### 3.3 Overview of the existing system

We have drawn our DFD on ticket management process of Bangladesh Railway. We have tried to depict the real situation of picket management process.

The whole process starts with the customer. Customer enter own information at the very beginning. Then our first process of ticket inquiry starts. This process is further divided into three sub processes- “Select Route”, “Select Class” and “Select Time”.

In these three processes, customer has to select desired route, class and time for the ticket. Based on the query of customer, system will check whether ticket is available or not as per user demand. And information of ticket availability comes from a database of “Record of Reservation”.

Next process is about ticket selecting the process of ticket purchase. As purchase can be online or offline, our ticket purchase process is also divided into two sub processes. Both online and offline process take customer to the next process named “Payment”.

For online purchase, payment will be through mobile banking and for offline purchase, payment is done by cash. Data of different ticket fare comes from a database called “Ticker Fare Details File”.

After payment confirmation, new reservation information is updated in the “Record of Reservation” database.

“Issue Ticket” is our next process. After allocating seat for the customer, ticket is issued to the customer. Customer can get a hard copy or a soft copy based on the selected purchasing process. And that’s how whole ticket management process ends here