Requirement Specification Document

for

Airline Rating

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1. **Introduction**

**1.1 Purpose**

Airline Rating system is a system in which users can look up for rating and reviews of a specific airline before spending a heavy amount of money on the plane tickets. This airline rating and leave feedback software enables users to have complete information about the airline before they book a seat. The customers can leave their feedback of their experiences and save the future users from making a wrong decision. As the rating system will obviously have categories to assure the passengers trust and traveling experience. This is a quantitative methodology for measuring airline quality.

**1.2 Document Conventions**

Times New Roman size font 12 for normal text

Times New Roman font size 14 and bold for headings

**1.3 Intended Audience and Reading Suggestions**

The document is intended for developers, project managers, users, testers, and documentation writers. It contains all the features of our systems along with their use cases and model

**1.4 Product Scope**

This system aims to provide travelers all the details about the airlines before the make the decision of traveling with them. It gives overall rating based on their food, their infatuation and hospitality.

1. **Overall Description**

**2.1 Product Perspective**

There is no existing system which rates the airline for travelers thus this is a new self-contained product.

**2.2 Problem Domain**

The problem domain is Airline Rating.

## 2.3 Problem

Most of the customers spend massive amount of money on airlines yet have bad experiences for example bad food, broken seats or rude staff. But with Airline Rating customers can learn from other people’s experiences and not waste their money and will know where to put their money for a comfortable trip

## 2.4 Solution Domain

Travelers who have already traveled with a specific Airline will leave their feedback on the food the airline provides, the infrastructure of the plane mainly the seats and behavior of the staff. Finally, an overall rating is given to the airline form the scale of 1 to 10. In this way future customers will know how good or bad the airline is

# System Features

* Login
* Search Airline
* Check rating
* Leave Feedback

## 3.1 Login

## 3.1.1 Description: The user either logins with his existing account or signs up for a new account in order to check ratting of a specific airline

## 3.2 Search Airline

### 3.2.1 Description: The user enters the airline name and after the systems checks its validity and availability in the database it displays all the information for that airline for example their menu their rating the comments of the previous user’s, pictures of the plane.

## 3.3 Check Rating

* + 1. **Description:** The user clicks Check rating form the homepage and enters the region and after the systems checks its validity and availability in the database it displays all the ratings of the airlines of that area

## 3.4 Leave Feedback

### Description: The user clicks Leave feedback the homepage and enters the airlines name and his details to rate his experience on the flight he attended. He completes the survey the system asks his to compete and leaves a comment if he wants to. The system computes the rating and saves it.

# System Use Cases

## 4.1 Login Use Case

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID:** | Air-1.1 | | | |
| **Use Case Name:** | Login | | | |
| **Created By:** | Maham Jamil, Prima Rose | | **Last Updated By:** | Maham Jamil, Prima Rose |
| **Date Created:** | 9th August 2020 | | **Last Revision Date:** | 17th August 2020 |
| **Actors:** | | Travel Customer | | |
| **Description:** | | Login to the account | | |
| **Trigger:** | | Click Login | | |
| **Preconditions:** | | Valid email and password | | |
| **Postconditions:** | | Takes to homepage | | |
| **Normal Flow:** | | 1. User will select from exiting user or new user 2. User clicks login 3. System verifies login details 4. System will take the user to homepage | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | | 1a. In step 1 of the normal flow, the customer is asked if he is an existing user or new user   1. The user selects existing user 2. The system asks to input email and password 3. The user enters email and password 4. The user clicks login 5. The system checks if it’s a valid email address and password 6. Use case resume to step 2   1b. In step 1 of the normal flow, the customer is asked if he is an existing user or new user   1. The user selects new user 2. System displays a form and asks the user to enter Name, Email, password, city and country in order to make a new account. 3. The user enters all the details 4. The system sends a verification email 5. User confirms verification 6. Systems creates a new account 7. Use case resume to step 2 | | |
| **Exceptions:** | | 1b 3. In step 1 of the normal flow, the customer is asked to enter email address   1. If the email address is no a valid address 2. System asks the user to re-enter email 3. User enters email again 4. Use case resumes to step 3 of the normal flow | | |
| **Includes:** | | none | | |
| **Frequency of Use:** | | On demand | | |
| **Special Requirements:** | | none | | |
| **Assumptions:** | | The email entered is valid | | |
| **Notes and Issues:** | | Is compulsory to login in order to check rating | | |

## 4.2 Search Use Case

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID:** | Air-1.2 | | | |
| **Use Case Name:** | Search Airline | | | |
| **Created By:** | Maham Jamil, Prima Rose | | **Last Updated By:** | Maham Jamil, Prima Rose |
| **Date Created:** | 9th August 2020 | | **Last Revision Date:** | 13th August 2020 |
| **Actors:** | | Travel Customer | | |
| **Description:** | | Searching different airlines | | |
| **Trigger:** | | Click search icon | | |
| **Preconditions:** | | Login Verification  Information of the airline searched available in the database | | |
| **Postconditions:** | | Airline information displayed | | |
| **Normal Flow:** | | 1. User will click on the search bar on the top of the homepage 2. User will type the name of the airline 3. User will click search 4. System searches for the airline in the database if its available 5. System displays the pictures of the plane 6. System displays the menu of the food served for breakfast lunch dinner and tea. 7. System displays the seating plan and available seats of the plane 8. System displays the overall rating of the airline 9. User clicks close 10. System will take the user back to homepage | | |
| **Exceptions:** | | 2a. In step 2 of the normal flow, if the customer enters invalid airline name   1. Systems displays Error for invalid airline name 2. System asks to re-enter name 3. User enters a valid name 4. Use case resume to step 4 | | |
| **Includes:** | | Login use case  Check rating Use Case | | |
| **Frequency of Use:** | | On demand | | |
| **Special Requirements:** | | none | | |
| **Assumptions:** | | Airlines of the region the customers search from are only displayed | | |
| **Notes and Issues:** | | Is compulsory to login in order to check rating  Only national airlines are displayed or worldwide | | |

## Check Rating Use Case

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID:** | Air-1.3 | | | |
| **Use Case Name:** | Check Rating | | | |
| **Created By:** | Maham Jamil, Prima Rose | | **Last Updated By:** | Maham Jamil, Prima Rose |
| **Date Created:** | 9th August 2020 | | **Last Revision Date:** | 13th August 2020 |
| **Actors:** | | Travel Customer | | |
| **Description:** | | Check rating of different airlines | | |
| **Trigger:** | | Click check rating | | |
| **Preconditions:** | | Login Verification  Airline of the region exist in the database | | |
| **Postconditions:** | | Rating displayed | | |
| **Normal Flow:** | | 1. User will select Check Rating from two options check rating and leave feedback on homepage 2. System asks to enter the region for which the user wants to check airline ratings for 3. The user enters country’s name 4. System displays the overall ratings for all the airlines of the region starting from the highest rating to the lowest 5. User clicks close 6. System asks if user wants to check rating of another region 7. System will take the user back to homepage | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | | 6a. In step 6 of the normal flow, the customer is asked if he wants to check rating of another region.   1. If user selects yes 2. Use case resume to step 3   6b. In step 10 of the normal flow, the customer is asked if he wants to check rating of another region.   1. If user selects no 2. Use Case resumes on step 7 | | |
| **Exceptions:** | | 3a. In step 3 of the normal flow, if the customer enters invalid country name   1. Systems displays Error for invalid country name 2. System asks to re-enter name 3. User enters a valid name 4. Use case resume to step 4 | | |
| **Includes:** | | Login use case  Search use case | | |
| **Frequency of Use:** | | On demand | | |
| **Special Requirements:** | | none | | |
| **Assumptions:** | | Airlines of the region exist in the database | | |
| **Notes and Issues:** | | Is compulsory to login in order to check rating  Only national airlines are displayed or worldwide | | |

## Leave Feedback Use Case

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID:** | Air-1.4 | | | |
| **Use Case Name:** | Leave Feedback | | | |
| **Created By:** | Maham Jamil, Prima Rose | | **Last Updated By:** | Maham Jamil, Prima Rose |
| **Date Created:** | 9th August 2020 | | **Last Revision Date:** | 13th August 2020 |
| **Actors:** | | Travel Customer | | |
| **Description:** | | Leave feedback for the airline on which he/she travelled | | |
| **Trigger:** | | Click leave feedback | | |
| **Preconditions:** | | Login Verification | | |
| **Postconditions:** | | Rating of the Airline is updated | | |
| **Normal Flow:** | | 1. User will select leave feedback from two options check rating and leave feedback 2. System will ask the user to fill a form 3. Customer will type the name of the airline 4. System asks for client name and number 5. User enters his/her information 6. System asks for a short survey 7. User completes that survey 8. System asks to give points to airline from 0 to 10 9. User enters points 10. System asks for further adding comments 11. User add comments if he/she wants. 12. The system computes the overall rating and saves it 13. System takes back to the main menu/homepage | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | | 10a. In step 10 of the normal flow, the customer is asked if he wants to add comments.   1. User adds comment 2. System saves the comment 3. Use case resume to step 12   10b. In step 10 of the normal flow, the customer is asked if he wants to add comments.   1. The user leaves it blank 2. Systems checks the comment 3. Use case resumes to step 12 | | |
| **Exceptions:** | | 10a. In step 10 of the normal flow, if the customer adds some inappropriate comments   1. Delete those comments 2. Message to customer to re-enter comments 3. Customer adds appropriate comments 4. Use Case resumes on step 12 of normal flow | | |
| **Includes:** | | Login use case  Search use case | | |
| **Frequency of Use:** | | On demand | | |
| **Special Requirements:** | | None | | |
| **Assumptions:** | | Airlines of the region the customers search from are only displayed | | |
| **Notes and Issues:** | | Is compulsory to login in order to leave feedback  Only national airlines are displayed or worldwide | | |

# 

# Functional Requirement:

* User shall be able to search an airline and find its rating and information
* The user shall be able to leave feedback for the airline
* The system shall compute rating of the airline after user leave feedback
* The system shall update airline rating daily based on the feedbacks
* Ever user shall have a username and password to login
* User shall be able to make a new account of account not already made

1. **Quality Requirement:**

A hierarchy of eight quality characteristics, each composed of sub-characteristics.

## 6.1 Functional suitability:

1. Correctness: The user shall only login with the correct password to ensure reliability.
2. Completeness: All the features shall be working

## 6.2 Performance Efficiency :

1. Time behavior: The system shall give the desired output in minimum time.
2. Capacity: The system shell has a capacity to store the reviews and also booking of the people.
3. The system shall be lightweight so all devices can run it.

## 6.3 Compatibility:

1. Coexistence: The system shell handles successfully keeping the integrity of software.

## 6.4 Usability

1. Accessibility: Users shall access it anytime and anywhere on their devices with the stable Internet connection.
2. User error protection: The system shall be error free. It shall not crash unless the internet is not provided properly.
3. Operability: The system shall be easy to learn, manageable and user friendly

## 6.5 Reliability

1. The system shall be fault tolerant.
2. Mature ability.
3. The system shall be recoverable.
4. The system shall provide accurate information.
5. The system shall be easy to use with 24/7 help available online

## 6.6 Security

1. Integrity: The system shall keep the information of the user confidential.
2. Accountability: The system shall implement customer privacy provisions as set out in HStan-03-2006-priv.
3. Confidentiality: System shall keep the information of the user confidential.
4. Authenticity: The shell does not let the user login without the correct id and password.

## 6.7 Maintainability

1. Reusability
2. Analyzability

## 6.8 Portability

1. Adaptability: The system shall be adaptable in any system.
2. Install ability: The system shall be installed able on any device.
3. Reusability: The system shall be reused.

**9. Appendix A: Glossary**

None