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INFO-H-420 - Business Process Management
Emirates Online Ticket Booking Process

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Contents

1   Introduction

This report provides information of BPM H-420 group assignment. We decided to choose our own topic, which is Emirates Online Ticket Booking process. Main process and sub processes explanations and assumptions will be described with short explanation paragraph and process figure on next section.

2   Process Flow

2.1   Main process

The entire ticket ordering process consists of multiple subprocess. The process starts when customer searches a flight. Afterwards, customer will select the exact date or flexible date for a flight. Following that, the customer will choose the flight for departure, and of customer chooses a return flight, the customer would select it as well. Eventually, the customer will review the details of flight(s) that are chosen before. From here the customer can return to the flight search or continue to the passenger information. At any time while in this process, the customer can return to the flight search process. Following the completion of this process, the next process is the payment. While doing this process, the customer can return to the passenger information completion process at any time. After the customer completes the payment he or she can make a final review, but at anytime during this process the customer can return to the payment. In addition, at anytime during the whole process, the customer can cancel the ticket purchasing process. It is also possible, that a system crash occurs then customer just stops the whole process. The pools for external systems such as "Emirates Systems" and "External Payment System" will be modeled on the respective subprocesses.
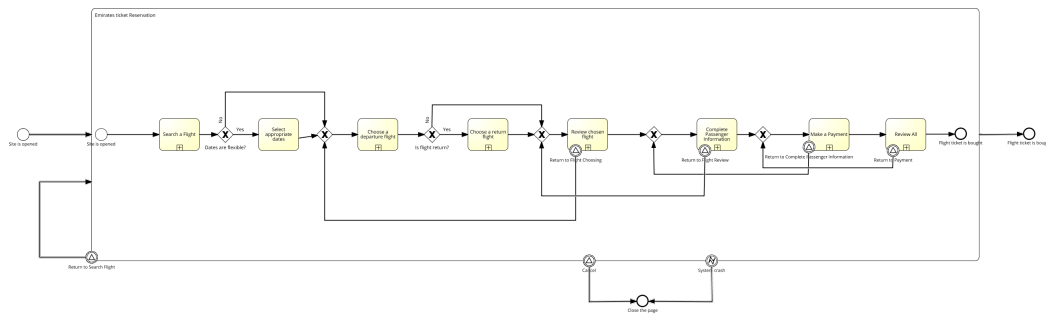

Figure 1: Main Process

2.2   Search a flight

When user opens a start page he should go to search page if he or she wants to search for a ticket. There user can fill in required information. If information is not complete, the signal is sent from the system to complete the information again. If flight information is got successfully then process finished.
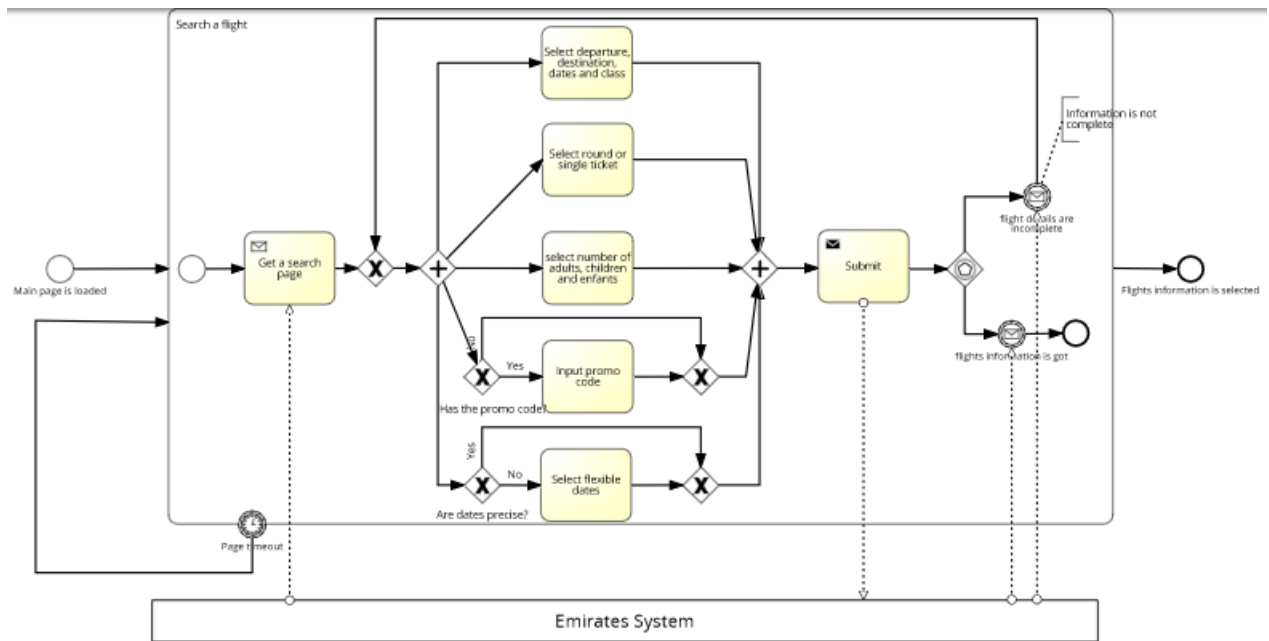
Figure 2: Select a flight subprocess

2.3 Choose a flight

The next step is to choose the flight among provided options. User can customize a page applying some filters or search for a flight again or user can select an appropriate flight if he or she is satisfied with options provided. If user wants to customize the page, the signal is sent to the Emirates system in order to provide updated page.
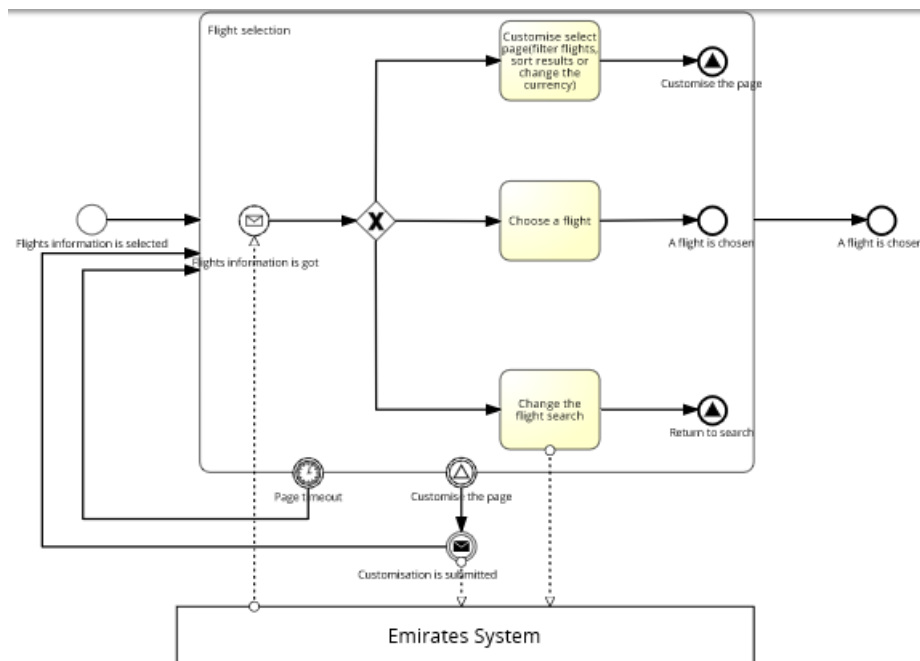

Figure 3: Choose a flight subprocess

2.4 Review a chosen flight

This subprocess is started after the customer finished choosing flights, both departure and return if applicable. Customer can review the details of flight that he or she has chosen before and change the currency to show the ticket's cost. From this process, customer can either return to choosing flight

process, in the case if the customer would like to change flight details, or continue to the passenger information completion.
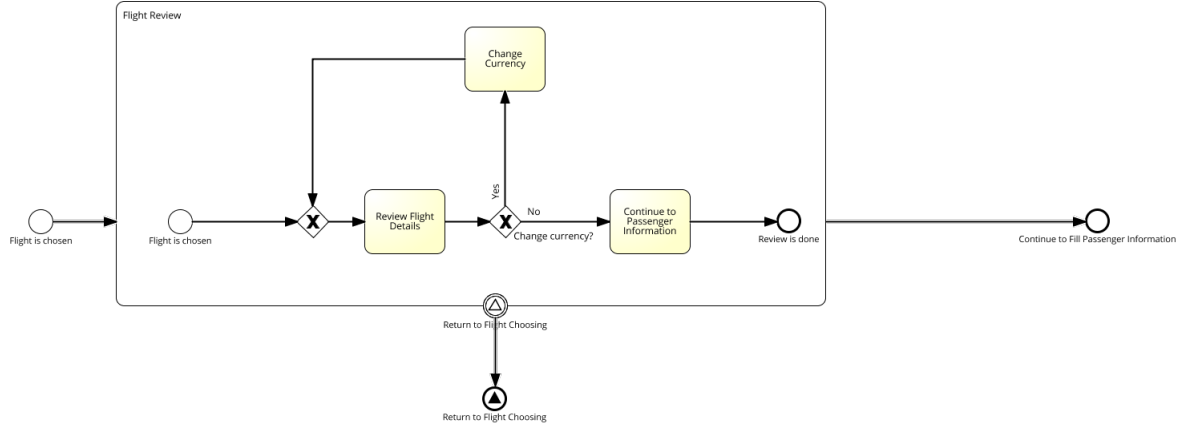

Figure 4: Review chosen flight subprocess

2.5   Complete passenger information

Initially, the customer can either login or fill the passenger information manually. In case when the customer choose to login, the login information will be sent to the Emirates System to be authenticated. If the authentication failed, the customer would be given a choice either to try the login again or fill the passenger information manually. Following the successful authentication or manual information filling, the customer can add an extra traveling insurance, this opportunity is optional. Finally, the customer will continue to the payment.
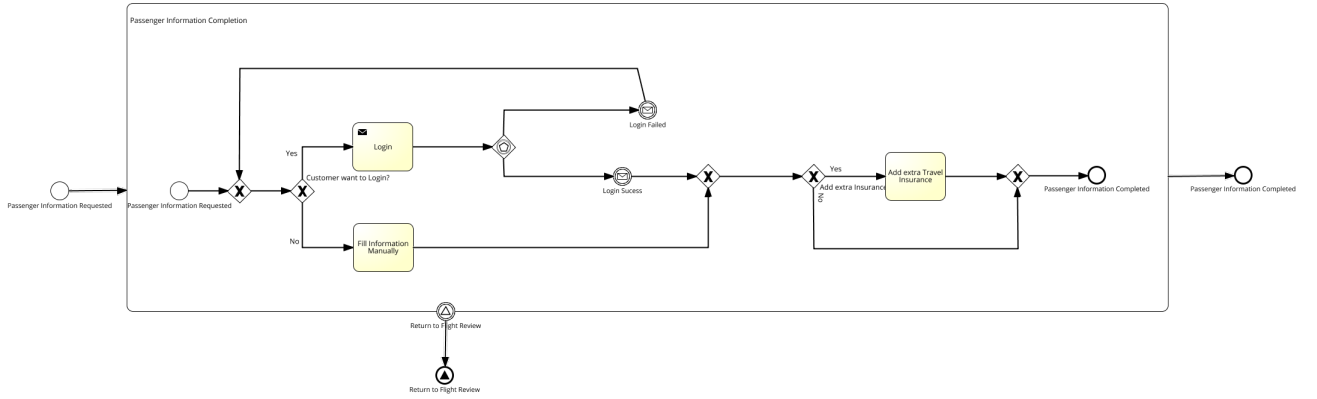

Figure 5: Passenger Information subprocess

2.6   Payment

Payment subprocess starts when user confirms the ticket information. First of all, user can choose whether to hold the fare within 72 hours. Then user will have different choices of payment method based on the choice of whether to hold the fare or not. After user chooses the payment method and completes corresponding task, user can either back to choose the other payment method or process to the next step. Within payment subprocess, the session is valid for 30 minutes. If timeout, user needs to restart the payment. If user cancels the payment, the subprocess will throw a signal to main process and execute cancellation.
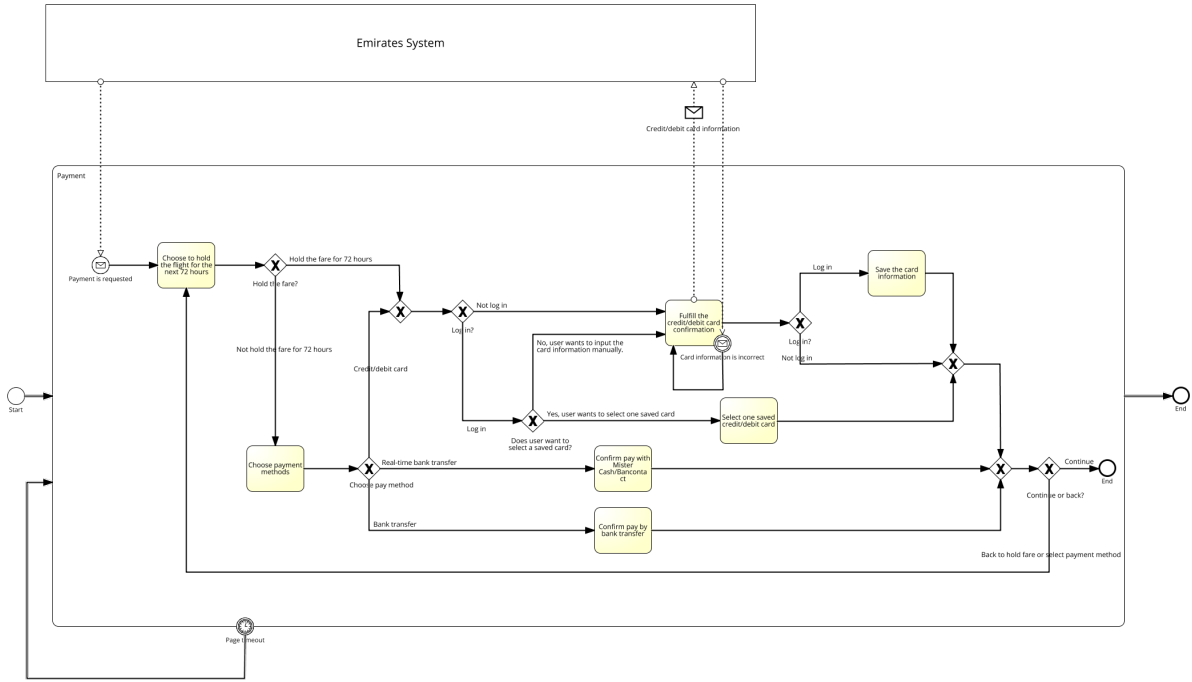
Figure 6: Payment subprocess

2.7 Final review and confirmation

Final review is the last step of Emirates online booking ticket process. Complete subprocess can be seen on figure 7.

User will have to examine detail information related with relevant booked flight, then proceed to final confirmation when user is sure that all relevant information is correct, or go back to previous step if there is something the user wants to change.

Each of payment method will serve different behaviors of the system. If user selects bank transfer, system will have to wait maximum three hours for user to pay the price using bank transfer, then issue the ticket when payment is received. Otherwise, system assume that user automatically cancel the ticket booking process.

When selecting card payment method, user will be charged with total amount specified. In case of card rejected or error, there will be compensation event to let the user know that the card is not working and to change the payment method. Hence booking ticket could not be processed.

In case of using real time bank transfer, user will redirect to external payment system to make payment. System then will be given feedback about the result of payment and issue the ticket if payment is successful.
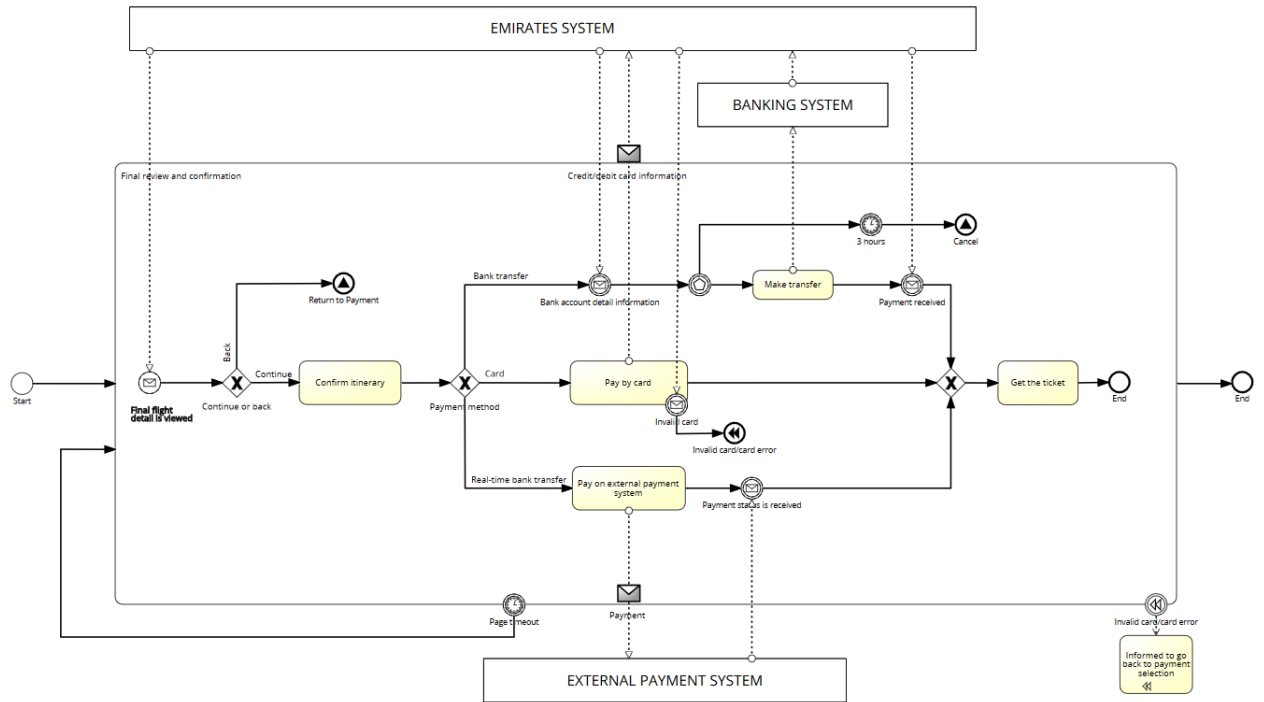
Figure 7: Final review subprocess

3 Software used

For our project we used the Signavio as a tool that we have got to know during our practical classes and assignments. Unfortunately, we were a bit disappointed with product limitations:

1. It is impossible to collaborate on trial and educational licenses

2. Software contains a number of bugs

Our team has almost decided to change the software but due to the fact, that cooperation was needed just at the main process, we decided to finish the project with the help of Signavio and used github for cooperation. In overall, we think that tool is not ideal but it can be used for the small business processes as ours. At the same time, we are not sure if the tool, owing to its bugs, is a good solution for big projects.