



ASIA PACIFIC COLLEGE

School of Computer Science and Information
Technology

Journeys & More Global Tours and Consultancy Co.

Travel Arrangement & Appointment System **SQAP**

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Software Project Management Plan

Vision

JMGTC Travel Arrangement & Appointment System:

The project aims to be a source of convenience, as a venue in providing reliable travel and tourism information and to help the company in achieving its goal in providing clients warm hospitality at the tip of their fingertips.

- To promote tourism by providing a module that features tour deals and packages for clients and travelers
- To provide a module for setting client Visa Appointment

Scope

The following are the Project Deliverable:

- **Appointment Scheduler (Visa Consultation)**

In the customer module of the system, clients can have access to the system in case they want to schedule a Visa Assistance Appointment with the General Manager. They will input their name, email address, phone number, appointment time and day and optional remarks or message.

- **Travel Deals Request**

The Client inputs necessary details about the travel packages he wants to avail. He can choose from the list of travel options or request for a new travel package-combination or arrangement offered by the agency.

- **Customer Service / Technical Support**

This is an online chat support feature that enables the clients of JMGTC to communicate with the company IT Support Team through the application. The client can send a direct / instant message about technical concerns to the IT Support Team.

(**The Admin Module**) The Admin should be able to:

- View Visa Consultation Appointments
- Confirm Visa Consultation Appointment of client
- View Travel and Tour Arrangements
- Manage System modules

(**The Client Module**) The Client should be able to:

- Register for an account
- Be updated or notified through email
- File and submit a Visa Consultation Appointment request
- File and submit a Travel and Tour Arrangement
- Raise concerns via Live chat for technical support

Feasibility and Risk Analysis

Listed below are the risks that could affect the website and functionality of the travel arrangement and appointment system of JMGTC:

■ **Incorrect / Inconsistent Data**

This risk is due to human error and is considered as a low threat to the system. Although the risk is low, it can still affect the data from the client which will be stored to the database of the system.

Possible Solution:

This type of risk can be avoided if the text fields, where the client must input the required data can be limited. If possible, there must be available options to choose from, so that the user can avoid entering incorrect data.

■ **Inaccessible Pages / Functions**

This type of risk is a high threat and must be prevented at all cost.

The probable causes for this risk are:

- Server or Database Malfunction
- Algorithm or Programming Error
- Low or No Network Connectivity

Possible Solution:

This can be prevented if the functionality of the system will be thoroughly checked and tested. The developers must make sure that the system pass through quality check.

- **Lack of Personnel to Support Customer Service**

This risk depends on the management of JMGTCC. It can be triggered by the sudden increase on the number of clients who needed more information about their company and the services that they offer. It can be prevented if there are enough staff members and sufficient details about the company and their services in the website.

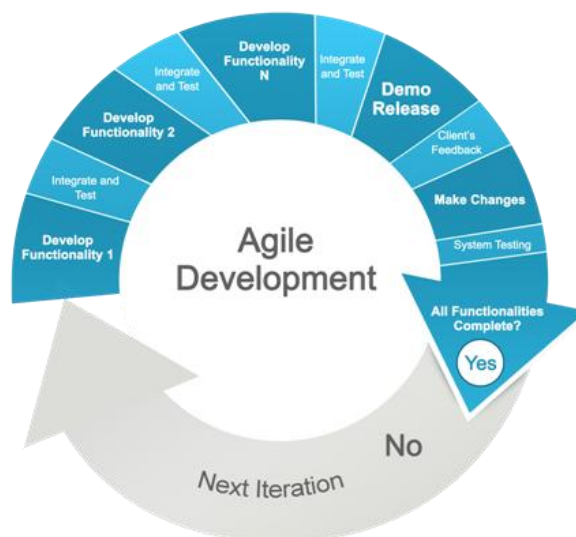
Possible Solution:

The management of JMGTCC must ensure their clients that they can provide enough and knowledgeable staff in providing customer service. This can be done by employing skilled individuals who can assist clients within a short amount of time or if there is a great increase on the number of clients, they too must increase the number of their employees.

Management Approach

The development of the system will follow *The Agile Model*; Through this, changes are welcomed in every step of the way as long as the discovered change is necessary for the success of the project. By using Agile method, the development of the system lets the users be involved and collaborate with the developers, and thus ideas and criticism from the customers are always observed and are evaluated through early stages of development.

The following diagram shows a simple depiction of the development process of the system.



There will be a meeting every week for project updates and concerns.

Throughout the development process, the team should complete the following:

- Individual Weekly Accomplishment Report
- Weekly Project Status Report
- Final Project Documentation

Roles and Responsibilities

The project can be successfully completed if the workload will be divided and handled correctly.

The following people are responsible in making this project possible:

Student Name	Role	Responsibilities
Arianne Bianca Papna	Project Manager / Developer	<ul style="list-style-type: none"> · Assigns roles and responsibilities · Monitors and reports the project status and progress · Manages the entire project team · Authoring of Project Documentation · Updates the project manager about the system
Erika Hidalgo	Developer	<ul style="list-style-type: none"> · Analyzes Software requirements and specifications · Manages Software UI · Analyzes the Requirements from the client
Roxanne Therese Luangco	QA / Developer	<ul style="list-style-type: none"> · Prepares test plan · Conducts review meetings with the team · Authoring of Project Documentation

Technical Approach

Software Environment

Programming Languages	Specific Software	Web Server Application	Operating System	Other Software/Applications
PHP	Yii	Apache		Adobe Photoshop CS5
HTML 5	Framework	mySQL	Windows 7 & above	XAMPP
CSS3	phpMyAdmin	Tomcat		Notepad++ / Sublime
MySQL				Browser

Java

Android SDK

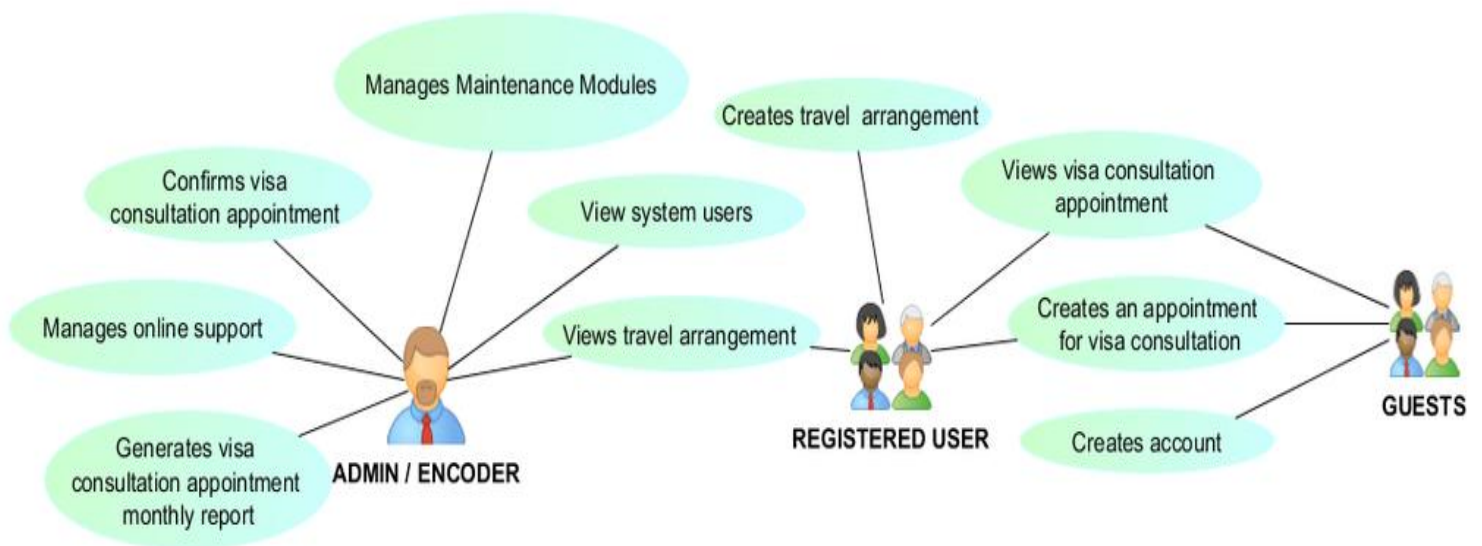
Hardware Environment

Programming Languages

PC / Laptop

Android(ver. 4.2.2 and
above) Mobile

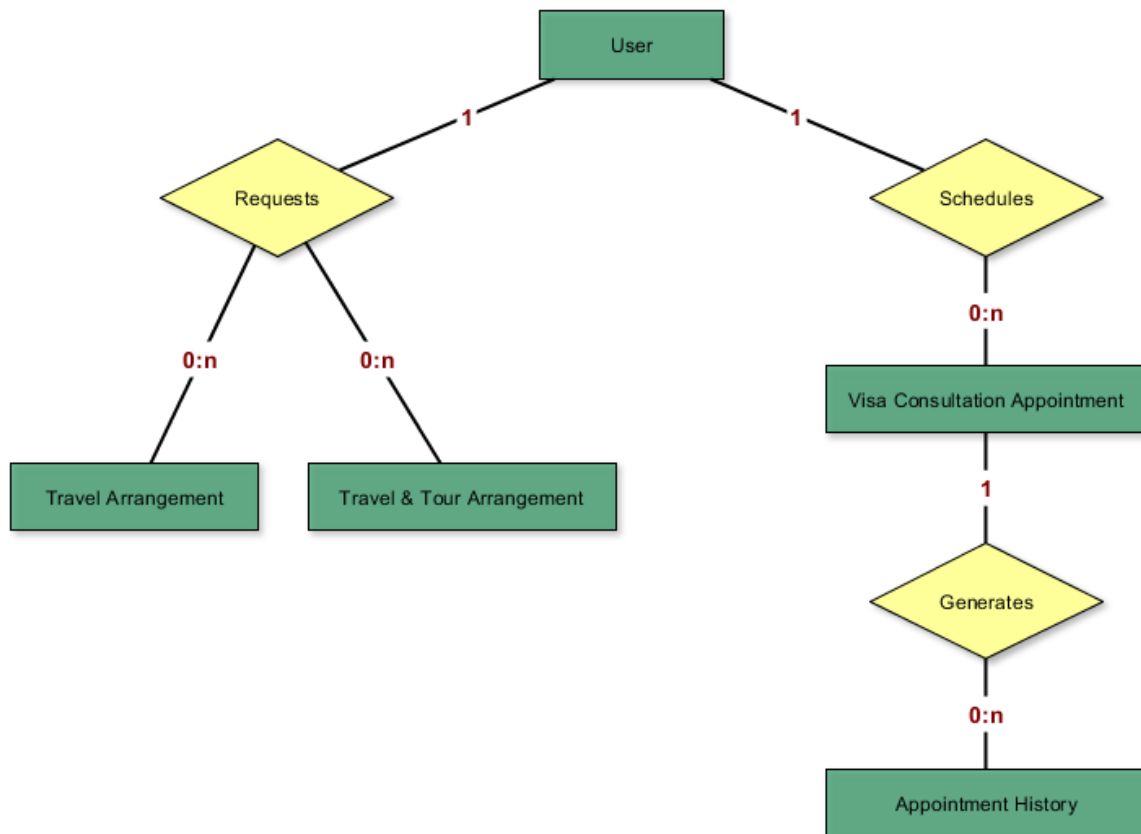
Use Case



Requirements Document

The Logical Database Description

Logical Entity-Relationship Diagram



Users Entity

Description

A **User** is a person who uses the system; the one who creates a Travel Arrangement Request and a Visa Assistance Appointment. The information stored in this entity include Username, Password, Complete name, Gender, City, etc.

Relationships

- A User can create zero to many Travel Arrangement requests.
- A User can schedule zero to many Visa Assistance Appointments.

Actor Interactions

Role	Actors
Create	Guest
Read	Administrator
Update	-
Delete	-

Travel Arrangement Entity

Description

Travel Arrangements are available Travel / Tour Packages offered by the company. The package or arrangement can be customized according to the client's request. The information stored in this entity includes the Departure Date, Date of Return, Place of Origin, Destination, etc.

Relationships

A User can create zero to many Travel / Tour Arrangement Requests.

Actor Interactions

Role	Actors
Create	Registered User
Read	Administrator
Update	-
Delete	-

Appointment Entity

Description

The **Visa Consultation Appointments** are the list of appointments scheduled in a particular date and time. The information stored in this entity include the Appointment date and time, Visa type, etc.

Relationships

A User can schedule zero to many Visa Assistance Appointment.

Actor Interactions

Role	Actors
Create	Registered User, Guest

Read	Administrator, Registered User
Update	Administrator
Delete	-

The Requirements Document

Security Requirements

Login Page

There are two different types of user for this system. Each of these users will have different roles and responsibilities so that not anyone can easily access classified information. To implement this, a login page will be provided to the users. This system would assume that only the user or whoever the user allows will have access to this application.

The system should be able to do the following:

- Validate login credentials
- Implement user access restrictions
- Auto sign off after 15 minutes of idle time

Safe Transactions

The clients of JMGTC can be assured that the travel and other accommodation transactions that they input to the system will be considered confidential.

The system should be able to do the following:

- Contain form conditions that would validate user input
- Secure client travel details

User Requirements

System Admin

They are the users who will manage the whole system.

Through this system, they should be able to do the following:

- View Visa Consultation Appointments

- Confirm Visa Consultation Appointment of client
- View Travel and Tour Arrangements
- Manage System modules

Clients of JMGTCC

These are users who need assistance with their travels, accommodations or visa requirements.

As the clients, they should be able to do the following:

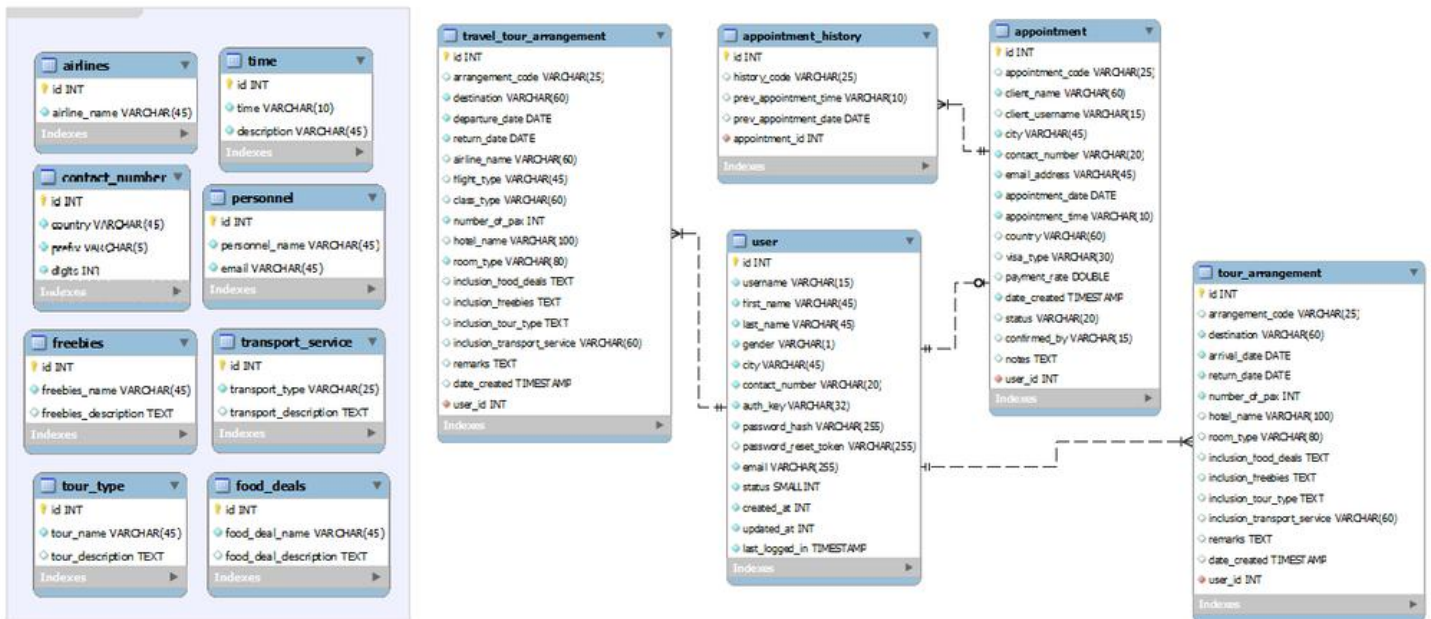
- Register for an account
- Be updated or notified through email
- File and submit a request for a Visa Consultation Appointment
- File and submit a request for a Travel and Tour Arrangement
- Raise concerns via Live chat for technical support
- View booking history

The Requirements Traceability Matrix

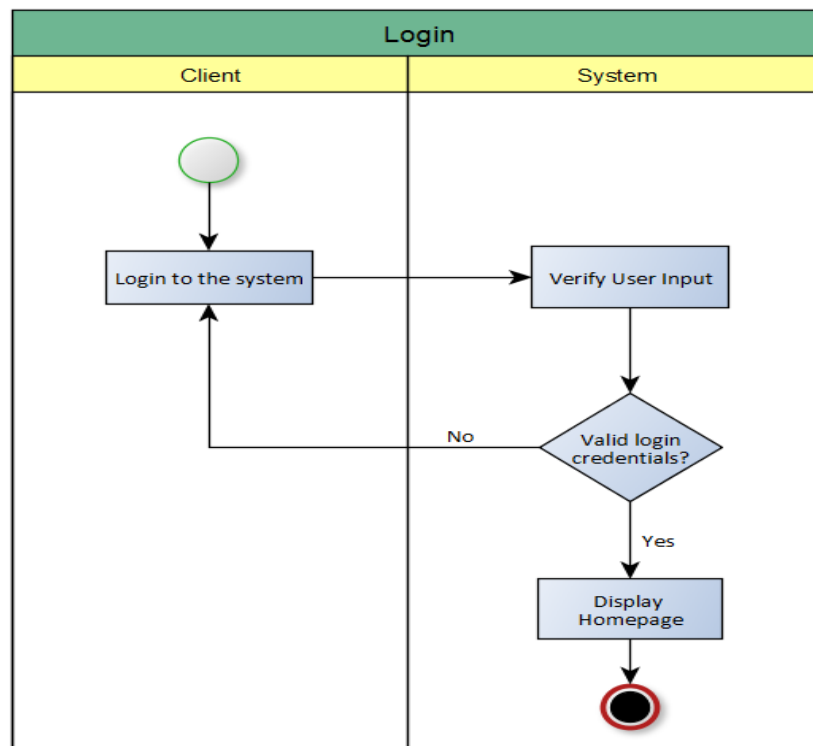
REQ ID	Description	Status	Software Module(s)	Test Case Number	Source	Comments
Web Version						
001	User friendly UI	Completed	Design		Web Folders	
002	Application can run in any browser	Completed	Design		Web Folders	
003	Application visitors can create their own account	Completed	Login		Frontend(MVC Login)	
004	Clients can mix and match their preferred travel arrangement.	Completed	Travel Arrangement	8	Frontend(Tour Arrangement and Travel Arrangement - MVC)	
005	Admin can view created travel arrangements	Completed	Travel Arrangement	2	Backend(TourArrangementController.php and TravelTourArrangementController.php)	
006	JMGTC management receives an email containing client travel arrangement details from the application	Completed	Travel Arrangement		Frontend(Tour Arrangement and Travel Arrangement Controllers)	
007	Clients can view their travel arrangement	Completed	Travel Arrangement	10	Frontend(View --- travel-tour-arrangement and tour-arrangement)	
008	Clients receives an email from the system containing their appointment details	Completed	Visa Consultation Appointment		Frontend(Tour Arrangement and Travel Arrangement Controllers)	
009	Clients can schedule an appointment for Visa Assistance	Completed	Visa Consultation Appointment	5	Frontend(Appointment - MVC)	
010	Admin can view appointments made by the system	Completed	Visa Consultation Appointment	4	Backend(Appointment - View)	
011	Admin generates visa appointment report	Testing	Visa Consultation Appointment		Backend(Appointment Report)	
012	Clients can connect to a live agent	In Progress	Customer Service			
013	User access restrictions	Completed	Security		All controllers	
014	Password is not in clear format when stored in the database	Completed	Security		Frontend(Signup)	
015	Forms have validation conditions	Completed	Security	2,6,8 ,9, 10	All model files	

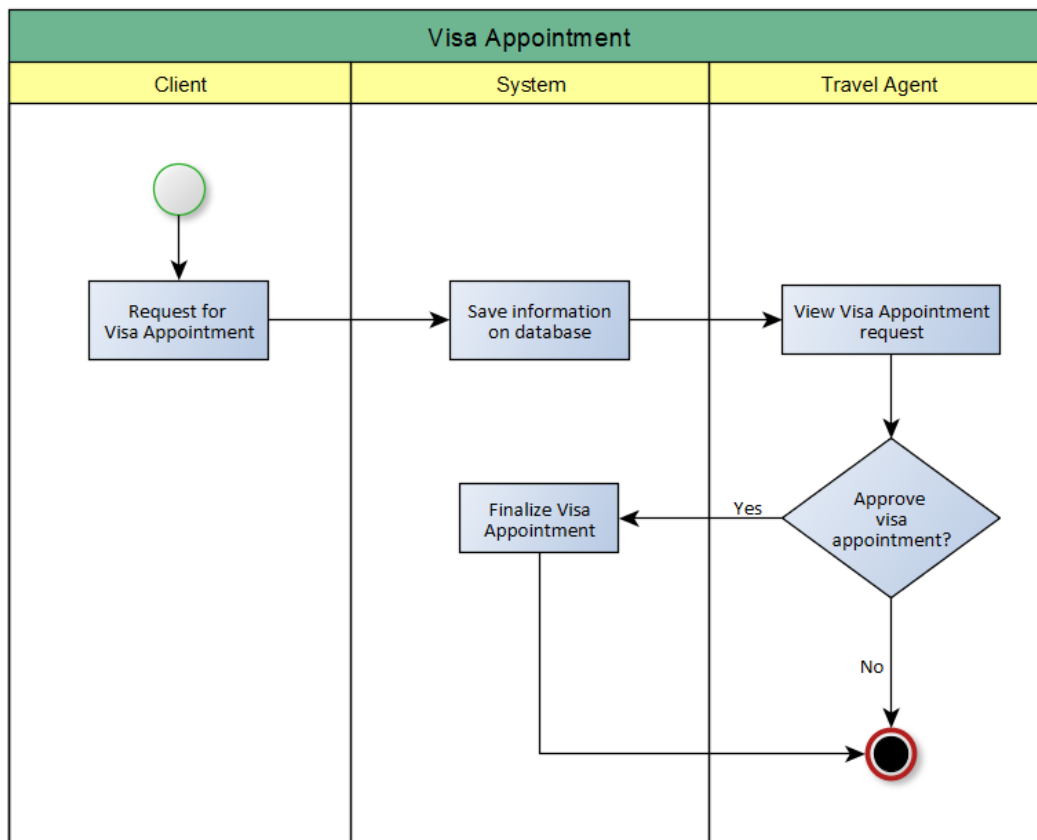
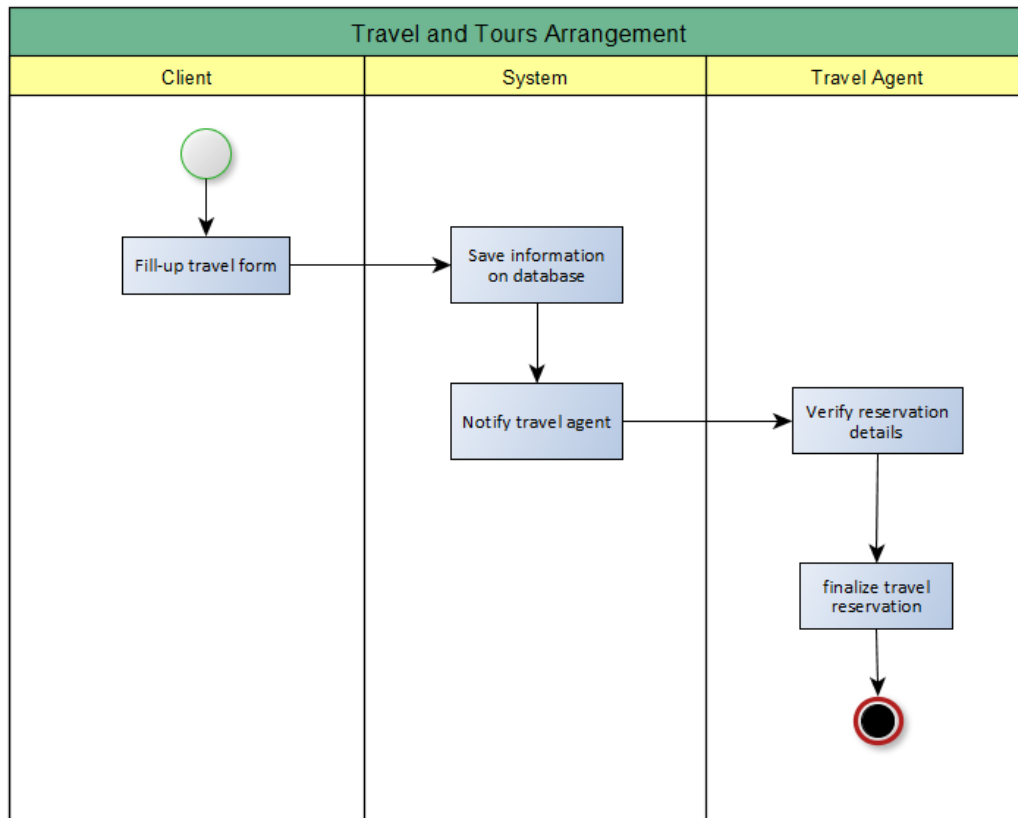
Design Document

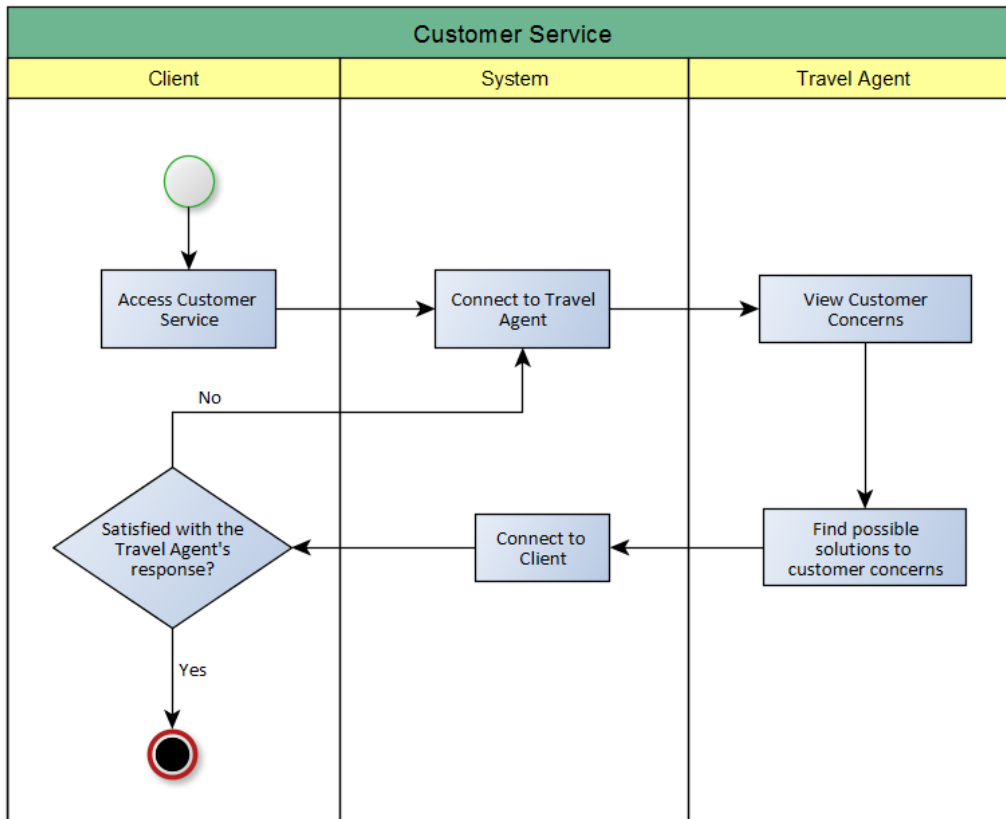
The Physical Database Description



The Software Design Document







Online Help

Data Areas

Frontend

Forms

User Sign-Up

User Log-In

Visa Assistance Appointment

Travel / Tour Arrangement

Accessible functions

- Create new user account
- Log in registered user
- Create new appointment
- View appointment (Only for registered Users)
- Create new travel / tour arrangement

Backend

Forms (System Maintenance)

Accessible functions

Partner Airlines

- Create new airline record
- Update existing airline record
- Delete existing airline record
- View existing airline record

Contact Numbers

- Create new contact number record
- Update existing contact number record
- Delete existing contact number record
- View existing contact number record

Food Deals

- Create new food deal record
- Update existing food deal record
- Delete existing food deal record
- View existing food deal record

Freebies

- Create new freebie record
- Update existing freebie record
- Delete existing freebie record
- View existing freebie record

Personnel

- Create new personnel record
- Update existing personnel record
- Delete existing personnel record
- View existing personnel record

User Roles

- Create new user role
- Update existing user role
- Delete existing user role
- View existing user role

Appointment Time

- Create new appointment time record
- Update existing appointment time record
- Delete existing appointment time record
- View existing appointment time record

Tour Types

- Create new tour type record

Transport Services

- Update existing tour type record
- Delete existing tour type record
- View existing tour type record
- Create new transport service record
- Update existing transport service record
- Delete existing transport service record
- View existing transport service record

User

- Create new user record
- Update existing user record
- Delete existing user record
- View existing user record

Optional Scenarios

Frontend: Users / Clients

- "How can I view my previous appointments?"
- "How can I update my existing appointment?"

Backend: Users / Admin

- "How can I view newly created appointments?"
- "How can I verify newly created appointment?"

Deployment Plan

Acceptance Plan

Deliverables	Criteria	Review Method	Reviewer	Date
JMGTC Project Management Plan	Accurately define the scope, structure, current status and planned activities of the project.	Static Testing	<ul style="list-style-type: none"> Project Manager Quality Assurance Team 	February 23, 2015
Design Document	Illustrate database design through PDD, SDD and RTM	Static Testing	<ul style="list-style-type: none"> Project Manager Quality Assurance Team 	February 23, 2015
Requirements Document	Demonstrate database design through LDD	Static Testing	<ul style="list-style-type: none"> Project Manager Quality Assurance Team 	February 23, 2015
Test Plan	Form test procedures, test cases, and test steps required to validate the development effort.	Static Testing	<ul style="list-style-type: none"> Project Manager Quality Assurance Team 	March 12, 2015
Test Cases	Test case corresponds to the system modules and the context diagram.	<ul style="list-style-type: none"> Static Testing Dynamic Testing 	<ul style="list-style-type: none"> Project Manager Quality Assurance Team 	March 12, 2015
JMGTC web application (Backend)	<ul style="list-style-type: none"> Test cases for the backend are implemented. Only the administration and maintenance has access rights. Has control over the frontend. 	<ul style="list-style-type: none"> Dynamic Testing User Acceptance Testing Unit Testing Integration Testing 	<ul style="list-style-type: none"> Project Manager Quality Assurance Team Users of JMGTC Developers 	March to April 2015
JMGTC web application (Frontend)	<ul style="list-style-type: none"> Test cases for the frontend are implemented. Visa Appointment forms meet JMGTC standards Travel Arrangement forms meet JMGTC standards Enables an interactive online support feature 	<ul style="list-style-type: none"> Dynamic Testing User Acceptance Testing Unit Testing Integration Testing 	<ul style="list-style-type: none"> Project Manager Quality Assurance Team Users of JMGTC Clients of JMGTC 	March to April 2015

Installation & Acceptance

The Acceptance Configuration Plan

Acceptance Outcome	Criteria	Remarks
PROJECT REQUIREMENTS AND DOCUMENTATION		
	All requirements specified were delivered and validated according to the requirement specifications.	
	Any changes to the original specifications are also well documented	
	All required project documentation has been made and can be accessed by both the development team and the client	
PROJECT DEVELOPMENT AND TESTING PHASE		
	All features of the system are working properly and according to their specific functionality	
	All user input are validated before it was accepted by the system.	
	The system goes through the series of static and dynamic testing to achieve quality assurance.	
	All the required procedures and test items from the test plan and test case were executed.	
PROJECT IMPLEMENTATION AND INSTALLATION PHASE		
	The system must be presented and accepted by the client before project implementation	
	The installation process has been coordinated with the client, operations staff, and other affected organizations.	
	Any necessary modifications to the physical installation environment are complete.	
	Problems and corrective action are documented.	
	At least one structured walkthrough is conducted on the installation test materials.	
USER TRAINING AND ACCEPTANCE PHASE		
	A copy of training materials has been submitted to the project sponsor and user for review and approval and is placed under configuration management.	

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