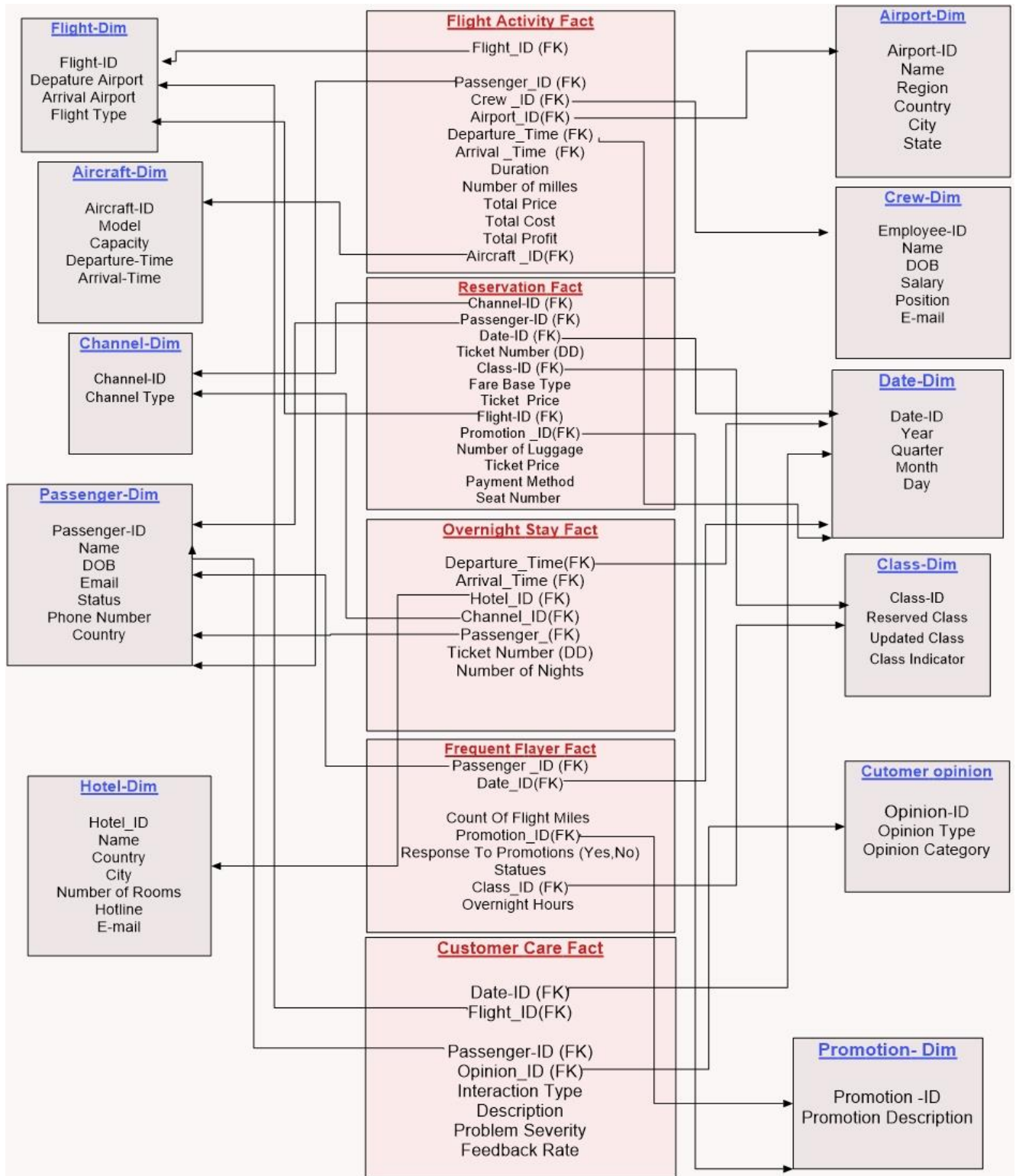


Logical Modelling



➤ Details about the model:

Using Galaxy schema to represent the model because the case study has many business processes.

- **Flight activity fact:** represents the data that occurs during the flight like the total cost , total price and total profit for each flight .flight ID, crew ID, airport ID and aircraft ID.
- **Reservation fact:** represent information about Reservation (Booking) such as date of booking, passenger ID, flight ID, reservation channel, booking class type, seat and payment method.
- **Overnight stay fact:** represent the details of the date of arrival, departure and reservation, ticket number and reservation channel about passengers who spend a number of nights in hotel.
- **Frequent flyers fact:** analyzes the data for frequent flyers (flyers who flies a lot) and it calculates the data about the repeated flight miles, promotion they take and the class_ID.
- **Customer care fact:** analyze the opinion of the passenger , take a feedback and show the problem severity from passenger.
- **Reservation channel dimension:** represent the method that passenger use to make the reservation.
- **Class type dimension:** represent whether the passenger sat in economy, business, or first class.
- **Hotel dimension:** represent information about the hotel that the passenger spend number of nights in it.
- **Cust. Opinion dimension:** represent a type of opinion of passenger if it's a feedback, inquiries or complain.
- **Flight dimension:** represent the flight and departure details.
- **Passenger dimension:** mentions the information about each passenger.
- **Crew dimension:** Show the details for each crew member.
- **Aircraft dimension:** shows the specifications for the aircraft.

- **Airport dimension:** shows the detailed information for the airport the customer landed in.
- **Date dimension:** shows the specific dates that are reserved by customers.
- **Promotion dimension:** shows the details of the promotion that repeated flyers takes.

➤ **Bus matrix for business processes against common dimensions:**

	Date	Flight	Passenger	Reservation Channel	Class	Crew	Hotel	Airport	Aircraft	Promotion	Cut. Opinion
Flight Activity	✓	✓	✓			✓		✓	✓		
Reservation	✓		✓	✓	✓		✓			✓	
Overnight Stay	✓		✓	✓			✓				
Frequent Flyer	✓		✓		✓					✓	
Customer Care	✓	✓	✓								✓