# **Proposed System**

## **Overview**

The proposed system will afford the potential traveler a greater degree of flexibility. Specifically, the proposed system will be accessible from anywhere; all that will be required is the use of an Internet-enabled device on which a compatible web browser is installed. And since the proposed system will be available online, it will, for the most part, be offered as an around-the-clock service, making its use far more convenient than those that are agent-based. Keep in mind that agent-based services can be off-putting to potential travelers due to the physical location from which they operate and their hours of operation. Importantly, the proposed system will offer a sufficient degree of transparency and accuracy, as every piece of information that is pertinent to a user-associated transaction will not only be made available to the potential traveler but also be as up-to-date as possible, facilitating and bolstering the overall decision-making process. Speaking of which, the proposed system will be as user-friendly as possible and will even strive to conform to the latest Web Content Accessibility Guidelines (WCAG) and Americans with Disabilities Act (ADA) standards in its design, making navigating the system interface no less than an intuitive experience. Not to mention, the proposed system will grant the potential traveler the ability to willingly cancel an in-process booking transaction at any time. Finally, the proposed system will disallow the collection and storage of any traveler-associated personally identifiable information (PII) as well as the processing of monetary transactions, mitigating the potential risk of the potential traveler being personally exposed.

## **Conceptual Model – User Scenarios**

### **User**

A user is any person who uses the proposed system (henceforth referred to as AirlineTravelReservation or ATR for short) to book a reservation for a flight. Moreover, a user is assumed to have access to an Internet-enabled device on which a compatible web browser is installed. Also, a user requires the ability to travel to and from any ATR-listed airport at any date and time of their choosing. A user requires a user-friendly experience and complete transparency when interacting with the ATR interface – that is, any information resulting from the user interacting with the ATR interface must be pertinent, complete, and accurate. Finally, a user requires the ability to modify and cancel their reservation at any time while interacting with the ATR interface before committing to any in-process transaction.

### **Administrator**

An administrator is any person designated to manage the ATR database. Importantly, an administrator requires an assigned ATR database role that matches their designated level of access. As such, an administrator, based on their assigned role, requires the ability to add, delete, view, and update all ATR database-associated tables and/or records. Finally, an administrator requires the assurance that their interaction with the ATR database will not adversely impact any in-process and/or committed user-associated transaction.

## **Functional Model - Use Case Model**

The varying functionalities that the proposed system will provide and the way they relate to one another are described using the below use-cases.

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| **Participating Actor** | **Use Cases** |
| User | 1. Flight Search 2. Flight Review 3. Flight Booking |
| Administrator | 1. Add/Delete/Modify Record |

### **Flight Search**

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| **Name** | Flight Search |
| **Description** | This use case describes the scenario during which the user searches for available flights based upon a desired set of criteria. |
| **Participating Actor** | User |
| **Flow of Events** | 1. The user selects the type of flight (i.e., one-way, round-trip, and/or multi-city) and seat (i.e., economy, premium economy, business, and/or first class) desired. 2. The user inputs their desired departure and arrival airports. 3. The user selects their desired departure date. 4. The user quantifies the number of travelers by type (i.e., adult, children, and/or infant).    1. If a traveler is a child between 2 and 17 years of age, the ATR interface requires the user to quantify the age of the traveler.    2. If a traveler is an infant younger than 2 years of age, the ATR interface requires the user to quantify the age of the traveler and whether the traveler will travel on the lap of an older traveler or in a properly secured safety seat. 5. The user executes the search for available flights. 6. The results of the search are displayed on the ATR interface. |
| **Entry Conditions** | * The user navigates to the ATR website. * The user has a desired departure and arrival airport. * The user has a desired departure date and time as well as arrival date and time. * The user has a desired type of flight and seat. |
| **Exit Conditions** | * The ATR application displays information that is pertinent to the search that the user executed. |
| **Quality Requirements** | * The ATR website must be available to the user over the Internet no less than 90 percent of the time (and 99.9 percent of the time if hosted across multiple AWS server instances across two or more availability zones). * The search results must be displayed in 15 seconds or less. * The search results must list the following:   + The cost of the flight per traveler.   + The departure and arrival airports.   + The departure date and time.   + The arrival date and time.   + The flight operator and flight number.   + The duration of the flight.   + Whether the flight is nonstop and if not, the number of stops that will occur between the listed departure and arrival airports (with each stop listing their duration and the airport where they occur). * All displayed time values must match the time zone of the user. |

### **Flight Review**

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| **Name** | Flight Review |
| **Description** | This use case describes the scenario during which the user reviews the information that resulted from their search for available flights using their selected set of desired criteria. |
| **Participating Actor** | User |
| **Flow of Events** | 1. The user sorts the results of their search by a desired criterion (i.e., price, departure time, arrival time, flight duration, number of stops, and flight operator) in ascending or descending order. 2. The user scrolls through the list of available flights. 3. The user selects a potential flight for further review. 4. A modal window that features additional details for the selected flight is displayed. 5. The user makes one of the following choices:    1. The user exits the modal window and repeats steps 2 through 5 for another potential flight.    2. The user elects to book the selected flight. |
| **Entry Conditions** | * The user is on the ATR website. * The results from the search for available flights are displayed on the ATR interface. |
| **Exit Conditions** | * The user elects to book a selected flight. |
| **Quality Requirements** | * The ATR website must be available to the user over the Internet no less than 90 percent of the time (and 99.9 percent of the time if hosted across multiple AWS server instances across two or more availability zones). * The customer must have access to information that is complete, accurate, and up-to-date. * The modal window with the additional details for the selected flight must be displayed in 15 seconds or less. * The modal window must list the following:   + The cost of the flight per traveler.   + The number of travelers by type.   + The number of seats available by type.   + The departure and arrival airports along with their geographic coordinates and local weather (if time permits).   + The departure date and time.   + The arrival date and time.   + The flight operator and flight number.   + The duration of the flight.   + Whether the flight is nonstop and if not, the number of stops that will occur between the listed departure and arrival airports (with each stop listing their duration and the airport where they occur).   + Any special conditions pertaining to the booking transaction (e.g., refundability, cancellations allowance and penalties, discounts extended by the flight operator, etc.). * All displayed time values must match the time zone of the user. |

### **Flight Booking**

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| **Name** | Flight Booking |
| **Description** | This use case describes the scenario during which the user modifies, cancels and/or finalizes a booking transaction after reviewing the additional details for a selected flight. |
| **Participating Actor** | User |
| **Flow of Events** | 1. The user reviews the additional details for the selected flight. 2. The user makes one or a combination of the following choices:    1. The user reviews the additional details for the selected flight.    2. The user exits the modal window and repeats steps 2 through 5 from the Review Flights use case for another potential flight.    3. The user reviews and alters the modifiable details for the selected flight.    4. The user commits to and finalizes the booking transaction for the selected flight.       1. The ATR website requests that the user performs a final review of and confirmation of the additional details before finalizing the booking transaction for the selected flight.    5. The user abandons the transaction and navigates away from the ATR website. 3. The user |
| **Entry Conditions** | * The user is on the ATR website. * The user scrolled through the list resulting from their search of available flights and selected a potential flight. * A modal window that features additional details for the selected flight is displayed. |
| **Exit Conditions** | * The user receives a confirmation message on the modal window that their transaction has been processed. * The user exits the modal window and repeats steps 2 through 5 from the Review Flights use case for another potential flight. * The user abandons the transaction and navigates away from the ATR website. |
| **Quality Requirements** | * The ATR website must be available to the user over the Internet no less than 90 percent of the time (and 99.9 percent of the time if hosted across multiple AWS server instances across two or more availability zones). * The customer must have access to information that is complete, accurate, and up-to-date. * In the event of an extended loss of Internet connectivity, any user-associated transaction that is in the process of being finalized must be completed. |

### **Add/Delete/Modify Record**

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| **Name** | Add/Delete/Modify Record |
| **Description** | This use case describes the scenario during which the administrator adds, deletes, and modifies the ATR database flight records. |
| **Participating Actor** | Administrator |
| **Flow of Events** |  |
| **Entry Conditions** |  |
| **Exit Conditions** |  |
| **Quality Requirements** | * The ATR database must always be available to the administrator. |

## **Analysis Model – Object Model**