

# AIRLINE TICKETING SYSTEM

DATABASE MANAGEMENT SYSTEM PROJECT

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# SOFTWARE REQUIREMENT SPECIFICATION

#### 1. Introduction

The airline ticketing system is an online platform designed to facilitate ticket bookings for air travel. The system will allow users to search, book, and purchase airline tickets. This document outlines the features, functions, and requirements of the system.

#### 2. Scope

The system will be accessible to customers nationwide, and it will provide access to a wide range of airlines, flights, and travel routes. The system will also allow customers to select their preferred seats and manage their booking details.

#### 3. Requirements

The following are the requirements for the airline ticketing system:

- User Management: The system will have a user management module that allows users to create and manage their accounts. Users will be able to log in, view their booking history, and manage their personal information.
- Flight Search: The system will allow users to search for flights based on departure and arrival locations, travel dates, and the number of passengers.
- Flight Booking: The system will allow users to select flights, book tickets, and make payments securely. The system will also generate a booking confirmation with a unique booking reference number.
- Seat Selection: The system will allow users to select their preferred seats on the plane. Users will be able to choose their seats based on availability.
- Booking Management: The system will allow users to manage their bookings, make changes to their flights, and cancel their bookings if required.
- Admin Dashboard: The system will have an admin dashboard that allows the system administrators to manage the system's users, flights, and bookings.

#### 4. Non-Functional Requirements

- The system will be highly available and accessible at all times.
- The system will be scalable and able to handle a large number of users and bookings. The system will be secure and protect user data from unauthorised access.
- The system will be user-friendly and easy to use for both customers and system administrators.

#### 5. Constraints

- The system will be developed using modern web technologies.
- The system will be hosted on a reliable and scalable cloud infrastructure.
- The system will comply with all relevant regulations and standards for online payment processing and data protection.

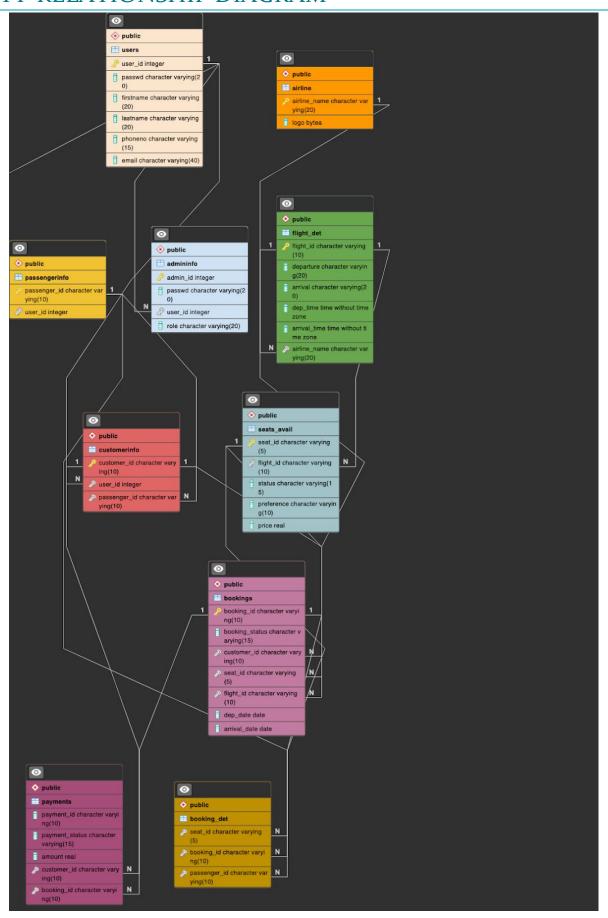
#### 6. Assumptions and Dependencies

- The system assumes that users have access to a reliable internet connection and a compatible device to access the system.
- The system depends on reliable third-party services for payment processing and other functionalities.

#### 7. Conclusion

The airline ticketing system will provide a comprehensive platform for users to book and manage their air travel. The system will be secure, scalable, and user-friendly, making it an ideal solution for customers worldwide.

# **ENTITY-RELATIONSHIP DIAGRAM**



# NORMALISING RELATIONS TILL 3NF

# 1) USERS

```
Query History

1 CREATE TABLE USERS(
2 user_id integer primary key,
3 passwd varchar(20),
4 firstname varchar(20),
5 lastname varchar(20),
6 phoneno varchar(15),
7 email varchar(40));
```

```
Query Query History

1 SELECT * FROM public.users
2 ORDER BY user_id ASC
```

|    | user_id<br>[PK] integer | passwd<br>character varying (20) | firstname character varying (20) | lastname character varying (20) | phoneno<br>character varying (15) | email character varying (40) |
|----|-------------------------|----------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|
| 1  | 100001                  | 123                              | Nandini                          | Maharaj                         | 9963732286                        | nandini.maharaj@gmail.com    |
| 2  | 100002                  | 123                              | Aaditya                          | Maharaj                         | 9334455666                        | aaditya.maharaj@gmail.com    |
| 3  | 100003                  | 123                              | Vinod                            | Kumar                           | 9778899006                        | vinod11@gmail.com            |
| 4  | 100004                  | 123                              | Sharada                          | Gundimeda                       | 8877665544                        | sharrockz@gmail.com          |
| 5  | 100005                  | 123                              | Adilakshmi                       | Ghali                           | 7788996655                        | laxmii234@gmail.com          |
| 6  | 100006                  | 123                              | Mahathi                          | Suryadevara                     | 4466337744                        | mahatthi@gmail.com           |
| 7  | 100007                  | 123                              | Basmah                           | Fatima                          | 3344556677                        | bfatima@hotmail.com          |
| 8  | 100008                  | 123                              | Reya                             | Stalin                          | 2244335566                        | josephh@hotmail.com          |
| 9  | 100009                  | 123                              | Afreen                           | Shaik                           | 2267896789                        | shakeeaff@hotmail.com        |
| 10 | 100010                  | 123                              | Rohith                           | Mynampati                       | 9879876565                        | mynamrohith@hotmail.com      |
| 11 | 100011                  | 123                              | Rithish                          | Mynampati                       | 9678678990                        | mynamrishi@yahoo.com         |
| 12 | 100012                  | 123                              | Rohith                           | Kodakandla                      | 8769876334                        | kondaa@yahoo.com             |
| 13 | 100013                  | 123                              | Bharghav                         | Kodakandla                      | 8769876334                        | bhargkod223@yahoo.com        |
| 14 | 100014                  | 123                              | Rishikesh                        | Sauderpally                     | 5566449900                        | rishi@hotmail.com            |
| 15 | 100015                  | 123                              | Aditya                           | Anand                           | 8798346654                        | adibroo@gmail.com            |
| 16 | 100016                  | 123                              | Aditya                           | Mandal                          | 7733442255                        | adimandal34@gmail.com        |
| 17 | 100017                  | 123                              | Aditya                           | Jha                             | 7836511772                        | adi88jha@gmail.com           |
| 18 | 100018                  | 123                              | Praneeth                         |                                 | 9900887799                        | prannuy@gmail.com            |
| 19 | 100019                  | 123                              | Harsha                           | Mallemkondu                     | 9876004429                        | harshhrockz@gmail.com        |
| 20 | 100020                  | 123                              | Raju                             | К                               | 9123345567                        | rajuu@gmail.com              |
| 21 | 100021                  | 123                              | Ram                              |                                 | 8900987633                        | ramsiyaa@gmail.com           |

This table is in 1NF, 2NF & 3NF.

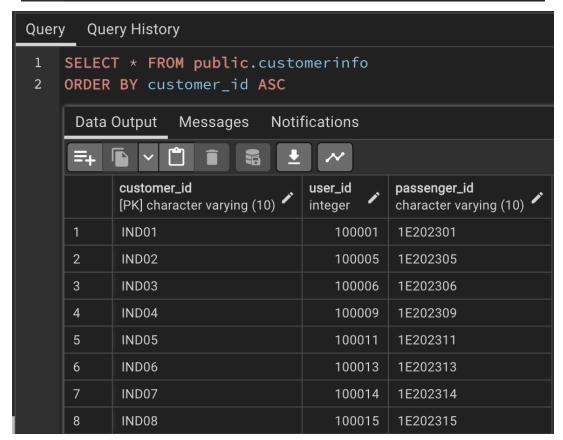
#### 2) PASSENGERINFO

|    | passenger_id [PK] character varying (10) | user_id<br>integer |
|----|--|--------------------|
| 1  | 1E202301                                 | 100001             |
| 2  | 1E202302                                 | 100002             |
| 3  | 1E202303                                 | 100003             |
| 4  | 1E202304                                 | 100004             |
| 5  | 1E202305                                 | 100005             |
| 6  | 1E202306                                 | 100006             |
| 7  | 1E202307                                 | 100007             |
| 8  | 1E202308                                 | 100008             |
| 9  | 1E202309                                 | 100009             |
| 10 | 1E202310                                 | 100010             |
| 11 | 1E202311                                 | 100011             |
| 12 | 1E202312                                 | 100012             |
| 13 | 1E202313                                 | 100013             |
| 14 | 1E202314                                 | 100014             |
| 15 | 1E202315                                 | 100015             |
| 16 | 1E202316                                 | 100016             |
| 17 | 1E202317                                 | 100017             |

This table is in 1NF, 2NF & 3NF.

## 3) **CUSTOMERINFO**

```
Query
       Query History
    CREATE TABLE CUSTOMERINFO(
 1
 2
    customer_id varchar(10) primary key,
 3
    user_id integer,
    passenger_id varchar(10),
 4
    FOREIGN KEY(user_id)
 5
          REFERENCES users(user_id),
 6
    FOREIGN KEY(passenger_id)
8
          REFERENCES passengerinfo(passenger_id)
 9
10
    );
```



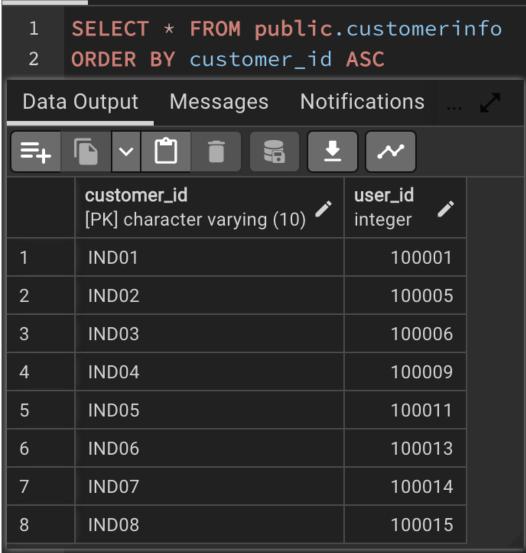
This table is in 1NF, 2NF but not 3NF. This is because of transitive dependency:

{user\_id}->{customer\_id}

{passenger\_id}->{user\_id}

So decompose the table as: CUSTOMERINFO

(Since relation between passenger\_id and user\_id already exists)



This table is in 1NF, 2NF & 3NF.

# 4) ADMININFO

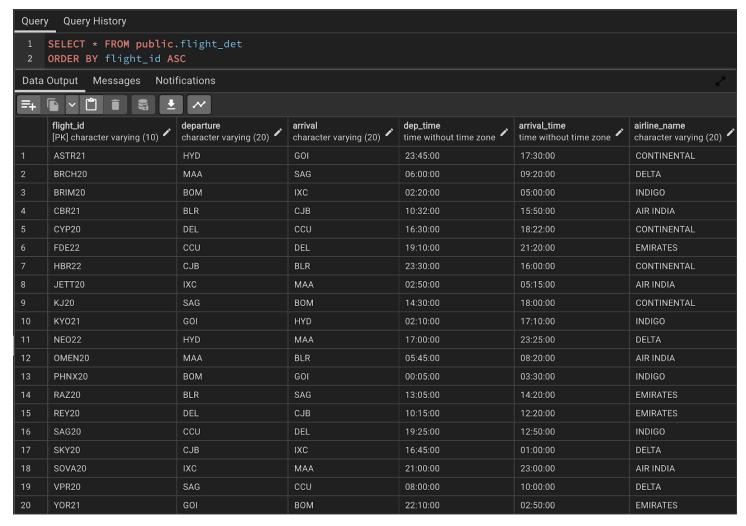
```
Query
      Query History
    CREATE TABLE public.admininfo
2
        admin_id integer NOT NULL,
4
        passwd character varying(20),
        role character varying(20),
6
        user_id integer NOT NULL,
        PRIMARY KEY (admin_id),
        CONSTRAINT user_id FOREIGN KEY (user_id)
8
            REFERENCES public.users (user_id)
9
10
    );
```

| Query      | Query Query History                                  |                                  |                             |                    |  |  |  |
|------------|--|----------------------------------|-----------------------------|--------------------|--|--|--|
|            | SELECT * FROM public.admininfo ORDER BY admin_id ASC |                                  |                             |                    |  |  |  |
| Data       | Output Mess  | ages Notifications               |                             | ∠"                 |  |  |  |
| <b>=</b> + |  |                                  |                             |                    |  |  |  |
|            | admin_id<br>[PK] integer                             | passwd<br>character varying (20) | role character varying (20) | user_id<br>integer |  |  |  |
| 1          | 282301   | 123                              | HEAD ADMIN                  | 100018             |  |  |  |
| 2          | 282302   | 123                              | HEAD ADMIN                  | 100019             |  |  |  |
| 3          | 282303   | 123                              | SUB ADMIN                   | 100020             |  |  |  |
| 4          | 282304   | 123                              | SUB ADMIN                   | 100021             |  |  |  |

This table is in 1NF, 2NF & 3NF.

## 5) FLIGHTINFO

```
Query
       Query History
    CREATE TABLE FLIGHT_DET(
    flight_id varchar(10) PRIMARY KEY,
3
    departure varchar(20),
4
    arrival varchar(20),
    dep_time TIME,
    arrival_time TIME,
 6
    airline_name varchar(20),
8
        FOREIGN KEY(airline_name)
        REFERENCES airline(airline_name)
9
10
```



This table is in 1NF, 2NF but not 3NF. This is because of transitive dependency:

{airline\_name}->{flight\_id}

{flight\_id}->{departure, arrival,dep\_time, arrival\_time}

#### So decompose the tables as: FLIGHTINFO AND AIRLINEINFO

```
Query History
Query
    CREATE TABLE public.flightinfo
 2
        flight_id character varying(10) NOT NULL,
 3
        dep_location character varying(20),
 4
        arrival_location character varying(20),
 5
        dep_time time without time zone,
 6
        arr_time time without time zone,
        PRIMARY KEY (flight_id)
 8
 9
```

```
Query Query History

1 SELECT * FROM public.flightinfo
2 ORDER BY flight_id ASC
```

| Data | Data Output Messages Notifications    |                                     |   |                                 |                                    |  |  |
|------|---------------------------------------|-------------------------------------|---|---------------------------------|------------------------------------|--|--|
| =+   |                                       |                                     |   |                                 |                                    |  |  |
|      | flight_id [PK] character varying (10) | dep_location character varying (20) | arrival_location character varying (20) | dep_time time without time zone | arr_time<br>time without time zone |  |  |
| 1    | ASTR21                                | HYD                                 | GOI                                     | 23:45:00                        | 17:30:00                           |  |  |
| 2    | BRCH20                                | MAA                                 | SAAG                                    | 06:00:00                        | 09:20:00                           |  |  |
| 3    | BRIM20                                | вом                                 | IXC                                     | 02:20:00                        | 05:00:00                           |  |  |
| 4    | CBR21                                 | BLR                                 | CJB                                     | 10:32:00                        | 15:50:00                           |  |  |
| 5    | CYP20                                 | DEL                                 | CCU                                     | 16:30:00                        | 18:22:00                           |  |  |
| 6    | FDE22                                 | CCU                                 | DEL                                     | 19:10:00                        | 21:20:00                           |  |  |
| 7    | HBR22                                 | CJB                                 | BLR                                     | 23:30:00                        | 16:00:00                           |  |  |
| 8    | JETT20                                | IXC                                 | MAA                                     | 02:50:00                        | 05:15:00                           |  |  |
| 9    | KJ20                                  | SAG                                 | вом                                     | 14:30:00                        | 18:00:00                           |  |  |
| 10   | KY021                                 | GOI                                 | HYD                                     | 02:10:00                        | 17:10:00                           |  |  |
| 11   | NE022                                 | HYD                                 | MAA                                     | 17:00:00                        | 23:25:00                           |  |  |
| 12   | OMEN20                                | MAA                                 | BLR                                     | 05:45:00                        | 08:20:00                           |  |  |
| 13   | PHNX20                                | вом                                 | GOI                                     | 00:05:00                        | 03:30:00                           |  |  |
| 14   | RAZ20                                 | BLR                                 | SAG                                     | 13:05:00                        | 14:20:00                           |  |  |
| 15   | REY20                                 | DEL                                 | CJB                                     | 10:15:00                        | 12:20:00                           |  |  |
| 16   | SAG20                                 | CCU                                 | DEL                                     | 19:25:00                        | 12:50:00                           |  |  |
| 17   | SKY20                                 | CJB                                 | IXC                                     | 16:45:00                        | 01:00:00                           |  |  |
| 18   | SOVA20                                | IXC                                 | MAA                                     | 21:00:00                        | 23:00:00                           |  |  |
| 19   | VPR20                                 | SAG                                 | CCU                                     | 08:00:00                        | 10:00:00                           |  |  |
| 20   | YOR21                                 | GOI                                 | вом                                     | 22:10:00                        | 02:15:00                           |  |  |

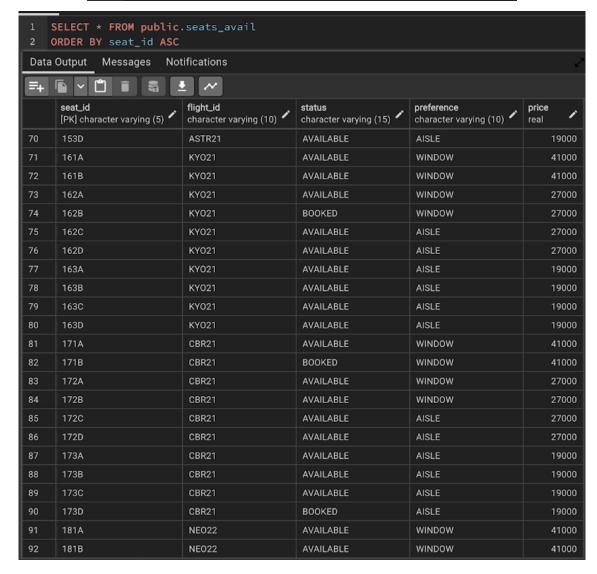
This table is in 1NF, 2NF & 3NF.

# 6) AIRLINEINFO

| Query Query History |   |                                       |  |  |  |  |
|---------------------|---|---------------------------------------|--|--|--|--|
|                     |   |                                       |  |  |  |  |
| Data                | Output Messages Noti                        | fications                             |  |  |  |  |
| =+                  |   |                                       |  |  |  |  |
|                     | airline_name<br>[PK] character varying (20) | flight_id [PK] character varying (10) |  |  |  |  |
| 1                   | AIR INDIA                                   | OMEN20                                |  |  |  |  |
| 2                   | AIR INDIA                                   | SOVA20                                |  |  |  |  |
| 3                   | CONTINENTAL                                 | ASTR21                                |  |  |  |  |
| 4                   | DELTA                                       | SKY20                                 |  |  |  |  |
| 5                   | DELTA                                       | VPR20                                 |  |  |  |  |
| 6                   | EMIRATES                                    | RAZ20                                 |  |  |  |  |
| 7                   | EMIRATES                                    | REY20                                 |  |  |  |  |
| 8                   | EMIRATES                                    | YOR21                                 |  |  |  |  |
| 9                   | INDIGO                                      | PHNX20                                |  |  |  |  |
| 10                  | INDIGO                                      | SAG20                                 |  |  |  |  |

This table is in 1NF, 2NF & 3NF.

#### 7) <u>SEATINFO</u>

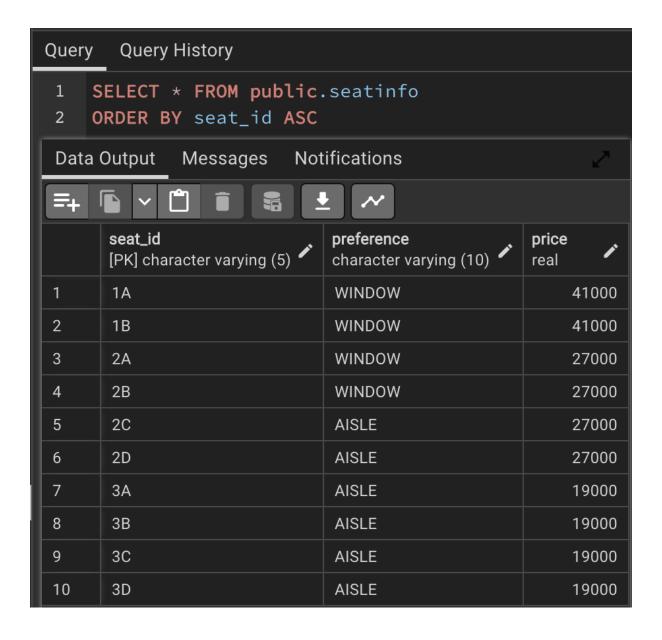


This table is in 1NF, 2NF but not 3NF. This is because of transitive dependency:

{flight\_id}->{seat\_id}

{seat\_id}->{status,preference,price}

So decompose the tables as: SEATFLIGHT AND SEATINFO



## 8) **SEATFLIGHT**



This table is in 1NF, 2NF & 3NF.

# 9) **BOOKINGSINFO**

```
Query Query History

1 SELECT * FROM public.bookings
2 ORDER BY booking_id ASC
```

|    | booking_id [PK] character varying (10) | booking_status<br>character varying (15) | customer_id<br>character varying (10) | seat_id character varying (5) | flight_id character varying (10) | dep_date / | arrival_date<br>date |
|----|--|--|---------------------------------------|-------------------------------|----------------------------------|------------|----------------------|
| 1  | N6501                                  | BOOKED                                   | IND01                                 | 11A                           | BRIM20                           | 2023-06-01 | 2023-06-01           |
| 2  | N6502                                  | BOOKED                                   | IND02                                 | 13D                           | BRIM20                           | 2023-06-01 | 2023-06-01           |
| 3  | N6503                                  | BOOKED                                   | IND03                                 | 23B                           | OMEN20                           | 2023-06-01 | 2023-06-01           |
| 4  | N6504                                  | BOOKED                                   | IND04                                 | 32D                           | VPR20                            | 2023-06-01 | 2023-06-01           |
| 5  | N6505                                  | BOOKED                                   | IND05                                 | 42B                           | RAZ20                            | 2023-06-01 | 2023-06-01           |
| 6  | N6506                                  | BOOKED                                   | IND06                                 | 51B                           | CYP20                            | 2023-06-01 | 2023-06-02           |
| 7  | N6507                                  | BOOKED                                   | IND07                                 | 53D                           | CYP20                            | 2023-06-01 | 2023-06-02           |
| 8  | N6508                                  | BOOKED                                   | IND08                                 | 63B                           | SAG20                            | 2023-06-01 | 2023-06-02           |
| 9  | N6509                                  | BOOKED                                   | IND01                                 | 72D                           | SOVA20                           | 2023-06-01 | 2023-06-02           |
| 10 | N6510                                  | BOOKED                                   | IND02                                 | 82B                           | PHNX20                           | 2023-06-02 | 2023-06-02           |
| 11 | N6511                                  | BOOKED                                   | IND03                                 | 91B                           | JETT20                           | 2023-06-02 | 2023-06-02           |
| 12 | N6512                                  | BOOKED                                   | IND04                                 | 93D                           | JETT20                           | 2023-06-02 | 2023-06-02           |
| 13 | N6513                                  | BOOKED                                   | IND05                                 | 103B                          | BRCH20                           | 2023-06-02 | 2023-06-02           |
| 14 | N6514                                  | BOOKED                                   | IND06                                 | 112D                          | REY20                            | 2023-06-02 | 2023-06-02           |
| 15 | N6515                                  | BOOKED                                   | IND07                                 | 122B                          | KJ20                             | 2023-06-02 | 2023-06-02           |
| 16 | N6516                                  | BOOKED                                   | IND08                                 | 131B                          | SKY20                            | 2023-06-02 | 2023-06-03           |
| 17 | N6517                                  | BOOKED                                   | IND01                                 | 133D                          | SKY20                            | 2023-06-02 | 2023-06-03           |
| 18 | N6518                                  | BOOKED                                   | IND02                                 | 143B                          | YOR21                            | 2023-06-02 | 2023-06-03           |
| 19 | N6519                                  | BOOKED                                   | IND03                                 | 152D                          | ASTR21                           | 2023-06-02 | 2023-06-03           |
| 20 | N6520                                  | BOOKED                                   | IND04                                 | 162B                          | KY021                            | 2023-06-03 | 2023-06-03           |
| 21 | N6521                                  | BOOKED                                   | IND05                                 | 171B                          | CBR21                            | 2023-06-03 | 2023-06-03           |
| 22 | N6522                                  | BOOKED                                   | IND06                                 | 173D                          | CBR21                            | 2023-06-03 | 2023-06-03           |
| 23 | N6523                                  | BOOKED                                   | IND07                                 | 183D                          | NEO22                            | 2023-06-03 | 2023-06-03           |
| 24 | N6524                                  | BOOKED                                   | IND08                                 | 193B                          | FDE22                            | 2023-06-03 | 2023-06-04           |
| 25 | N6525                                  | BOOKED                                   | IND01                                 | 202D                          | HBR22                            | 2023-06-03 | 2023-06-04           |

This table is in 1NF, 2NF but not 3NF. This is because of transitive dependency: {booking\_id}->{customer\_id,dep\_date,arrival\_date,booking\_status} {seat\_id,flight\_id,passenger\_id}->{booking\_id} So decompose the tables as: BOOKINGINFO AND SEATSBOOKED

```
Query Plistory

CREATE TABLE public.bookinginfo

booking_id character varying(10) NOT NULL,

customer_id character varying(10) NOT NULL,

dep_date date,

arrival_time date,

PRIMARY KEY (booking_id),

CONSTRAINT customer_id FOREIGN KEY (customer_id)

REFERENCES public.customerinfo (customer_id)

10 );
```

| Query      | Query Query History                    |                                       |                  |                      |  |  |  |
|------------|--|---------------------------------------|------------------|----------------------|--|--|--|
|            | 3                                      |                                       |                  |                      |  |  |  |
| Data       | Output Messages Noti                   | fications                             |                  | ∠"                   |  |  |  |
| <b>=</b> + |  | ~                                     |                  |                      |  |  |  |
|            | booking_id [PK] character varying (10) | customer_id<br>character varying (10) | dep_date<br>date | arrival_time<br>date |  |  |  |
| 1          | N6501                                  | IND01                                 | 2023-06-01       | 2023-06-01           |  |  |  |
| 2          | N6502                                  | IND02                                 | 2023-06-01       | 2023-06-01           |  |  |  |
| 3          | N6503                                  | IND03                                 | 2023-06-02       | 2023-06-02           |  |  |  |
| 4          | N6504                                  | IND04                                 | 2023-06-02       | 2023-06-02           |  |  |  |
| 5          | N6505                                  | IND05                                 | 2023-06-02       | 2023-06-02           |  |  |  |
| 6          | N6506                                  | IND06                                 | 2023-06-03       | 2023-06-03           |  |  |  |
| 7          | N6507                                  | IND07                                 | 2023-06-03       | 2023-06-03           |  |  |  |
| 8          | N6508                                  | IND08                                 | 2023-06-03       | 2023-06-03           |  |  |  |

This table is in 1NF, 2NF & 3NF.

#### 10) SEATSBOOKED

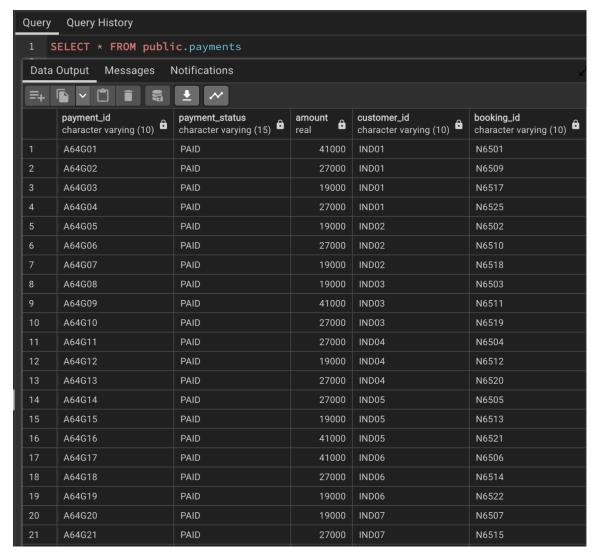
```
Query Query History

1 SELECT * FROM public.seatsbooked
2 ORDER BY booking_id ASC, seat_id ASC, flight_id ASC
```

| Data       | Data Output Messages Notifications     |                                    |                                       |                                     |  |  |  |
|------------|--|------------------------------------|---------------------------------------|-------------------------------------|--|--|--|
| <b>=</b> + |  |                                    |                                       |                                     |  |  |  |
|            | booking_id [PK] character varying (10) | seat_id [PK] character varying (5) | flight_id [PK] character varying (10) | passenger_id character varying (10) |  |  |  |
| 1          | N6501                                  | 1A                                 | BRIM20                                | 1E202301                            |  |  |  |
| 2          | N6501                                  | 2D                                 | VPR20                                 | 1E202309                            |  |  |  |
| 3          | N6501                                  | 3B                                 | OMEN20                                | 1E202306                            |  |  |  |
| 4          | N6501                                  | 3D                                 | BRIM20                                | 1E202305                            |  |  |  |
| 5          | N6502                                  | 1B                                 | CYP20                                 | 1E202313                            |  |  |  |
| 6          | N6502                                  | 2B                                 | RAZ20                                 | 1E202311                            |  |  |  |
| 7          | N6502                                  | 3D                                 | CYP20                                 | 1E202314                            |  |  |  |
| 8          | N6503                                  | 2B                                 | PHNX20                                | 1E202305                            |  |  |  |
| 9          | N6503                                  | 2D                                 | SOVA20                                | 1E202301                            |  |  |  |
| 10         | N6503                                  | 3B                                 | SAG20                                 | 1E202315                            |  |  |  |
| 11         | N6504                                  | 1B                                 | JETT20                                | 1E202306                            |  |  |  |
| 12         | N6504                                  | 3B                                 | BRCH20                                | 1E202311                            |  |  |  |
| 13         | N6504                                  | 3D                                 | JETT20                                | 1E202309                            |  |  |  |
| 14         | N6505                                  | 1B                                 | SKY20                                 | 1E202315                            |  |  |  |
| 15         | N6505                                  | 2B                                 | KJ20                                  | 1E202314                            |  |  |  |
| 16         | N6505                                  | 2D                                 | REY20                                 | 1E202313                            |  |  |  |
| 17         | N6506                                  | 2D                                 | ASTR21                                | 1E202306                            |  |  |  |
| 18         | N6506                                  | 3B                                 | YOR21                                 | 1E202305                            |  |  |  |
| 19         | N6506                                  | 3D                                 | SKY20                                 | 1E202301                            |  |  |  |
| 20         | N6507                                  | 1B                                 | CBR21                                 | 1E202311                            |  |  |  |
| 21         | N6507                                  | 2B                                 | KY021                                 | 1E202309                            |  |  |  |
| 22         | N6507                                  | 3D                                 | CBR21                                 | 1E202313                            |  |  |  |
| 23         | N6508                                  | 2D                                 | HBR22                                 | 1E202301                            |  |  |  |
| 24         | N6508                                  | 3B                                 | FDE22                                 | 1E202315                            |  |  |  |
| 25         | N6508                                  | 3D                                 | NE022                                 | 1E202314                            |  |  |  |

This table is in 1NF, 2NF & 3NF.

#### 11) PAYMENTS



This table is in 1NF, 2NF but not 3NF. This is because of transitive dependency:

{booking\_id}->{customer\_id}

{payment\_id}->{payment\_status,amount,booking\_id}

So decompose the table as: PAYMENTS

(Since relation between booking\_id and customer\_id already exists)

```
Query Query History

CREATE TABLE public.payments

payment_id character varying(10) NOT NULL,
booking_id character varying(10) NOT NULL,
amount real,
PRIMARY KEY (payment_id),
CONSTRAINT booking_id FOREIGN KEY (booking_id)
REFERENCES public.bookinginfo (booking_id)

REFERENCES public.bookinginfo (booking_id)
```

