give them the online tickets and customers can view details such as a show, the name of a movie, the number of a chair, . . . Customers can cancel their booking if there is any mistake.

The system also provides all the booking functions for front desk officers who will sell movie tickets to customers directly. They must log in and choose a theater where they work on. Their booking functions is similar with customers' booking functions so it easily for staffs and customers using but when creating booking, front desk officers don't have to choose a theater and they will support customers re-checking, make payment and print tickets in order to give customers. Front Desk Officers can support customer canceling a booking if there is any mistake.

In managerial side, there are two type of manager, a super manager who control all the information of employees, a super manager can create the account for an employee, each employee will has his/her status which show they are working on or off, when an employee has retired, a super manager can modify his/her status. A super manager also administers all movies in the cinema system, he can add a new movie to all the theaters of a company. Besides that, a super manager can modify the

details of a movie. A super manager can view all sold tickets and selling history of all branches. A regional manager will only have an authorization for control their branch. A regional manager will arrange and deploy all the shows of movies, he can add, modify and cancel a show. A regional manager can only view all sold tickets and selling history of their branch.

2.3 Topic scope:

2.3.1 Limits on objects and functions

Objects:

- All customers.
- All members of a cinema.

Functions:

- Buy movie tickets.
- Make Payment
- Receive tickets
- Cancel Booking
- Add Movie
- Modify Movie
- View Sold Ticket
- Add Show
- Modify Show
- Cancel Show
- Create Employee Account

2.3.2 Limits on technology

- Front-end: HTML, CSS, JS
- Back-end: PHP
- Database: MySQL

2.4 Practical implications:

- Supply an online website for guests to seek out and purchase a movie ticket.
- Assist a cinema to sell online and offline tickets for customers.

2.5 Report layout:

- Chapter 1: System overview.
- Chapter 2: System analysis and Design.
- Chapter 3: System implementation.
- Chapter 4: References.

3 System analyst and design

3.1 Function requirements

3.2 Non - function requirements

3.3 Functional diagram

3.3.1 Use-case diagram



Hình 1: ER Diagram of Customer Order Management System

3.3.2 Use-case specification

4 System implementation

In this section, we will show and explain our selected project technologies: PHP, HTML, CSS, Javascript, MySQL, Bootstrap framework.

Back-end: PHP is a server-side language which is an open source, have an extensive library and it is adaptable with multiple platforms and technologies. Besides that, PHP has a large community for supporting, especially, lightning speed and scalable ability which features will assist my system efficiently.

Front-end: HTML, CSS and Javascript is the fundamental of front-end technique, HTML creates web pages and CSS allows to make web pages great looking. In addition, Bootstrap framework is a serviceable framework which supports to decorate and arrange all items and elements, display a stunning view to users.

Database: Using PHP because it supports PHP fully. Its advantages are free and open source. MySQL is fast, reliable, scalable, easy to use and cross-platform.

4.1 Questionnaires:

1. How often do you go to a cinema?
 - (a) Once a week
 - (b) About 2- 3 times in a month
 - (c) 2 months once
 - (d) Seldom
 - (e) Never
2. How do you often booking ticket using current movie booking system?
 - (a) Online
 - (b) Telephone
 - (c) SMS
 - (d) Never
 - (e) Other
3. What are the problems you face when buying tickets?
 - (a) Staff's attitude
 - (b) Bad seats
 - (c) Long queue
 - (d) Inflexibility of booking (e.g.: phone line busy, website down etc)
 - (e) Other
4. What movie company you usually visit?
 - (a) CGV
 - (b) BHD
 - (c) Galaxy Cinema
 - (d) Other

5. What are your expectations for an online tickets booking and touch screen kiosk system?
 - (a) Review bookings
 - (b) Choose seats
 - (c) User friendly system
6. Would you prefer a tickets booking system that allows you to choose the seats when booking or purchasing the movie tickets?
 - (a) Yes
 - (b) No
7. What age category do you fall in?
 - (a) 12 - 16 (Junior)
 - (b) 17- 21 (Teens)
 - (c) 22- 49 (Adults)
 - (d) 50 and above (Senior)
8. Would you prefer more payment methods ?
 - (a) Yes
 - (b) No
9. Would you prefer to wait until the last Monday of the month to enjoy your movie or you just going to watch it at the time it is released?
 - (a) Wait for the promotion
 - (b) Enjoy it anyway
 - (c) Prefer to watch in free time
 - (d) Do not enjoy watching movie at the theater
10. Do you like to buy popcorn or snack just right after purchasing ticket?
 - (a) Yes
 - (b) No
 - (c) Depends on the movie (e.g.: film length, type of film,...)

4.2 Interview type Questions

1. In your opinion, what makes an user-friendly and convenient ticketing system? Easy navigation
2. Do you know any of ticketing system online? ticketbox,...
3. What are the advantages of booking tickets on system to offline ticket purchasing?
 - No need to queue

- Easy to pay through online payments
 - Easy to find new events
4. What make you want to stay and using a ticketing system in the next times?
 - Responsive
 - Payments
 - Prices
 - Discounts
 - Services
 5. How important would you say customer service is? It is one of the main factors that keep customers staying with the ticketing system
 6. Would you rather pay for the ticket by online payment or offline payment? Online payment, it will save a lot of time and more convenient for me.
 7. Do you want the system to build up an advanced searching tool? Yes, because I do not want to spend so much time finding the exact event I want to join in.
 8. What main color do you want to display on the website? I think simple color with Dark/Light mode activated

Tài liệu

A Phụ lục

- Template này **không phải** là template chính thức của Khoa Công nghệ thông tin - Trường Đại học Khoa học Tự nhiên.
- Các hình ảnh, bảng biểu, thuật toán trong template chỉ mang tính chất ví dụ.
- Nhóm tác giả phân phối **miễn phí** template này **trên GitHub** và **trên Overleaf**, mọi nguồn khác đều không đáng tin cậy. Nhóm tác giả không chịu trách nhiệm với các bản phân phối không nằm trong hai kênh phân phối chính thức nêu trên.