Use Cases

1. Remote Booking Options

Use Case 1: Remote Stadium Reservation

Actor: Customer

Description: A customer wants to book the university stadium remotely without physically visiting the university.

Steps:

1. Customer accesses the online system.

2. Fills out the online form with relevant booking details.

3. Submits the form through the system.

2. Recording Booking Details

Use Case 2: Computer-Based Booking Record

Actor: System

Description: The system should record booking details in a computer-based database.

Steps:

1. The system receives booking information from the online form.

2. Records the details in the computer-based database.

3. Communication with Clients

Use Case 3: Informing Clients about Booking Cancellation

Actor: System

Description:The system needs to inform clients promptly about booking cancellations.

Steps:

1. The system detects a booking cancellation.

2. Sends notifications to the affected client via email and through the system.

4. Approval Process

Use Case 4: DVC Approval

Actor: DVC (Deputy Vice-Chancellor)

Description: The DVC needs to approve booking requests efficiently through the system.

Steps:

1. Receives booking details via email and the system.

2. Approves or rejects the booking through the system.

5. Real-time Reservation Status Updates

Use Case 5: Update Reservation Status

Actor: System

Description: The system should provide real-time updates on the status of reservations to both clients and relevant staff.

Steps:

1. System updates reservation status as it progresses.

2. Sends updated states to the client via emails and the system.

6. Conflict Resolution

Use Case 6: Conflict Checking for Reservations

Actor:System

Description: The system needs to check for conflicts between new reservations and existing bookings.

Steps:

1. Sports instructors input practice schedules.

2. System checks for conflicts and notifies relevant parties.

7. Handling Payments

Use Case 7: Payment Processing

Actor: System, Users

Description: Users need to make payments for ground bookings, and the system must handle related financial transactions.

Steps:

1. Users make payments.

2. System records payments, issues cheques, manages deposits, and updates accounts.

8. Evidence of Damage

Use Case 8: Reporting Damage

Actor: Clients

Description: Clients should be able to report and provide evidence of damage through the system.

Steps:

1. Clients access the system to report damage.

2. Attach evidence and submit the report.

9. Indoor Stadium Outsourcing

Use Case 9: Membership for External Users

Actor: System

Description: The system needs to provide a systematic approach for giving memberships to external users willing to use the indoor stadium.

Steps:

1. External users apply for membership.

2. System approves and manages access for a specified period.

These use cases outline the key functionalities and interactions within the proposed stadium booking system.

User Requirements

1. Remote Booking Options:

Users should be able to book the stadium remotely from any location to eliminate the need for physical visits to the university.

2. Online Form for Booking Details:

The system should have an online form to collect relevant booking details.

Booking details should be recorded in a computer-based database instead of manually in a book.

3. Record User Contact Details:

User contact details such as email and phone number should be recorded for communication purposes.

4. Streamlined Approval Process:

Booking letters must be recorded on a form, sent to the DVC via email and the system.

The DVC should be able to approve requests through the system.

5. Real-time Reservation Status Updates:

The admin should be able to update the status of reservations in real-time.

Clients should receive updates on their booking status via emails and the system.

6. Conflict Resolution for Practice Sessions and Events:

The customer should be able to see calendar with booked and pending reservations.

Sports instructors should be able to input practice schedules into the Calander.

7. Handling Payments:

The admin should be able to include staff members details in booking records after reservation confirmation for handling allowance.

Users should be able to send scanned payment slips via the system.

8. Evidence of Damage:

The staff members should be able to submit evidence of damage after the events.

9. Indoor Stadium Outsourcing:

External users should be able to create membership.

Allow external members to reserve the indoor stadium for a specified period using the membership.

The admin should be able to manage the scheduling and usage of the indoor stadium.