

The Boys Movie Theater

Software Requirements Specification

Version 1.0

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<09/26/24>	<Version 1>	<Group 9>	First revision regarding information on the introduction, general description, and specific requirements of our movie ticketing system.

Document Approval

The following Software Requirements Specification has been accepted and approved by the following:

Signature	Printed Name	Title	Date
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1. Introduction

The introduction to the Software Requirement Specification (SRS) document should provide an overview of the complete SRS document. While writing this document please remember that this document should contain all of the information needed by a software engineer to adequately design and implement the software product described by the requirements listed in this document. (Note: the following subsection annotations are largely taken from the IEEE Guide to SRS).

1.1 Purpose

The purpose of this document is to develop and present a detailed description of The Boys Movie Theater, an online movie theater ticketing system. The document will explain the system's specific features, functional requirements, non-functional requirements, inverse requirements, interfaces, and the design constraints of our system. Additionally, the document will describe how the system responds to external interactions such as user inputs. The document is intended to provide both the development team and clients with a clear understanding of the system's functionality and overall design. This document is not intended for anyone who are unaffected by our product.

1.2 Scope

The movie theater system is an online movie ticketing platform designed to sell movies digitally or in-person via a movie ticket at The Boys Movie theaters in San Diego. If the in-person option is selected, the system will allow users to view available movie showtimes, select seats, purchase tickets, and receive digital confirmation through email or SMS. Alternatively, users also have the option to make a digital purchase of a movie that they can stream through the website on a device. Purchases at in-person locations are also permitted through kiosks. Purchases can be made through secure and safe transactions through our provided payment options, which will be directly communicated to the banks they are associated with. Our software system will hold a strong foundation in terms of securities, frameworks, and algorithms to satisfy customers. We hold a strong connection with all our third-parties to further ensure the safety of users when accessing our website and committing transactions. The user roles are divided as follows with the given titles: Registered users with accounts, guests, administrators, and employees. The software will cover customer service, account reward distribution for authenticated users, a database consisting of current movie air and showtimes, and cookies to encrypt user information.

1.3 Definitions, Acronyms, and Abbreviations

This subsection should provide the definitions of all terms, acronyms, and abbreviations required to properly interpret the SRS. This information may be provided by reference to one or more appendixes in the SRS or by reference to other documents.

SRS	Software Requirements Specification
FAQ	Frequently Asked Questions

SMS	Short Message Service
NFC	Near-field communication technology related to contactless payments through the communication of electronic devices.
MTA	Mail transfer agent email server software to receive and relay emails from different devices.
OAuth	Open authorization protocol with emails.
IT	Information Technology
MTTR	Mean time to repair
AES	Advanced Encryption Standard
PCI DSS	Payment Card Industry Data Security Standard
GDPR	General Data Protection Regulation
API	Application Programming Interface
SIEM	Security Information and Event Management

1.4 References

The Institute of Electrical and Electronics Engineers. IEEE Std 830-1998 IEEE Recommended Practice for Software Requirements Specifications. IEEE Computer Society, 1998.

1.5 Overview

The upcoming sections of this document will provide a detailed description of the product and outline all necessary requirements. This includes: Section Two: General Overview of The Boys Movie Theater Ticketing System, Section Three: Functional and Non-Functional Requirements, Section Four: Analysis Models, and Section Five: Change Management Process. Section 2 will offer an overview of the project's core characteristics, while Section 3 will delve into both functional and non-functional requirements, including areas such as security, maintainability, and portability. Additionally, Section 4 will present a visual representation of the system. Lastly, Section 5 will define the steps for updating the Software Requirements Specification (SRS) in the event of changes to the project's scope or requirements.

2. General Description

This section of the SRS should describe the general factors that affect 'the product and its requirements. It should be made clear that this section does not state specific requirements; it only makes those requirements easier to understand.

2.1 Product Perspective

The product will be designed for ease of access for both the users and administrators, improving the customer experience while also streamlining management efficiency. It should display information taken from movie databases, provide a visual graphic for each movie listed on the site, and also scrape online review sites to display reviews and critic quotes for each movie. The product will also handle payments securely, and constantly update the online website to maintain the same information as the in-person site.

Other functions that the product will include are:

- Provide an interactive map for each movie listing to allow users to select open seats of their choice.
- Has support for three different languages: English, Spanish, and Swedish.
- Allow users to register for loyalty accounts that can store personal information, payment details, purchase history, and loyalty points.
- Can block bots to prevent ticket scalpers from mass-buying tickets to high demand movies.
- Utilize a queueing system for managing large volumes of requests in a short period of time.
- Will convert ticket prices to the user's local currency.
- Has a customer support portal to answer user feedback and solve issues efficiently.
- Will limit the number of purchasable tickets to 20 in a single transaction.
- Will allow tickets to be purchased within 2 weeks before showtime as well as 10 minutes after showtime.

2.2 Product Functions

This subsection of the SRS should provide a summary of the functions that the software will perform.

The software will allow the user to browse through the website's catalog of movies. Then the software will be able to gather input from the user and allow them to pick a movie from our website and have the option to either get a barcode in their email to view the movie at a theater or alternatively get a link in order to view the video on their own. Then the user will be asked to sign in. If the customer already has an account the software will detect that and use pre-loaded data in order to continue. If the user does not have an account the data from the user will then be collected, from email to SMS in order to deliver the selected method of viewing. With this data in mind the website will securely hold the email and SMS in order to maintain security of the customer.

2.3 User Characteristics

This subsection of the SRS should describe those general characteristics of the eventual users of the product that will affect the specific requirements. (See the IEEE Guide to SRS for more details).

The general user of this software will be very curious as they want to view many movies and eventually experience these movies through our website. In addition to that the eventual users will love movies as they have the ability to browse as many as they like. If the users love to explore they will view everything on the website. When the customer is doing these processes on our site we must understand how the user functions and we have to make sure our security and privacy is good as we keep important information.

2.4 General Constraints

This subsection of the SRS should provide a general description of any other items that will limit the developer's options for designing the system. (See the IEEE Guide to SRS for a partial list of possible general constraints).

Hardware Constraints - No support for Windows operating systems before Windows 10

User Constraint - Could be indecisive on movies or not like movies presented

Website Constraints - Doesn't show all movies only the one's available also can crash if there are too many users

2.5 Assumptions and Dependencies

Here is a list of some of the assumptions and dependencies that may affect the system:

- The assumption that a constant stream of Internet connectivity will be present in order to access the system's platform for customers. This includes The machines that would be present at the movie theater itself
- Payment methods that aren't already listed in the system(Such as foreign banking, or a digital currency that the system doesn't recognize) will not be supported
- Mobile App integration: we aren't planning on dedicating an app for easier accessibility for Mobile users. If mobile users still insist they can still access the website through the safari app present on most mobile devices with limited functionality
- Legal and Regulatory Compliance: The software is expected to comply with relevant legal and regulatory frameworks, including data protection laws (e.g., GDPR) and financial transaction regulations within the countries where the system operates.
- API Stability: The system depends on the availability and stability of external APIs, such as movie databases or geolocation services, to fetch real-time data and provide an optimal user experience.
- There will include User Authentication Services: such as email verification and password resets

3. Specific Requirements

This will be the largest and most important section of the SRS. The customer requirements will be embodied within Section 2, but this section will give the D-requirements that are used to guide the project's software design, implementation, and testing.

Each requirement in this section should be:

- *Correct*
- *Traceable (both forward and backward to prior/future artifacts)*
- *Unambiguous*
- *Verifiable (i.e., testable)*
- *Prioritized (with respect to importance and/or stability)*
- *Complete*
- *Consistent*
- *Uniquely identifiable (usually via numbering like 3.4.5.6)*

Attention should be paid to the carefully organize the requirements presented in this section so that they may easily accessed and understood. Furthermore, this SRS is not the software design document, therefore one should avoid the tendency to over-constrain (and therefore design) the software project within this SRS.

3.1 External Interface Requirements

3.1.1 User Interfaces

3.1.1.1 The system shall provide a responsive and interactive web-based interface that is accessible through desktops and laptops that support both Windows 10-11 and macOS Sierra.

3.1.1.2 The system shall provide a web-based interface optimized for mobile devices that is accessible to both iOS and Android devices.

3.1.1.3 The system shall provide an extensive menu with a simple graphical user interface, making it simple for users to navigate and search for movies based on title, genre, date, and location.

3.1.1.4 The system shall provide a real-time visual representation of seating arrangements, allowing users to view availability and select their desired seats.

3.1.1.5 The system shall present a confirmation screen that will provide a summary of the user's purchase, showing their seat details, movie details, date, and time before they finalize their payment.

3.1.1.6 The system shall notify users for a successful payment and ticket booking.

3.1.1.7 The system shall have an interface to register for a loyalty account, allowing them to store their personal information, their payment details, as well as track their transaction history and their loyalty points.

3.1.1.8 The system shall ensure that only one device can concurrently login to a user account in order to strengthen account security.

3.1.1.9 The system shall limit the amount of purchasable tickets in a single transaction to 20.

3.1.1.10 The system shall allow users to choose between English, Spanish, and Swedish when navigating through the online site.

3.1.2 Hardware Interfaces

3.1.2.1 The system shall allow users to receive a digital barcode via email after purchasing an in-person ticket, which can then be scanned at the theater for ticket validation.

3.1.2.2 The system shall install touchscreen self-service kiosks at the entrance of theaters to allow for ticket purchasing, seat selection, and printing of tickets.

3.1.2.3 The system shall support contactless payments by integrating NFC-enabled payment terminals at the theaters, allowing mobile-based payment such as Apple Pay or Google Wallet that users may choose to use.

3.1.3 Software Interfaces

3.1.3.1 The system shall interface with third-party payment processing services to securely handle user transactions and ensure data protection during payment.

3.1.3.2 The system shall integrate several user authentication services such as Google or Facebook that will allow for a simple and secure account login and management.

3.1.3.3 The system shall integrate a queueing system in order to manage high volumes of requests on the interface during peak times to allow for easier scalability and a smoother user experience.

3.1.4 Communications Interfaces

3.1.4.1 The system shall notify users through email for ticket purchase confirmations, exchanges, and refunds.

3.1.4.2 The system shall allow users to subscribe to email newsletters and SMS services, allowing them to receive updates on new movie releases, promotions, and special events.

3.1.4.3 The system shall utilize blockchain technology to generate unique and non-replicable barcodes in order to ensure the security of each ticket.

3.1.4.4 The system shall provide a customer support portal to answer user inquiries and efficiently solve issues.

3.2 Functional Requirements

This section describes specific features of the software project. If desired, some requirements may be specified in the use-case format and listed in the Use Cases Section.

3.2.1 <Purchasing Tickets and Seat Selection>

3.2.1.1 Introduction

The system shall allow users to browse available movies in the catalog, add tickets for their selected movies into the purchasing cart, select available seats for their movies on an interactive seating diagram for each screening room, and complete their purchases at the checkout page of the interface. Depending on the selected movie theater location, different movies will be made available for purchase at different screening times for each screening room. After the user completes their selection of a movie theater location, selected movies, its showtimes, and available seats for that screening room, they can finalize their purchases through secure online third-party payments via credit/debit, or NFC-enabled devices for in-person transactions at any of our movie theater locations. The system shall also update movie showtimes and open seat availabilities in real time. Upon finalizing their payments, users will receive a digital ticket barcode sent directly to their email and an SMS message notifying them that their purchase has

been completed with a link to the barcode. They will also receive points rewards for each movie ticket purchased.

3.2.1.2 Inputs

- The user shall utilize the system's interface to browse and select movies included in the catalog of our database, which takes into account the most popular and newest movies. Only a select few of the latest and most popular movies will be available for selection at in-person theater locations, but other movies can be selected from our database for portable viewership anywhere on compatible devices, such as any desktop computer or laptop with Windows 10 and above, or mobile devices that support iOS 16 and above, and Android 12 and above.
- The user can click on a movie's internal link, they will be taken to another page on the same tab that will have information regarding that movie. There will also be a playable trailer of the movie that the users can click and view.
- Users shall be able to cast their rating out of 5 stars through the internal links for each movie that will be updated in hour intervals in the system.
- Users shall be able to select their seats from a real-time seating chart which will give an overview of the available seats.
- The user shall be able to add up to a max of 4 tickets into their shopping cart.
- The user shall be able to finalize their purchases for items in the shopping cart, where they will be able to select and input their payment details such as a credit/debit card from selected providers, including Visa, Chase Bank, Bank of America, and Wells Fargo, as well as the option to pay with PayPal.

3.2.1.3 Processing

- The system shall organize a list of available movies determined by the user's selected movie theater location. Upon verifying the available movies for the selected movie theater, the system will cross-check the information with the theater's database to check and see if the movie is available for booking for their desired time selection.
- If a user decides to select a movie for in-home/portable streaming, the system shall check and verify the user's device compatibility requirements before allowing the user to add the movie to their cart. The system shall check the user's device ID and IP address to determine whether or not the device is associated to the user's account.
- The system shall verify the number of movie tickets in a user's cart before they can make a purchase. If the total ticket number exceeds 4, the system shall deny the user from finalizing any payments and request they remove a certain number of tickets till the total is 4 or less.
- When the user selects the desired seats that are available in the seat maps interface for a selected movie screening room, the system shall reserve their selected seats for a maximum amount of 10 minutes. Once this allotted time has passed, those seats will no longer be locked and can be selected by other users.
- The system shall process the user's payment through a third-party gateway with Visa, Chase, Bank of America, and Wells Fargo. They will verify if the payment has been successful or not.
- If the user is paying in person, their devices must be NFC-enabled, where they can then make a secure tap-to-pay payment.

- Upon successful payment, the system shall generate a unique digital code that includes a barcode. If the purchase was for online viewership of the movie, the person will have access to the movie on a separate page of the website that links their purchased data of movies to their account.
- The system shall store their purchase history in the database, as well as the receipts, and distribute the 100 reward points per movie ticket purchase if applicable.

3.2.1.4 Outputs

- Upon successful payment, the system shall notify the user of the digital ticket with the barcode through email and an SMS message (if they have opted to include their phone number) that can be used to scan into one of our in-person movie theaters, as well as information regarding their seating selection.
- Upon successful payment for the online streaming option of a movie, the system shall notify the user on how to access the movie on the website through specific instructions sent to their email address that will lead them to another tab of the page.
- The system shall grant users 100 reward points per movie ticket purchase (only if they have an account with the website associated with our movie theater), which can be used to redeem a free movie ticket once 1000 points have been accumulated. The system will update the user's account with said points per ticket purchased, which can be viewed in the user's profile section of the website.
- Upon accumulating 1000 reward points, the system will notify the user through email and an SMS message about their ability to redeem the points.

3.2.1.5 Error Handling

- If the user's entered payment information is invalid or declined by the third-party gates, they will notify the system, which will in turn notify the user to re-enter or select another payment option.
- If the user fails to finalize their payment for any selected movie tickets for one of our movie theater locations with the designated amount of time for seat reservation, the system shall notify the user stating that the session has expired, and release any reserved seats back into the seat maps interface. The user will also be prompted to reselect their seats.
- The system shall prevent users from clicking on seats in the seating map that another customer has already reserved and documented into the selected movie theater's database.
- If the user attempts to check out their shopping cart with more than 4 movie tickets for any movie screening, the system shall notify the user and prompt them to remove a selected number of tickets till the requirement of 4 or fewer is met.
- If the user attempts to enter an invalid or expired promo code that the system periodically offers to users through notifications to their email and SMS messages, the system shall notify the user of the code's ineligibility and prompt them to use another code, or proceed with the transaction without one.
- If a user's device is not compatible with our system's minimum requirements for operating systems, the system shall notify the user about the incompatibility before they proceed with their purchase.

3.2.2 <Creating an Account>

3.2.2.1 Introduction

The system shall allow users to create an account associated with the website, which will provide users with an enhanced experience, including rewards points with every movie ticket purchase which can be redeemed later on when enough points are accumulated for a free movie ticket, and email/SMS messages regarding promotional offers. The system shall also allow tracking of their purchase history to provide personal recommendations on the home page.

3.2.2.2 Inputs

- The user shall input their full name, email address, a unique username not already present in the database that holds all user login information, and a password that requires a minimum length of 8 characters. The password must also contain at least 1 capital letter, number, and special character to meet the system's security requirements.
- The user can opt to sign in with a Google account (Gmail) if they possess one.
- The user can opt to input their phone number to receive SMS messages from the system or Customer Service department entailing details such as promotional deals on movie tickets and updates.

3.2.2.3 Processing

- The system shall validate the user's email and check to see if the email has already been registered in the database.
- The system shall verify if the user's entered password meets the system's security requirements of containing a minimum of 1 capital letter, 1 number, 1 special character, and a minimum length of 8 characters.
- Upon successfully validating the user's information and inputs, the system shall encrypt the entered password, store the user's information in the database, and send a verification email to the provided email address with a link to confirm their account creation.

3.2.2.4 Outputs

- The system shall send a verification email to the user's email address with a link to confirm and activate the account creation.
- Upon successful verification of the user's email within 24 hours, the system shall grant the user a 50% discount on their first 2 ticket purchases, as well as a free drink that can be redeemed at any of our theater locations.
- Upon confirmation of the user's account, they will have access to rewards points and promotional deals as additional features on the website.

3.2.2.5 Error Handling

- If the user's email address is already in use, the system shall prompt the user to input another email address or log in if they already have an account.
- If the user does not confirm their email address, they will be unable to receive rewards points upon making a purchase or redeeming promotional deals and sales, but can still access their account and utilize the website for movie ticket purchases.
- If the user does not confirm their email address within the allotted amount of time, the system shall deny the offer of 50% off on their first two tickets and a free drink.
- If the user's username is already in use, the system shall prompt the user to input another username, while also providing suggestions based on the current entered username they are attempting to use.

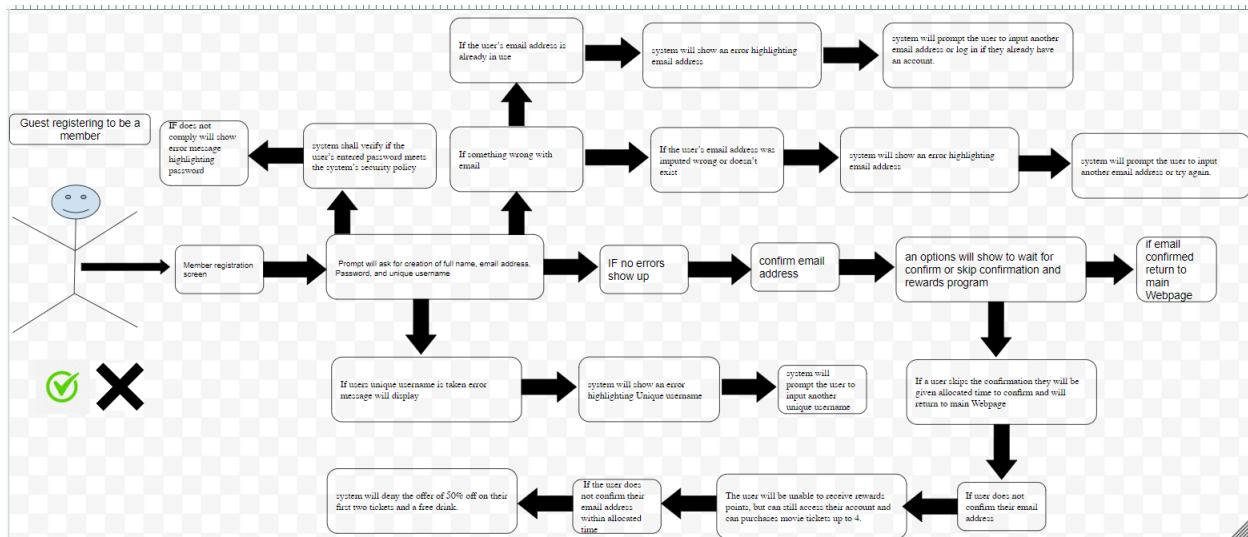
- If the user's password does not meet the system's safety criteria, the system shall prompt the user to enter a new password.
- Users who do not have an account in the system will be unable to make movie ticket purchases.

3.3 Use Cases

3.3.1 Use Case #1

3.3.1.1: Model Representation of the registration process of a member

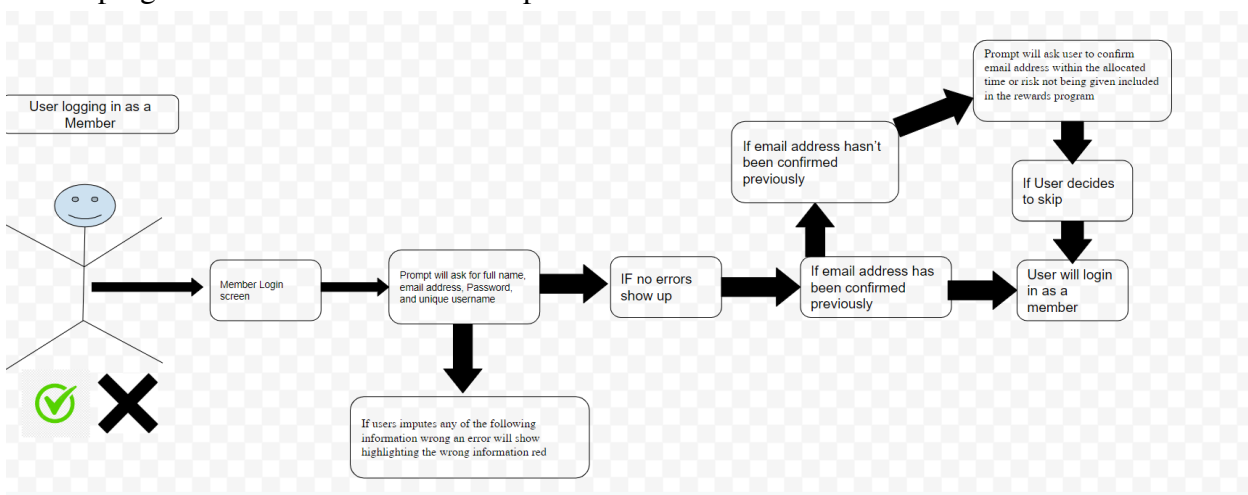
- Guests who try to become a member will go through this system:
- Member registration screen -> Prompt will ask for creation of full name, email address, and unique username -> IF no errors show up -> user will be prompted to confirm email address->an options will show to skip confirmation and rewards program -> if they confirmed email they will return the main Webpage
-
- system shall verify if the user's entered password meets the system's security policy-> IF does not comply will show error message highlighting password
-
- If the user's email address is already in use -> system will prompt the user to input another email address or log in if they already have an account.
-
- If the user's email address was imputed wrong or doesn't exist -> system will show an error highlighting email address -> system will prompt the user to input another email address or try again.
-
- If a user skips the confirmation they will be given allocated time to confirm ->If the user does not confirm their email address -> they will be unable to receive rewards points upon making a purchase or redeeming promotional deals and sales, but can still access their account and utilize the website for movie ticket purchases. -> If the user does not confirm their email address within allocated time -> system will deny the offer of 50% off on their first two tickets and a free drink.
-
- If users unique username is taken error message will display -> system will prompt the user to input another unique username



3.3.2 Use Case #2

Model Representation of the login process of a member

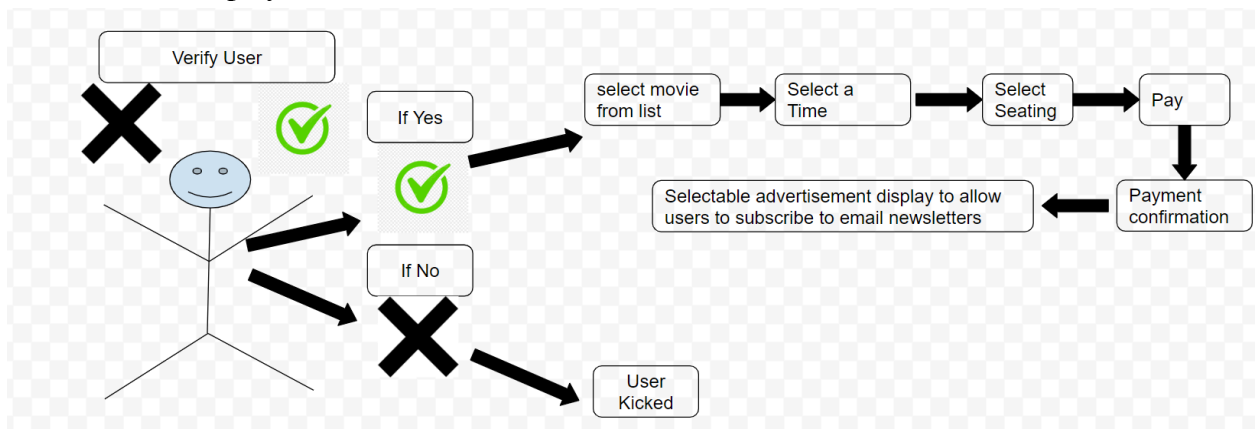
- User logging in as a Member -> Member login screen -> Prompt will ask for full name, email address, Password, and unique username -> If no errors show up -> If email address has been confirmed previously -> User will login in as a member
- If users imputes any of the following information wrong an error will show highlighting the wrong information red
- If email address hasn't been confirmed previously -> Prompt will ask user to confirm email address within the allocated time or risk not being given included in the rewards program -> If User decides to skip



3.3.3 Use Case #3

Model Representation of the buying process of the user (any person who logs in to the system That isn't guest)

- verify user -> select movie from list -> select a time -> select seating -> pay -> selectable advertisement display to allow users to subscribe to email newsletters



Model Representation of the payment process

- Member After Movie selection process ->
- only member should be allowed to purchase not any user like guest
-
- If a Member fails to finalize their payment -> Either insufficient funds or incorrect card information -> user will be asked to select another payment method or reenter the card information -> with a correct payment information -> system will allow the user to proceed with the payment process.

Model Representation of the Rewards Program

3.4 Classes / Objects

3.4.1 <Class / Object #1>

Account Input/ Object #1

3.4.1.1 Attributes

- See if Account is Already Present or if Password Is Forgotten
- If Password is forgotten ask for username
- Send email for recovery
- Create Account
- Take Email
- Take New Password
- Username
- Password
- Log into account

-Allow them to select movies

3.4.1.2 Functions

<Reference to functional requirements and/or use cases>

3.4.2 <Class / Object #2>

Purchase Function/ Object #2

- Show recommended movies that are trending to drive up sales
- Then sort movies by genres
- After movie is selected show details of movie
- Show button to purchase
- Show options of either getting a ticket for a movie theater or download of movie
- Add to cart
- Get Card information for payment
- When payment is accepted send either ticket or video file
- Send confirmation email with ticket/video
- Show thank you and redirect them to site
- Show other movies similar to movie purchased

...

3.5 Non-Functional Requirements

Non-functional requirements may exist for the following attributes. Often these requirements must be achieved at a system-wide level rather than at a unit level. State the requirements in the following sections in measurable terms (e.g., 95% of transaction shall be processed in less than a second, system downtime may not exceed 1 minute per day, > 30 day MTBF value, etc).

3.5.1 Performance

- The system shall process 98% of all transactions within a second or less.
- The system shall update the seating map interface in real time within 2 seconds or less.
- The website shall load all pages and interactions such as the catalog, transaction page, transaction history, movie links, trailers, etc, within 3 seconds or less on average.

3.5.2 Reliability

- The system's uptime will be held 99.9% of the time, resulting in no more than 8.77 hours of downtime.
- The system shall be able to handle up to 10 thousand concurrent users.
- The system shall support English, Spanish, and Swedish as the language options.

3.5.3 Availability

- The system shall be accessible to users 24/7, except during system downtime or maintenance. When the system is down, users shall be notified when they attempt to access the website.
- Movie ticket purchases and availability can only be made for the 15 movie theaters located in California.

3.5.4 Security

- The system shall use AES-256 encryption to protect every user's sensitive data such as payment information and user credentials from unauthorized users. AES-256 encryption will also be applied when users opt to have their sessions remembered without the need to log in with their credentials through encrypted and secure cookies.
- The IT department shall utilize Splunk's SIEM program to monitor and detect security threats, user authentication login attempts, financial transactions, and employees/departments who handle customer data (ie. Customer Service, IT, Finance and Accounting, Management).
- The user's sensitive data shall comply with PCI DSS and GDPR rules to maintain trust with users and ensure that they feel safe and secure with our system.
- The system shall automatically log users when they exit the website unless they have opted to save their sessions through the "Remember Me" option. Users will have the ability to save their sessions indefinitely or for 30 days on their current device.

3.5.5 Maintainability

- The MTTR shall be maintained within 3 hours or less for system failures by the IT department.
- A division within the IT department will run a monthly penetration test on our system to spot any potential vulnerabilities and holes in the security and functionality.

3.5.6 Portability

- The system shall be compatible with the following: Windows 10 and above, macOS Sierra and above, iOS 16 and above, and Android 12 and above. Users can access the website on desktop computers, laptops, mobile devices, and tablets.
- Users will be able to access all the website's functionalities across the above-mentioned electronic platforms. For mobile devices, the jQuery Mobile library shall be used to ensure that users can interact with all buttons correctly.
- The system shall be able to operate smoothly on the following websites: Google Chrome, Microsoft Edge, and Safari.

3.6 Inverse Requirements

3.6.1 Invalid Email/Password for Account Creation

If the user inputs an invalid email address during account information, or in the case that the OAuth is unable to detect the email used in their system, then our system shall prompt the user to enter another correct email address. If the user inputs a password that does not meet the system's security requirements, the system shall prompt the user to enter a new password that meets the requirements. Only when these two requirements have been met can the user proceed with the creation of their account.

3.6.2 Incorrect Username/Password

If the user inputs an incorrect username/password associated with an account, the system shall warn the user that the username/password is incorrect and state that they should re-enter their login information. The option "Forgot Username" and "Forgot Password" will also be available for users to click on the login interface which will redirect them to another page. On this page,

users will have the ability to enter some account information such as their email address or phone number (depending on which method they prefer to be contacted with) and answer a few security questions regarding their account to see if it aligns with the information in the database. The user would also have the alternative to contact customer service to access their account information in the system's database if they are having more nuanced trouble with logging in through an MTA (mail transfer agent). If the user fails to type in the correct password associated with the correct username 3 times, the system shall lock the user's account until further action is taken with the customer service department for security purposes of the user's account.

3.6.3 Exceeding Ticket Purchases

If the user attempts to check out their shopping cart with more than 4 movie tickets, the system shall warn the user to remove x number of tickets until the total amount is equal to or less than 4.

3.6.4 Failed Payment Transaction

If the user fails to finalize their payment transaction through means such as insufficient funds in their selected payment option (notified by the bank associated with the third-party gate system) or incorrect card information, then the system shall notify the user to either select another payment method or to re-enter their card information. Once the user has provided the correct payment information, then will the system proceed with the payment process.

3.6.5 Invalid Digital Ticket Barcode

If the user attempts to scan an expired ticket barcode of their device for a movie at any of our movie theater locations, the system's ticket validation process will notice that the ticket's information (ie. ticket ID, movie theater location, showtime, and date of ticket usability) does not align with the database and notify the staff at the movie theater location.

3.6.6 Unavailable Seating in Seating Map

If the user attempts to select a seat on the seating map that is already taken (denoted by an X marker), the system shall inform the user that the seat they are currently attempting to reserve has already been taken. The system will then prompt the user to select another available seat.

3.6.7 Invalid Promo Code

If the user inputs an invalid promo code during checkout, the system shall warn the user that the code is expired/invalid, and to proceed with or without another code.

3.6.8 If the user attempts to redeem their rewards points when they have not accumulated enough points (1000 per free movie ticket), the system shall warn the user that they cannot proceed with their purchase.

3.6.9 Incompatible Device for Portable Streaming

If the user's device does not meet the system's requirements to stream the movie online after a successful purchase, the system shall notify the user that their device does not meet the streaming requirements and to use another device that does qualify.

3.7 Design Constraints

Specify design constraints imposed by other standards, company policies, hardware limitation, etc. that will impact this software project.

3.8 Logical Database Requirements

Will a database be used? If so, what logical requirements exist for data formats, storage capabilities, data retention, data integrity, etc.

3.9 Other Requirements

Catchall section for any additional requirements.

4. Analysis Models

List all analysis models used in developing specific requirements previously given in this SRS. Each model should include an introduction and a narrative description. Furthermore, each model should be traceable the SRS's requirements.

4.1 Sequence Diagrams

4.3 Data Flow Diagrams (DFD)

4.2 State-Transition Diagrams (STD)

5. Change Management Process

Identify and describe the process that will be used to update the SRS, as needed, when project scope or requirements change. Who can submit changes and by what means, and how will these changes be approved.

A. Appendices

Appendices may be used to provide additional (and hopefully helpful) information. If present, the SRS should explicitly state whether the information contained within an appendix is to be considered as a part of the SRS's overall set of requirements.

Example Appendices could include (initial) conceptual documents for the software project, marketing materials, minutes of meetings with the customer(s), etc.

A.1 Appendix 1

A.2 Appendix 2