

Software Development
Software Requirements Specification

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Revision History

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Document Approval

The following Software Requirements Specification has been accepted and approved by the following:

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1. Introduction

This document outlines the specifications and requirements needed to build a movie ticketing system for a company that has multiple theaters. It will provide detailed information about the system features clients (ticket buyers, employees, and developers) may use, as well as provide a reference for stockholders, developers, and managers to streamline the development process and ensure transparency amongst all parties.

1.1 Purpose

The system will provide intuitive solutions to streamline the ticket sales process for the company and their customers. For the customers, this product will provide an intuitive method for them to buy movie tickets, earn rewards for their purchases, view live updates of seatings, and movie information when it comes to enjoying the cinema. For the company this product will provide a low maintenance way of managing, tracking, and updating relative data in regards to current/incoming movies, various ticket prices depending on age, membership, and promotion, movie theater availability, and general services required for a consumer service.

1.2 Scope

This software, Ticket Management System (TMS), is designed for both online and in-person for Regal Cinemas, for the purpose of easing the purchase and redemption of movie tickets. The software will allow customers to purchase movie tickets, view movie times, available seats, and anything else we can think to add. We are hoping to provide an easy and quick user experience that will maximize user happiness and profits. Although we mentioned that examining the data collected can be used to maximize company's revenue, wrangling the data is beyond our scope.

- Sept 21 (Requirements Specifications)
- Oct 5 (Software Design Specification)
- Oct 19 (SDS: Test Plan)
- Nov 2 (Architecture Design w/ Data Mgmt.)
- Nov 9 (Security Quiz)
- Nov 30 (The Importance of Ethics)
- Nov 30 (Project Report)
- Dec 7 (Project Report Peer Review)

We estimate the total cost to be \$100k

- ☐ Smooth buying tickets through the display of live seat availability

- ☐ Monetary troubles will be managed effectively by organizing purchase history and every purchase has the primary key to identify
- ☐ Advertise members effectively based on their input information (when ticket buyers create an account, the system will also ask their interest in the type of movies.)

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1.3 Definitions, Acronyms, and Abbreviations

DBMS: database management system

SRS: Software Requirement Specification

TMS: Ticket Management System

1.4 References

1. IEEE Recommended Practice for Software Requirements Specifications, Software Engineering Standards Committee of the IEEE Computer Society, 06/25/1998
2. E-Store Project Software Requirements Specification Version <4.0>,
3. Software Engineering Software Requirements Specification (SRS) Document, Shock Force Software Team, 10/20/2009
4. Use Case, Massimo Felici, School of Informatics, 2004-2011

1.5 Overview

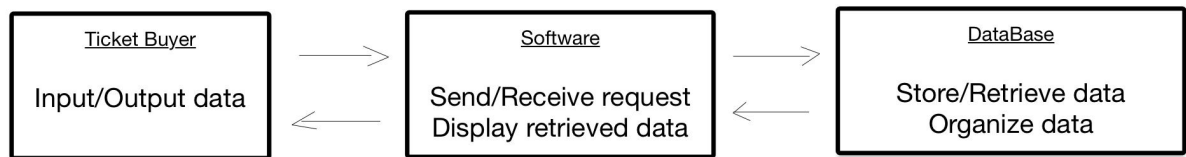
Following sections will contain a general description of TMS, its various functions, specific requirements, and user interaction. Section 2 will be the general description, Section 3 will include the specific requirements, Section 4 will include different models used to elaborate on specific requirements, and Section 5 will cover any potential updates and changes to the system.

2. General Description

This section will contain the specifics of the TMS. Its features, system requirements, and how it will benefit the company and enhance customer experience. It will describe the major features available for patrons of the theater to create a better viewing experience.

2.1 Product Perspective

- Ticket buyers expect to view seat availability, prices, movie features.
- The company expects to store/retrieve data via DBMS such as MySQL, Microsoft SQL...
- Display the insights of sales info from various perspectives (movie features, time, age,...)



2.1.1 User Interfaces

- ☐ Web Browser
- ☐ Mobile Application

2.1.2 Hardware Interfaces

- ☐ Computer
- ☐ Smartphone
- ☐ Ticketing machine (in-person)

2.1.3 Software Interfaces

- ☐ Operating system: We will be using Windows operating system for its ease of use and accessibility to new users.
- ☐ Database: To save movie details e.g. movie times, ratings, durations, leading actors, etc. Will also save customer rewards information and purchases and reservations made by customers
- ☐ Visual Basic: We have chosen the Visual Basic language due to its simplicity and workability with Windows

2.1.4 Communications Interfaces

This system will support all types of web browsers. The system will use simple electronic forms for purchases, reservations, etc.

2.2 Product Functions

- ☐ Input/retrieve/remove data (customer's info, movie features, shopping transactions)
- ☐ Display current/incoming movie info, seat availability, prices, theater map
- ☐ Facilitate the interaction between employees and customers
- ☐ Allow admins/managers to access important information with their password and make a change

2.3 User Characteristics

Users of this system will be able to retrieve movie times and information for current and upcoming movies and patron payment and reward information. The system will allow patrons to: purchase reserved seats and earn points on any purchases, see movie information such as movie times, run length, or genre, create a profile that will save their

personal information, and see any past purchases. The system will allow employees to find patron information in order to redeem points and verify any purchase made, verify reserved patron's seats, as well as any permissions patrons also have and the ability to see a patron's profile.

2.4 General Constraints

- Constraints include general knowledge of inputting customers info, reviews, and movie info into the database. It may require basic programming skills (SQL, Excel..?)
- The system interface will be intuitive enough that customers will be able to easily access all features
- Customer personal information will be securely stored
- Customer reward information will be stored and available to view when buying tickets
- Persistent storage will be kept for movie information, length, rating, genre, etc.
- Kiosks will be well maintained to ensure that their touchscreens are functional at all times
- Kiosks will always be up-to-date with data from the servers to ensure accurate information is presented
-

2.5 Assumptions and Dependencies

A request for a refund/cancellation on a ticket, offer of a replacement ticket in case of no available compromise.

Calculation of reward points and appropriate reward to point ratios.

Patron may not have an updated version of the application.

3. Specific Requirements

This section will describe all the details of software requirements, including external interface requirements, nonfunctional and functional requirements, and Use Cases for all the users.

3.1 External Interface Requirements

- A. Name of item: Touch Screen Ticketing Machine
- B. Description of purpose: To reserve a set to watch a movie
- C. Source of input: Fingers!
- D. destination of output: Screen
- E. Relationships to other inputs/outputs: Seat availability

3.2 Functional Requirements

This section describes specific features of the software project. If desired, some requirements may be specified in the use-case format and listed in the Use Cases Section.

Ticket Buyer

- ☒ ~~Create/Update/Delete an account~~

- ☒ Buy/Cancel Tickets/goods (online shopping)
- ☒ Get a free/VIP membership
- ☒ View rewards
- ☒ Log in/out (allow social media integration)
- ☒ View purchase history
- ☒ Input/Update personal info
- ☒ Request questions/call
- ☐ View theater map
- ☐ View seat availability
- ☐ View current/incoming movies and their features and prices for all cases
- ☐ Search for something

Employee

- ☐ Log in/out with EmployeeID
- ☐ View transactions
- ☐ Verify tickets at the gate
- ☐ View customer's inquiries
- ☐ Access basic customer's info

Admins/Managers

- ☐ Log in/out with Admin/ManagerID
- ☐ Access credentials
- ☐ Give refunds back
- ☐ All basic employee permissions as well

3.3 Use Cases

3.3.1 Patron Account Creation

- ☐ Users can create an individual account following these steps
 - ☐ Providing a name, phone number, email address, and password
 - ☐ The software will then create an account in the system and send a verification email
 - ☐ After verifying their email users will be able to sign in and begin using their account

3.3.2 Employee Account Creation

- ☐ Employee accounts will be created and distributed following these steps
 - ☐ Upon hiring IT will create an employee account with employees work ID, name, phone number, and email address
 - ☐ The software will then create an account in the system and send a verification email

- ☐ After verifying their email employees will be able to sign in and begin using their account

3.3.3 Guest Movie Reservations

- ☐ Movie reservations for non members will go as follows
 - ☐ Guests will select the movie, time, and seats they wish to purchase
 - ☐ They will be asked if they are a member, would like to sign up to be, or would like to continue to purchase as a guest.
 - ☐ If they select to purchase as a guest.
 - ☐ They will then provide a name, phone number, and email to receive their tickets and receipts
 - ☐ They will then be prompted to the payment page
 - ☐ Upon paying they will receive an email with their purchase and movie tickets
 - ☐ 24 hours before their movie they will receive a reminder for the movie they have purchased tickets for

3.3.4 Member Movie Reservations

- ☐ Movie reservations for members will go as follows
 - ☐ Guests will select the movie, time, and seats they wish to purchase
 - ☐ The system will save the movie, time, and seats to add them to the users cart once they sign in
 - ☐ The user will be asked to sign into their account via their credentials and be returned to the checkout page
 - ☐ If the user has a credit card on file they can simply click the purchase ticket
 - ☐ If the user does not have a card on file they will be prompted to the payment page
 - ☐ Upon paying they will receive an email with their purchase and movie tickets
 - ☐ Based on purchase amount the software will automatically update the members points accordingly
 - ☐ 24 hours before their movie they will receive a reminder for the movie they have purchased tickets for

3.3.5 Employee Movie Reservations

- ☐ Movie reservations for employees will go as follows
 - ☐ Employees will select the movie, time, and seats they wish to purchase
 - ☐ The system will save the movie, time, and seats to add them to the users cart once they sign in
 - ☐ The user will be asked to sign into their account via their credentials and be returned to the checkout page
 - ☐ If the user has a credit card on file they can simply click the purchase ticket
 - ☐ If the user does not have a card on file they will be prompted to the payment page

- ☐ Upon paying they will receive an email with their purchase and movie tickets
- ☐ Based on purchase amount the software will automatically update the members points accordingly
- ☐ 24 hours before their movie they will receive a reminder for the movie they have purchased tickets for

3.3.6 Subscriptions

- ☐ Upon account creation each account will be provided a free membership
 - ☐ A membership code that is not already taken should be generated and assigned to the account
- ☐ Should anyone wish to upgrade to a VIP membership the following steps should be followed
 - ☐ The user must be logged in
 - ☐ They can navigate to the membership section of their profile
 - ☐ From there they can see their current membership
 - ☐ There will be a button they can click to upgrade or downgrade membership
 - ☐ If they choose to upgrade take them to a checkout window to pay the membership fee
 - ☐ Once they pay, update their accounts membership to the appropriate status
 - ☐ If they choose to downgrade take note of when their membership term ends and set it up to downgrade when the term ends
 - ☐ Once their term ends update their account accordingly

3.3.7 Rewards

- ☐ All accounts will have a rewards tab in their user menu
- ☐ Users will be able to earn points for rewards based on how much they spend
- ☐ User can navigate to the rewards page to see rewards they have earned
- ☐ Should the theater wish to give users free promotional rewards a notification will go out to users telling them to check their rewards page to claim their free rewards

3.3.8 Login/Logout

- ☐ Users will be provided a section to login or create an account
- ☐ If a user wishes to login they provide a username and password that has already been approved and submitted to the database
- ☐ If a user wishes to create an account they must complete the onboarding procedure
 - ☐ Provide first and last name, username, email, phone number, credit card to save to file (if desired)
- ☐ Users will be able to logout if they navigate to their user menu and click the log out button
- ☐ If user is buying a ticket they will be prompted to either login or continue as guest
 - ☐ If the user has an account and has a card on file the checkout process will require no further information from them

- ☐ If the user has an account but no card on file the checkout process will require them to input payment before receiving their order
- ☐ If the user wishes to continue as a guest, they must provide first name, last name, email, phone number, and credit card (not to be saved on file) for the one time purchase before receiving their order.

3.3.9 View purchase history

- ☐ A user will be able to track purchases they have made in the past if they purchased their tickets with their account
- ☐ Users can navigate to their account menu and find a previous purchases section
- ☐ By clicking on the previous purchases section they will all purchases with brief information
 - ☐ Date of purchase, movie, number of tickets
- ☐ They can then click on a specific item and see more details about that purchase
 - ☐ Date of purchase, movie, number of tickets, card used to make purchase

3.3.10 Input/Update Personal Information

- ☐ Upon account creation users will provide the name, email, phone number, and credit card they would like to use for their profile
- ☐ Should they wish to update their information
 - ☐ Date of purchase, movie, number of tickets, card used to make purchase

3.3.11 Request questions/calls

- ☐ Users can navigate to their profile menu and be provided with a 'contact' section
- ☐ Once in the contact section they will be provided with the theaters phone number or an option to start a chat with a representative

3.3.12 View Theater Map

- ☐ Users can view theater placements in 3D, 3D models will be updated in real time with every leftover soda, popcorn kernel, and any other trash left over.
- ☐ View reserved and open seats available

☒ ~~3.4 Classes / Objects~~

☒ ~~3.4.1 <Class / Object #1>~~



☒ ~~3.4.1.1 Attributes~~

☒ ~~3.4.1.2 Functions~~

☒ ~~<Reference to functional requirements and/or use cases>~~

☒ ~~3.4.2 <Class / Object #2>~~



3.5 Non-Functional Requirements

- ☐ The maximum capacity of access at a time is 100 people.
- ☐ The last purchase can be made 10 mins after the movie starts.
- ☐ Make this software available for all platforms
- ☐ Employee will respond less than 5 mins to chat
- ☐ No more than 50 tickets can be bought at once
- ☐ Refund can be made no later than 10 mins after the movie started
- ☐ One person can only have one account (check with primary key)
- ☐ Saved credit/debit card must be checked if expired or not before approving purchase
- ☐ Notify a ticket buyer if one is buying multiple tickets and they are overlapping
- ☐ Tax on products should differ depending on the State
- ☐ Ticket prices may also differ based on State

3.5.1 Performance

Performance on the app will be based on the user's phone and its connection strength to our database as well as the phone's hardware.

In-theater kiosks will run on an Intel Core i5-13600K cpu. This will run all transactions in less than one second.

The capacity of simultaneous user is maximum 100

3.5.2 Reliability

The app/kiosk will constantly be updated allowing all movie times, prices, etc. to be accurate. Kiosk updates will not exceed a minute per day

3.5.3 Availability

The movies and seats should be available at the reserved dates and times and should take into account both customers that have pre purchased and those buying at the kiosk.

The app will have direct database access to ensure that customers can always buy tickets or look up what movies may be available.

3.5.4 Security

- ☐ All purchase will be signed with a unique number
- ☐ Credit card info will not be displayed that it only shows last 4 digits and verify with CVV code for cookies
- ☐ All transactions will use Transport Layer Security to ensure that customer's data is completely safe and remains confidential.
- ☐ Any unfinished transactions will be canceled after five minutes of inactivity.
- ☐ Transactions will be confirmed by the customer after they have put in their payment information.
- ☐ Employees have limited access to data that Managers/Admins can access with their code.

3.5.5 Maintainability

The system will support regular updates to ensure compatibility with the latest web browser versions, bug fixes, and security patches.

3.5.6 Portability

The app will be available on ios and android for mobile devices
Kiosks will be in-theater only

☒ ~~3.6 Inverse Requirements~~

*State any *useful* inverse requirements.*

☒ ~~3.7 Design Constraints~~

Specify design constraints imposed by other standards, company policies, hardware limitations, etc. that will impact this software project.

☒ ~~3.8 Logical Database Requirements~~

Will a database be used? If so, what logical requirements exist for data formats, storage capabilities, data retention, data integrity, etc.

☒ ~~3.9 Other Requirements~~

Catchall section for any additional requirements.

☒ ~~4. Analysis Models~~

List all analysis models used in developing specific requirements previously given in this SRS. Each model should include an introduction and a narrative description. Furthermore, each model should be traceable to the SRS's requirements.

☒ ~~4.1 Sequence Diagrams~~

☒ ~~4.3 Data Flow Diagrams (DFD)~~

☒ ~~4.2 State-Transition Diagrams (STD)~~

☒ ~~5. Change Management Process~~

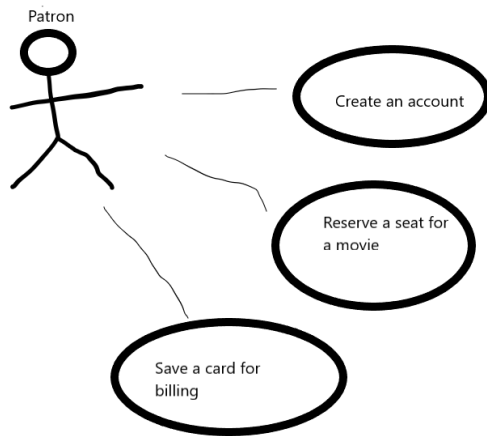
Identify and describe the process that will be used to update the SRS, as needed, when project scope or requirements change. Who can submit changes and by what means, and how will these changes be approved.

A. Appendices

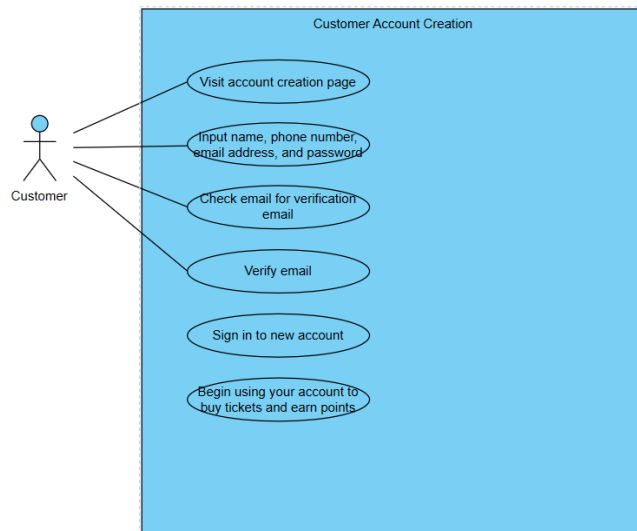
Appendices may be used to provide additional (and hopefully helpful) information. If present, the SRS should explicitly state whether the information contained within an appendix is to be considered as a part of the SRS's overall set of requirements.

Example Appendices could include (initial) conceptual documents for the software project, marketing materials, minutes of meetings with the customer(s), etc.

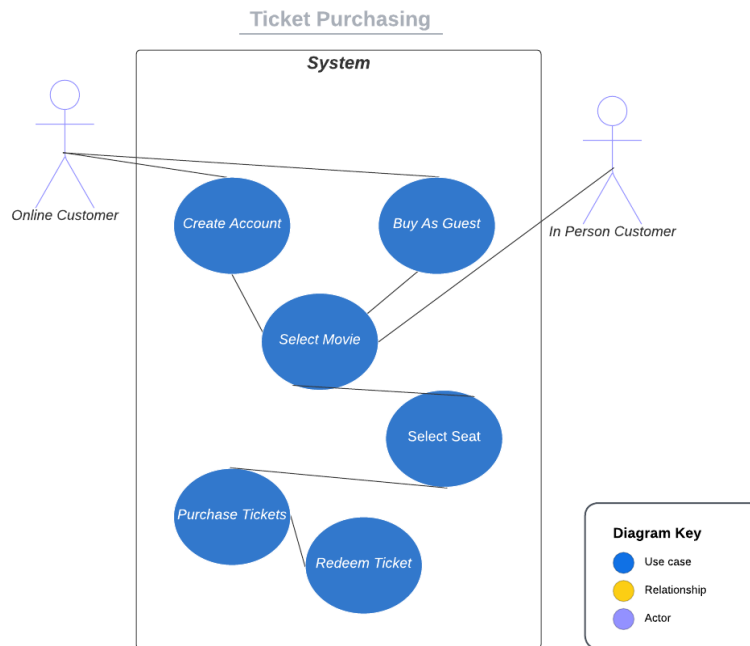
A.1 Appendix 1



A.1 Appendix 2



A.1 Appendix 3



A.1 Appendix 4

