

CyberZone Software Solutions



Project: **Software System for Sri Lanka Railway Department**
Practical no.1: Client Identification and Requirement Analysis

Group Members	
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Company Name: **CyberZone Software Solutions**



Vision: To be an leading software development company in Sri Lanka

Mission: To understand the customers exact needs and to provide an excellent service to the customer by delivering total software solutions for their needs

Composition of the project team

Index	Name	Responsibility
100029X	Amarasinghe, M.A.D.M.P.	Team Leader
100346P	Muramudalige, S.R.	Project Designer
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Description of the client

Our client is Department of Sri Lanka Railway (SLR). They have many railway stations island wide and they run trains on several parts of Sri Lanka daily. They are the only railway service provider in Sri Lanka.

SLR has their own Engines and Wagons to run the trains and all the repairs and services for the trains are done in their own yards. They use express trains and slow trains to move thousands of passengers here and there daily. They contribute to the Sri Lankan economy directly by transporting Oil island wide and transporting mails and goods. And they keep track of the all stations of the Sri Lanka. They schedule the train time tables by considering the conditions of the tracks and the engines.

The operations are mainly done under four sections. Customer dealing section, train maintains yard, stations and road database section and operations and controlling section. All the operations are categorized under those main sections.

Client objectives are managing all the above operations in a more reliable way and serve their customers in a transparent way. And they hope to provide a much better efficient service to the customer by it and make a good communication between their stations and their operation canters.

Description of the client requirements

Operations and controlling

- Client need to handle their day to day time tables and schedule them by considering the current conditions of the tracks and the engines.
- Allocate resources to the train like engines and wagons.
- Allocate officers to the each train like drivers, guardsetc.
- Providing fuel and other necessary requirements for a run the train.

Dealing with the customer

- Client wants to manage various type of goods transport like fuel mails and parcels.

- Manage ticketing and handle the reservations of the seats.
- Provide the information about any time table and give the necessary calculations to the customers if they required.

Station & roads database

- Each station has to keep track of the status and conditions of the engines, wagons, tracks and the signal lights.
- Client need to handle their signal light system in very reliable way.

Train maintains

- Client wants to maintain their conditions of the trains and they want to check out details of each and every train at any time.
- Client wants to coordinate yards and stations each other and handles the operations of the yard.