



American International University-Bangladesh (AIUB)

Department of Computer Science

Faculty of Science & Technology (FST)

EVENT BOOKING

A Software Quality and Testing Project Submitted
By

Semester: Summer_24_25				Section: B	Group No:3
SL	SN	Student Name	Student ID	Individual Contribution (in %)	Total Marks: 50
					Earned Marks:
A	10	MAIASHA SULTANA	21-45492-3	98%	
B	11	MD REZWAN NABI	21-45752-3	95%	
C	12	SADIA AFROSE	21-45820-3	93%	
D	13	RADIA YESMIN OISHI	21-45908-3	90%	

The project will be Evaluated for the following Course Outcomes

EVALUATION CRITERIA	Total Marks (50)	
Revision History, Test Plan Identifier, Reference Materials, Problem Background, Solutions	[10 Marks]	
Requirements Specification (System feature, Quality Attributes, System Interface, Project Requirements)	[10 Marks]	
Item Not to be tested, Testing approach (Testing levels, tools, meetings), Test cases	[10 Marks]	
Item pass/fail criteria, Test deliverables, Staffing and Training, Responsibilities, Scheduling, Risk	[10 Marks]	
Approval, Format, Submission, and Defense	[10 Marks]	

Software Test Plan

for

<EVENT BOOKING>

Version 7.0 approved

Prepared by <Maiasha Sultana>

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<American International University-Bangladesh (AIUB)>

<16 September 2025>

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Revision History

Revision	Date	Updated by	Update Comments
0.1	2025.09.13	Maiasha Sultana	System Interface
0.2	2025.09.13	Md Rezwan Nabi	System Interface
0.3	2025.09.14	Sadia Afrose	UI/UX design
0.4	2025.09.15	Maiasha Sultana	System Interface
0.5	2025.09.16	Radia Yesmin Oishi	Gantt Chart
0.6	2025.09.16	Sadia Afrose	Pass/fail criteria
0.7	2025.09.16	Md Rezwan Nabi	Test Case

1. TEST PLAN IDENTIFIER: AT-TP01.3

2. REFERENCE MATERIALS

1. Karim, M., & Sultana, R. (2023). *College event management system survey*. **International Research Journal of Modernization in Engineering, Technology and Science**, 5(11), 258–263.
https://www.irjmets.com/uploadedfiles/paper/issue_11_november_2023/45827/final/fin_i_rjmets1699242577.pdf
2. Silvers, J. (2017). Event management research: The state of the art. **Event Management**, 21(1), 1–12. <https://doi.org/10.3727/152599517X14855497412707>
3. Bramhe, M. V., Waghmare, A., Awate, B., Rao, K., Kadu, A., & Dangre, T. (2024). *Online event management system: A critical review of research findings and methodologies*. **International Journal of Innovations in Engineering and Science**, 9(5), 11–13. <https://doi.org/10.46335/IJIES.2024.9.5.3>
4. Ganiyu, M., Egwuche, O. S., & Adekunle, K. O. (2024). *Online events booking and reservation system*. **ResearchGate Project**. Retrieved from ResearchGate.
5. Web Technology project- Event Booking.

3. INTRODUCTION

3.1 Background to the Problem

The event booking sector tackles the difficulty of effectively managing the reservation of venues, tickets, or services for occasions that can range from intimate gatherings to large conferences and performances. Usually, the issues in this area arise from the challenges of coordinating several parties' attendees, organizers, venues, and service providers across various systems and platforms. This leads to problems like double bookings, unavailability of real-time information, poor communication, and complications in processing payments and cancellations.

Addressing this issue is extremely important because inefficient event booking can cause major financial losses, unhappy customers, and wasted resources. For those organizing events, having a smooth booking system is necessary to maximize attendance and revenue while reducing logistical mistakes. Attendees, on the other hand, greatly benefit from dependable and easy-to-use booking experiences to aid in their planning and participation. With the growing dependence on online platforms and the variety of event types, creating a common, efficient, and transparent booking process helps everyone involved by improving operational efficiency, enhancing user satisfaction, and enabling growth in the rapidly changing events industry. This mutual understanding helps ensure that all stakeholders are aligned with the project's objectives and recognize why the solution is essential in this context.

3.2 Solution to the Problem

To tackle the issues faced in the event booking sector, any proposed software and solutions need to concentrate on simplifying workflows, improving communication, and enhancing the user experience while effectively achieving business goals.

Proposed Solutions and Their Appropriateness

- Centralized Event Booking System
- Integration of Secure Online Payments
- Incorporated Communication Tools
- Data Analysis and Reporting
- Customization and Adaptability
- User-friendly Design.

This solution is particularly well-suited as it directly addresses the underlying issues of inefficiency, miscommunication, and fragmentation in event booking. It allows for growth and flexibility regardless of event size or type, aligning with business aims of boosting revenue, enhancing user experience, and reducing operational mistakes. Additionally, this solution is practical with modern technology, and the readily available development tools and cloud resources make it cost-effective to implement and manage.

The software in question is a comprehensive system for Event Booking aimed at making the booking process easier and more efficient for venues and ticketing. Its main goal is to create a single platform where event organizers, venue managers, and participants can effectively handle all aspects such as event information, registrations, payments, and communications.

Objectives and goals of the software:

- Prevent double bookings and scheduling issues
- Boost revenue from bookings by enhancing user experience
- Ensure effective and timely communication among all parties involved
- Support decision-making based on data
- Accommodate a variety of events of different types and sizes for wider usability

Numerous software applications and research studies reveal the advantages and capabilities of event booking systems, showcasing both their essential features and some of their drawbacks.

1. Investigations into technologies such as Spring Boot, Angular, and MySQL highlight the importance of improving payment gateway integration, providing advanced analytics, and developing unified communication tools to fix issues found in older systems.

2. Commercial platforms like Cvent, Eventbrite, Bizzabo and Whova deliver thorough event management services, offering functionalities like registration, ticket sales, real-time analytics, mobile applications, and marketing resources.
3. Meanwhile, tools such as Planning Pod, Amilia, and Event leaf concentrate on automating the management of venues, catering services, billing processes, and engaging attendees.
4. Platforms that prioritize user experience, such as Event Bookings and Time.ly, concentrate on making ticket sales and venue scheduling easier.

These available solutions demonstrate the effectiveness of integrated event booking software and show a range of customizable features that can be adapted to meet various project requirements. Many of these platforms emphasize cloud-based, scalable designs that facilitate remote control and teamwork, aligning with today's business goals of efficiency and accessibility.

4. REQUIREMENT SPECIFICATION

4.1 System Features

1. System Login

Functional Requirements

- 1.1 The software allows users to login with their username and password.
- 1.2 If the username and/or password are entered incorrectly more than three times, the system shall generate a random verification code for reattempting login.
- 1.3 If the login attempt exceeds five times, the system shall block the user account for one hour.

Priority Level: High

Precondition: user have valid user id and password.

Cross reference: Registration, User Profile

2. Registration and Verification

- 2.1 The system shall allow new users to register by providing details such as full name, email address, phone number, and password.
- 2.2 The system shall validate input fields (e.g., email format, phone number format, password strength).

- 2.3 The system shall send a verification email or SMS with a one-time code (OTP) or activation link to confirm account creation.
- 2.4 The system shall allow users to verify their account by entering the OTP or clicking the verification link.
- 2.5 The system shall prevent login until the user account has been successfully verified.
- 2.6 The system shall prevent duplicate registration using the same email or phone number.
- 2.7 If the user fails to verify the account within a specified time (e.g., 24 hours), the system shall deactivate the pending registration.

Priority Level: High

Precondition: User must not have an existing account.

Cross reference: Login, User Profile, Home page

3. Home page

- 3.1 The system shall display a homepage that serves as the main entry point for all users (registered users, admin).
- 3.2 The homepage shall display upcoming events, featured events, and popular categories.
- 3.3 The homepage shall include a service allowing users to search events by name or category.
- 3.4 The homepage shall provide navigation menus to access key features such as Logout, Registration, Event Categories, My Bookings, and Contact Us.
- 3.5 The system shall display promotional banners, discounts, or announcements on the homepage.
- 3.6 For logged-in users, the homepage shall display personal recommendations based on past bookings or preferences.
- 3.7 The system shall ensure that all homepage content is responsive and accessible on different devices (desktop, tablet, mobile).

Priority Level: High

Precondition: User must have an account.

Cross reference: User profile, Dashboard, Services, Contact, Notification, Logout

4. User Profile

- 4.1 The system shall allow each registered user to create and manage their personal profile.
- 4.2 The profile shall store user information such as full name, email address, phone number, gender, date of birth, and profile picture.

4.3 The system shall allow users to update or edit their profile details any time, except for email (require re-verification).

4.4 The system shall allow users to change their password securely through profile settings.

4.5 The system shall display booking history and upcoming events in the user's profile section.

4.6 The profile shall allow users to manage saved payment methods.

4.7 The system shall ensure sensitive information (e.g., password, payment details) is encrypted and not directly visible.

4.8 The system shall allow users to deactivate or delete their profile/account if requested.

Priority Level: High

Precondition: User must have an existing account.

Cross reference: Dashboard, Events, logout

5. Service

5.1 The software allows users to select an event.

5.2 The system shall verify ticket availability before confirming the booking.

5.3 The system shall allow users to select seat categories (VIP, General, etc.).

5.4 A booking confirmation shall be generated with a unique booking ID.

Priority Level: High

Precondition: User must be logged in.

Cross reference: Ticket, Payment, Check- In

6. Dashboard

6.1 The system shall display a personalized dashboard for logged-in users.

6.2 The dashboard shall show a summary of the user's recent activities, including upcoming booked events, past booking history, and payment status.

6.3 The dashboard shall provide quick links to important features such as "Venue," "Events," "Payments," and "Attendee List."

Priority Level: High

Precondition: User is logged in.

Cross reference: Calander, Venue, Events, Home page, Payment, Attendee, Ticket

7. Notifications

- 7.1 The system shall send notifications to users regarding booking confirmations, payment status, event reminders, and cancellations.
- 7.2 The system should support multiple notification channels (e.g., email, SMS, in-app alerts).
- 7.3 The system shall display a notification panel within the user dashboard showing recent updates.
- 7.4 The system allows users to configure notification preferences (e.g., email only, SMS only, both).
- 7.5 The system shall ensure timely delivery of critical notifications (e.g., schedule changes, cancellations).
- 7.6 The system shall mark notifications as read/unread for better user tracking.

Priority Level: High

Precondition: User has an active account or booking.

Cross reference: Events, services, Payment, Home page, Venue

8. Contact & Support

- 8.1 The system shall provide a “Contact Us” section accessible from the home page and dashboard.
- 8.2 The system allows users to submit queries or complaints via a contact form (name, email, subject, message).
- 8.3 The system should provide direct support options, such as email address, phone number, or live chat (if enabled).
- 8.4 The system shall generate a unique ticket ID for each support query for tracking purposes.
- 8.5 The system shall allow administrators/support staff to respond to user queries and update ticket status.
- 8.6 The system shall provide a FAQ/help section for quick answers to common issues.

Priority Level: Medium

Precondition: User visits the contact section.

Cross reference: Home page

9. Calendar

9.1 The system shall allow users to view upcoming events in calendar format

9.2 The system shall allow organizers to add or edit events on the calendar.

9.3 The system shall provide notifications/reminders for scheduled events.

Priority Level: Medium

Precondition: User must be logged in

Cross Reference: Dashboard

10. Attendee

10.1 The system shall allow attendees to register for an event.

10.2 The system shall allow viewing attendee lists for organizers.

Priority Level: Medium

Precondition: User must be logged in

Cross Reference: Dashboard

11. Ticket

11.1 The system shall allow users to purchase tickets

11.2 The system shall allow users to download or receive tickets via email.

Priority Level: High

Precondition: User must be logged in

Cross Reference: Services, Dashboard

12. Venue

12.1 The system shall allow organizers to add venue details

12.2 The system shall allow mapping of venues to specific events.

Priority Level: High

Precondition: User must be logged in

Cross Reference: Dashboard

13. Events

13.1 The system shall allow users to view event details.

13.2 The system shall link events with venue and ticketing.

Priority Level: High

Precondition: User must be logged in

Cross Reference: Events, Dashboard, Ticket, Venue

14. Check In

14.1 The system shall validate ticket authenticity at the venue

14.2 The system shall update attendee status to Checked in.

Priority Level: Medium

Precondition: User must have a valid purchased ticket.

Cross Reference: Venue, Ticket, Dashboard

15. Payment

15.1 The system shall allow users to select a payment method

15.2 The system shall generate an invoice/receipt after successful payment.

Priority Level: High

Precondition: User must have selected a ticket or service.

Cross Reference: Dashboard, Ticket, Services

16. Logout

16.1 The system shall allow users to log out securely.

16.2 The system shall redirect the user to the homepage or login screen

Priority Level: Medium

Precondition: User must have selected a ticket or service.

Cross Reference: User profile, Home page

4.2 System Quality Attributes

QA1 - Usability: A first-time user shall be able to search, select, and book an event ticket in an average of five and a maximum of eight minutes.

Priority Level: High

Precondition: User has access to the system via desktop.

Cross Reference: QA2, QA5

QA2 – Performance: The system shall process booking confirmations within 3 seconds for 96% of transactions.

Priority Level: High

Precondition: Stable internet connection.

Cross Reference: QA1, QA4

QA3 – Reliability: The system shall have an uptime of 99.5% during peak event seasons.

Priority Level: High

Precondition: Hosting server and database are operational.

Cross Reference: QA2, QA6

QA4 – Security: All payment transactions shall be encrypted using SSL/TLS, and sensitive data shall not be stored in plain text.

Priority Level: High

Precondition: User proceeds to checkout/payment gateway.

Cross Reference: QA2, QA5

QA5 – Scalability: The system shall support up to 10,000 concurrent users without performance degradation.

Priority Level: Medium

Precondition: Cloud infrastructure is available.

Cross Reference: QA2, QA3

QA6 – Availability: The system shall be accessible 24/7, with a maximum downtime of 2 hours per month for maintenance.

Priority Level: Medium

Precondition: Scheduled maintenance notification provided to users.

Cross Reference: QA3, QA5

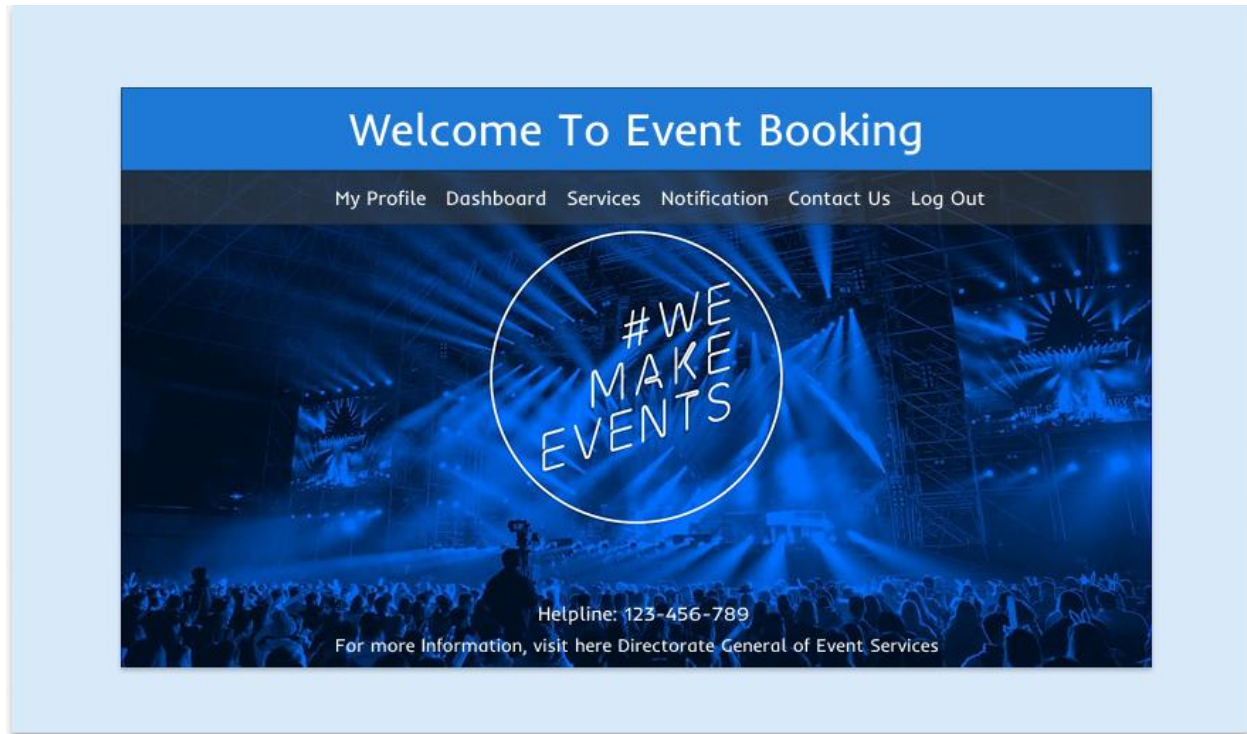
QA7 – Maintainability: System updates (e.g., UI changes, bug fixes) shall be deployed with zero downtime in less than 30 minutes.

Priority Level: Medium

Precondition: Development and staging environment available.

Cross Reference: QA3, QA6

4.3 System Interface

The screenshot shows the login page for "EVENT BOOKINGS". The logo is at the top center. Below it, the word "Login" is centered. The login form contains two input fields: "Email" with the value "sadia.afrose911@gmail.com" and "Password" with masked characters ".....". Below the fields are two green buttons: "Login" and "Reset". At the bottom, there is a link: "Don't have an account?? [Registration](#)".

Registration


Name

Email

Password



Contact

Register Now



OTP Verification

Enter Your Number

 +880 1234-5678910 

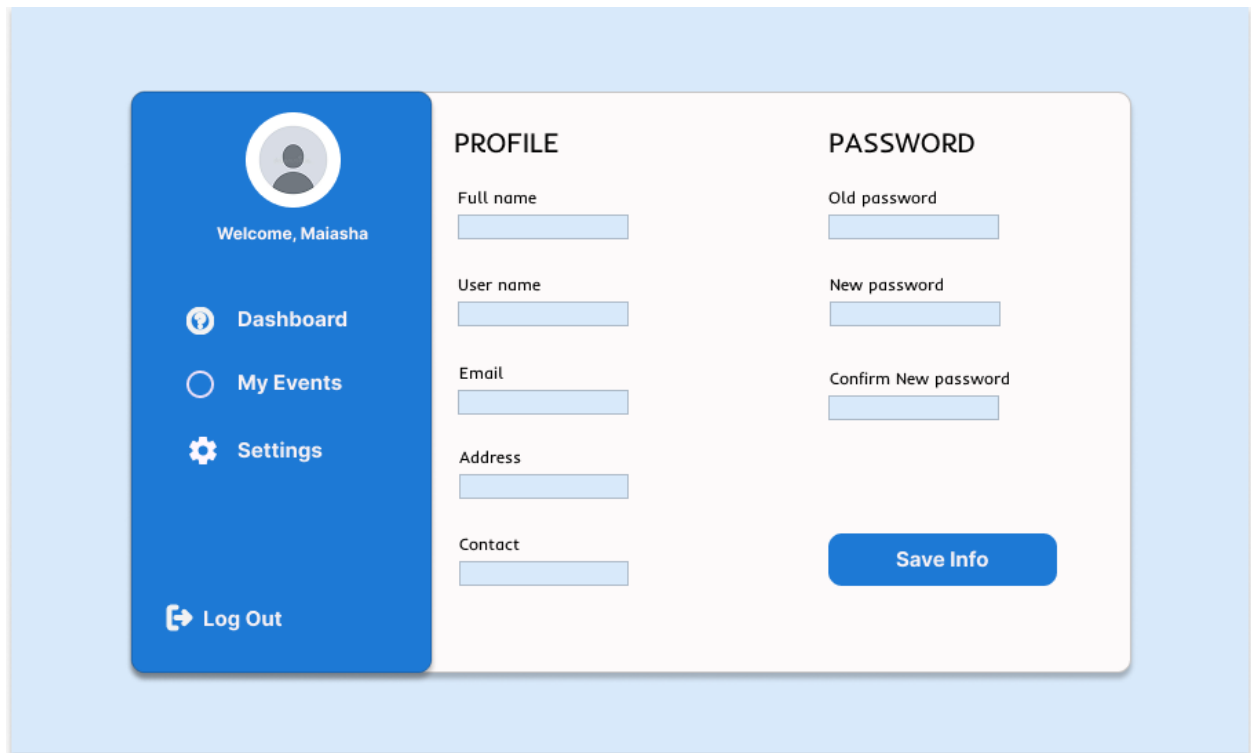
Send Code

Account Verification

Enter Your code here

Verify

Resend Code



This form allows users to manage their profile and password. It features a blue sidebar with navigation options and a main content area with two columns: PROFILE and PASSWORD.

Navigation Sidebar:

- Welcome, Maiasha
- Dashboard
- My Events
- Settings
- Log Out

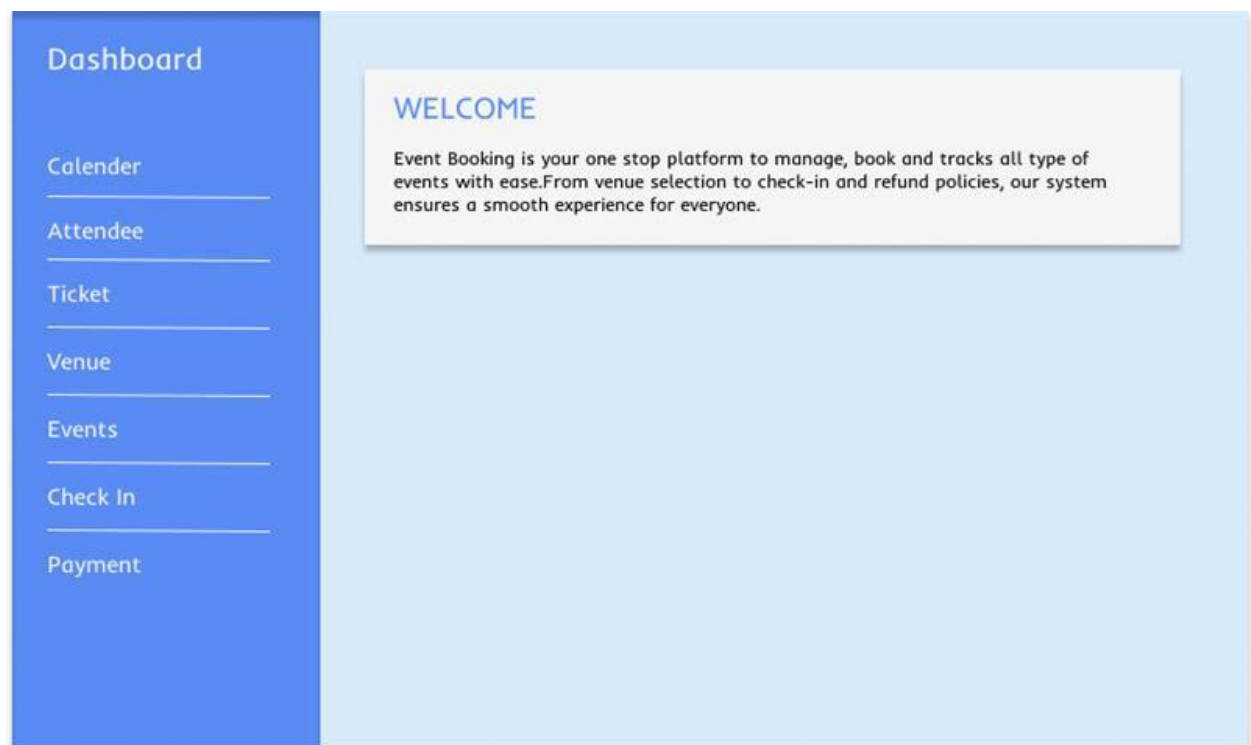
PROFILE Section:

- Full name:
- User name:
- Email:
- Address:
- Contact:

PASSWORD Section:

- Old password:
- New password:
- Confirm New password:

Save Info button



The dashboard provides a quick overview of the system's capabilities. It includes a sidebar with navigation links and a main content area with a welcome message and a brief description of the platform.

Navigation Sidebar:

- Dashboard
- Calender
- Attendee
- Ticket
- Venue
- Events
- Check In
- Payment

WELCOME

Event Booking is your one stop platform to manage, book and tracks all type of events with ease. From venue selection to check-in and refund policies, our system ensures a smooth experience for everyone.

[Dashboard](#) [Notifications](#) [Venue](#) [Refund Policy](#) [Waitlist](#) [Promo Codes](#) [Check-In](#)

Notifications

- Your booking for **Tech Expo 2025** has been confirmed.
- A refund has been issued for **Startup Summit**.
- New event added: **AI Conference 2025**.
- Reminder: **Music Fest** is scheduled for tomorrow.
- Promo code **JUNE25** is now active with 25% discount.
- Booking failed for **Design Workshop** due to a payment error.
- Your waitlist position for **Marketing Bootcamp** has been updated to position 3.

[← Back to Home](#)

Discover Amazing Events

Find and book tickets for the best events happening near you

▼ Filter Events

Upcoming Events

3 events found



Music

October October Easil 2025

📅 Tue, October 15 2025

📍 Central Park, New York

[View Details](#)[Book Now](#)

Technology

Tech Innoviation Conference

📅 Mon, October 20 2025

📍 Convention Center son Francisco

[View Details](#)[Book Now](#)

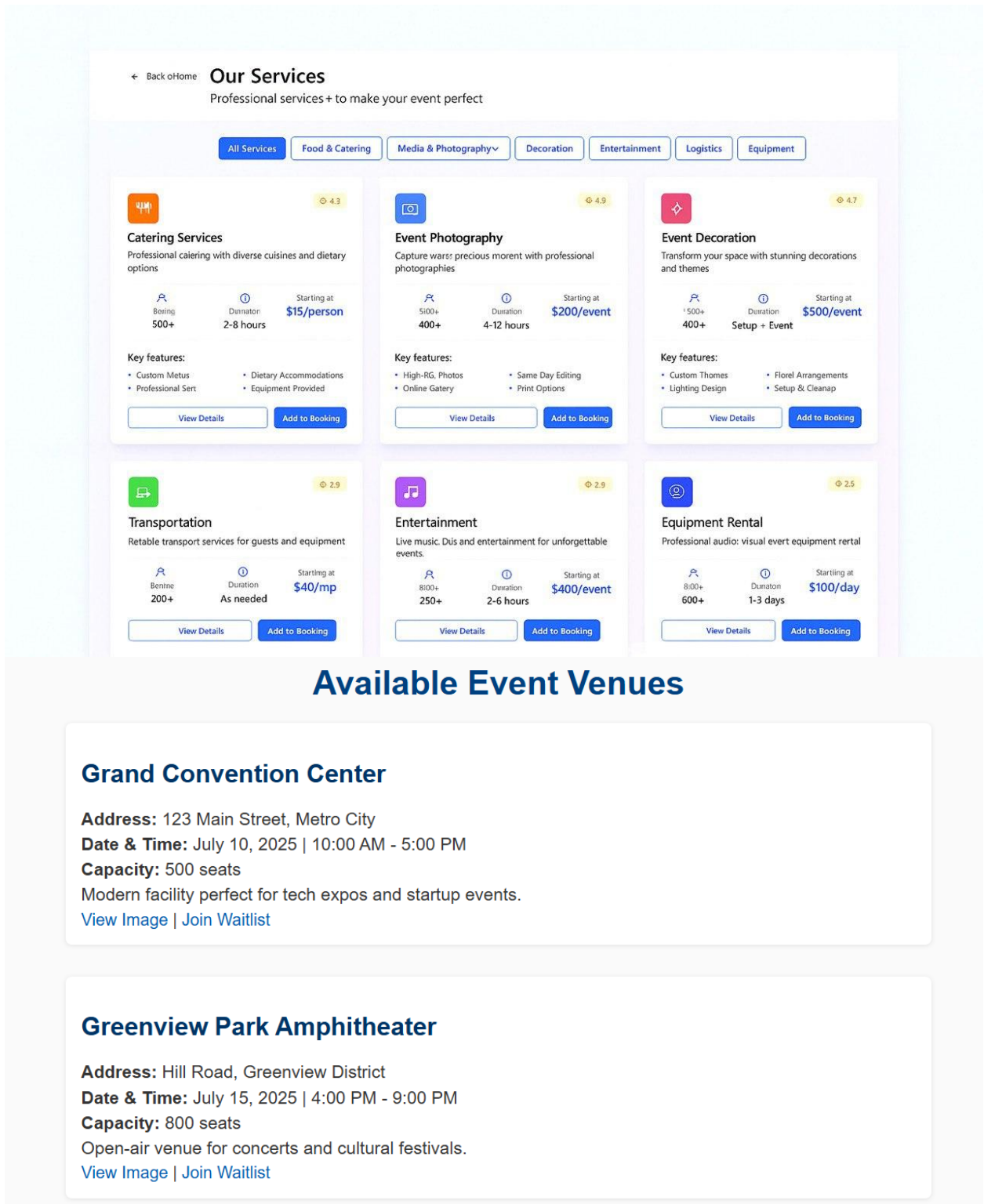
Food & Beverage

Food Expo

📅 Fri Oct 10., 2025

📍 Grand Hotel, Miami

[View Details](#)[Book Now](#)



City Auditorium

Address: Block C, University Road, Central City

Date & Time: July 22, 2025 | 9:00 AM - 3:00 PM

Capacity: 300 seats

Ideal for conferences, academic, and seminar-style events.

[View Image](#) | [Join Waitlist](#)

Sunset Beach Resort Hall

Address: Coastal Highway, Bay Area

Date & Time: July 28, 2025 | 5:30 PM - 11:00 PM

Capacity: 600 seats

Great for corporate parties and beach-themed evening shows.

[View Image](#) | [Book Now](#)

Riverside Conference Hall

Address: Riverside Drive, Downtown

Date & Time: August 5, 2025 | 8:00 AM - 6:00 PM

Capacity: 400 seats

Perfect for business meetings and seminars.

[View Image](#) | [Book Now](#)

Select Your Ticket

Standard
\$49
✓ Entry Pass
✗ Priority Seating
✗ Free Merch
[Choose Standard](#)

VIP
\$99
✓ Entry Pass
✓ Front Row Seat
✓ Free T-Shirt
[Choose VIP](#)

Group (4 People)
\$179
✓ Entry for 4
✓ Reserved Table
✓ 4x T-Shirts
[Choose Group](#)

Compare Packages

Feature	Standard	VIP	Group
Entry	✓	✓	✓ (x4)
Front Seat	✗	✓	✓
Merchandise	✗	✓	✓ (x4)
Meet & Greet	Optional	Optional	Optional

Event Calendar - July 2025

1	2	3	4	5 Music Concert	6	7
8	9	10	11	12 Tech Conference	13	14
15	16	17	18	19	20 Art Exhibition	21
22	23	24	25	26	27	28 Marathon
29	30	31				

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Check-In System

Sarah Ahmed
Event: Grand Convention Center
Status: Not Checked In
Check In

Ryan Lee
Event: Greenview Park Amphitheater
Status: Checked In
Already Checked In

Amina Farooq
Event: City Auditorium
Status: Not Checked In
Check In

Checkout

Payment Details

Name on Card

Card Number

Expiry

CVV

☐ Split payment with another person

Pay Now

Or use:

Apple Pay

Google Pay

Attendee List			
Export CSV Print Badges		<input type="text" value="Search attendees..."/>	
Name	Email	Company	Badge
Md Rezwan Nabi	rezwan852@gmail.com	Healthy Tech	Generate
Shakil Khan	shakil690@gmail.com	Green Events	Generate
Radia Oishi	oishi7875@gmail.com	Tech Solution	Generate
Tanvir Tanim	tanvir78@gmail.com	Partex	Generate
Jannatul Ferdous Eva	jfeva20@gmail.com	Walton	Generate
Rifat Khan	rifat256@gmail.com	Bata	Generate
Mafruha Jahan	mafruha56@gmail.com	Bd calling	Generate

4.4 Project Requirements

Effort Estimation Using COCOMO Model

- **Project Type:** Semi-detached (moderate complexity with mixed flexible requirements)
- **SLOC (Source Lines of code):** 17,000 (estimated for web admin panel)
- **Coefficient (Effort Factor):** 3.0
- **P (Project Complexity):** 1.12
- **T (Time Exponent):** 0.35

Calculations:

1. **Effort (PM)** in person-months:

$$PM = 3.0 * (17,000 / 1000) ^{1.12}$$

$$= 71.65 \text{ person-months}$$
2. **Development Time (DM)** in months:

$$DM = 2.50 * (71.65) ^{0.35}$$

$$= 11.15 \text{ months}$$
3. **Staffing (ST)** required:

$$ST = PM / DM$$

$$= 71.65 / 11.15$$

$$= 6.43 \approx 7 \text{ members}$$

Projects Constraints:

1. **Timeline:**
 COCOMO Output: 11.15 months ~ 12 months
 Resolution: Scope reduction to core features

2. Team Size:

COCOMO Output: 7 members

Mitigation: Use low code tools, focus on Minimum Viable Product

3. Technical Constraints:

- a. HIPAA/GDPR compliance (SRS 2.5)
- b. Real-time GPS accuracy $\geq 95\%$ (SRS 3.1)
- c. Cloud infrastructure costs $\leq \$200/\text{month}$

5. FEATURES NOT TO BE TESTED

- Hardware integration (e.g., physical ticket printers, POS devices)
- Third-party event promotion APIs (external marketing integrations)
- Cross-browser performance for outdated browsers (e.g., Internet Explorer 11)
- Manual/physical booking or registration (non-digital processes)
- Check-In cannot be tested in lab conditions; only partial simulation is possible. Final validation requires on-site UAT.”

6. TESTING APPROACH**6.1 Testing Levels**

Here’s how we’ll validate the Event Booking System at every testing level:

1. Unit Testing

- **Objective:** Verify each module of the event booking application works correctly in isolation.
- **Examples for event booking:**
 - Validate event creation form (title required, date format, ticket price > 0).
 - Check seat availability calculation logic.
 - Ensure user registration validates email and password rules.

2. Integration Testing

- **Objective:** Ensure interaction between modules is smooth.
- **Examples for event booking:**
 - Booking module writes ticket data correctly into database.
 - Payment gateway API returns success \rightarrow booking confirmed \rightarrow email notification sent.
 - Ticket cancellation updates both user dashboard and admin event capacity.
 - Login system correctly retrieves booking history.

3. System Testing

- **Objective:** Validate the entire Event Booking System as a complete product.
- **Examples for event booking:**
 - End-to-end workflow: Search event → Select tickets → Payment → Confirmation.
 - Stress test: 1000 concurrent users booking the same event.
 - Security test: unauthorized access to booking records should be blocked.
 - Cross-platform testing: Mobile (Android/iOS), different browsers.

4. Acceptance Testing

- **Objective:** Validate system against business requirements and user expectations.
- **Examples:**
 - Event organizers verify they can create, update, and cancel events easily.
 - Users verify booking and refund process is simple and error-free.
 - Stakeholders confirm business rules (e.g., max seat limit, early-bird discounts) work as expected.
 - Accessibility tested (e.g., readable fonts, assistive tools).

6.2 Test Tools

- **Selenium:** Features like login, registration, and booking so we don't test manually every time.
- **Figma** – to design the UI/UX and visualize how the system screens look before development.
- **Canva** – to create our meeting plan and Gantt chart for showing project schedule clearly.
- **JMeter** – to test system performance and check how it works with many users booking at the same time."

6.3 Meetings (Weekly)

13 August 2025

Agenda	Attendees
<ul style="list-style-type: none"> • Topic selection • Weekly meeting time fixing • Project template overview • Questions & Discussion 	<ul style="list-style-type: none"> • Md Rezwan Nabi • Sadia Afrose • Maiasha Sultana • Radia Yesmin Oishi

18 August 2025

Agenda	Attendees
<ul style="list-style-type: none"> • Task distribution among team members has been done • Finalize UI design • Create meeting in week • Questions & Discussion 	<ul style="list-style-type: none"> • Md Rezwan Nabi • Sadia Afrose • Maiasha Sultana • Radia Yesmin Oishi

26 August 2025

Agenda	Attendees
<ul style="list-style-type: none"> • Checking the previous task • share UI/UX design • Questions & Discussion • Discuss test case and test plan • Define testing level 	<ul style="list-style-type: none"> • Md Rezwan Nabi • Sadia Afrose • Maiasha Sultana • Radia Yesmin Oishi

1 September 2025

Agenda	Attendees
<ul style="list-style-type: none"> • Checking test cases • Test deliverables • Questions & Discussion • Individual's previous weeks task check 	<ul style="list-style-type: none"> • Md Rezwan Nabi • Sadia Afrose • Maiasha Sultana • Radia Yesmin Oishi

11 September 2025

Agenda	Attendees
<ul style="list-style-type: none">• Review all test cases, the test plan• Checking full documents• Complete reference materials• Questions & Discussion	<ul style="list-style-type: none">• Md Rezwan Nabi• Sadia Afrose• Maiasha Sultana• Radia Yesmin Oishi

7. TEST CASES/TEST ITEMS

Table 1: Test Case for **Login Session**

Project Name: Event Booking		Test Designed by: Md Rezwan Nabi		
Test Case ID: FR_1		Test Designed date: 29 August 2025		
Test Priority (Low, Medium, High): High		Test Executed by:		
Module Name: Login Session for website		Test Execution date:		
Test Title: Verify login with valid username and password				
Description: Test website login page				
Precondition (If any): User must have a registered account.				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1. Go to the website 2. Enter username 3. Enter password 4. Click submit	Username: Rezwan Password: 21-rezwan-3	User should login into the application		
Post Condition: User is validated with database and successfully login to account. The account session details are logged in the database.				

Table 2: Test Case for **Registration Session**

Project Name: Event Booking		Test Designed by: Maiasha Sultana		
Test Case ID: FR_2		Test Designed date: 29 August 2025		
Test Priority (Low, Medium, High): High		Test Executed by:		
Module Name: Registration Session for website		Test Execution date:		
Test Title: Verify Registration with valid name, email, password and contact.				
Description: Test website registration page				
Precondition (If any): The user must not be an account				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1.Navigate to the “Registration” screen. 2.Enter valid user details 3.Click “Register Now” to submit. 4. Verify that the system generates a user ID and sends a confirmation email. 5. Ensure the user can log in using the credentials.	Username: Maiasha Password: Boishakhi738 Confirm Password: Boishakhi738	Registration successful, confirmation email received, user can log in.		
Post Condition: User is successfully registered and can log in.				

Table 3: Test Case for **Home page**

Project Name: Event Booking		Test Designed by: Radia Yesmin Oishi		
Test Case ID: FR_3		Test Designed date: 29 August 2025		
Test Priority (Low, Medium, High): High		Test Executed by:		
Module Name: Home page for website		Test Execution date:		
Test Title: Verify role-based home visibility				
Description: Verify role-specific home access for users (Owner, Admin, Customer).				
Precondition (If any): User must be logged in with appropriate role.				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1.Log in 2. Verify that the home displays relevant sections	Username: Oishi Email: oishi7875@gmail.com Password: RYO213	Each user should see the relevant sections according to their role.		
Post Condition: Role-based access control is verified.				

Table 4: Test Case for **Dashboard**

Project Name: Event Booking		Test Designed by: Md Rezwan Nabi		
Test Case ID: FR_4		Test Designed date: 29 August 2025		
Test Priority (Low, Medium, High): High		Test Executed by:		
Module Name: Dashboard for website		Test Execution date:		
Test Title: Verify role-based Dashboard visibility				
Description: Verify role-specific Dashboard access for users				
Precondition (If any): User must be logged in with appropriate role.				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1.Log in 2. Verify that the Dashboard displays relevant sections	Username: Rezwan Email: rezwan852@gmail.com Password: 21-rezwan-3	Each user should see the relevant sections according to their role.		
Post Condition: Role-based access control is verified.				

Table 5: Test Case for **My Profile**

Project Name: Event Booking		Test Designed by: Maiasha Sultana		
Test Case ID: FR_5		Test Designed date: 29 August 2025		
Test Priority (Low, Medium, High): High		Test Executed by:		
Module Name: profile for website		Test Execution date:		
Test Title: registered users to manage their personal information, booking history, and security settings.				
Description: manages all user-related personal information and preferences within the Event Booking System.				
Precondition (If any): User must be logged into the application to access profile features.				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1.Login with valid credentials 2.Navigate to profile section	Username: Maiasha Email: sultana90@gmail.com Password: Boishakhi738	User profile details (name, email, phone, bookings) are displayed correctly.		
Post Condition: Updated profile information is saved in the database and reflected immediately on the user’s profile page.				

Table 6: Test Case for **Services**

Project Name: Event Booking		Test Designed by: Sadia Afrose		
Test Case ID: FR_6		Test Designed date: 29 August 2025		
Test Priority (Low, Medium, High): High		Test Executed by:		
Module Name: Service for website		Test Execution date:		
Test Title: View Available Services				
Description: users with additional features and functionalities beyond event booking.				
Precondition (If any): User must be logged in				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1. Navigate to “Services” page. 2. Select event. 3. View available services.	Service name: Event Photography ServiceID: SER20250913-001	List of services displayed correctly.		
Post Condition: List of services is retrieved from the database and displayed correctly to the user.				

Table 7: Test Case for **Notification**

Project Name: Event Booking		Test Designed by: Md Rezwan Nabi		
Test Case ID: FR_7		Test Designed date: 29 August 2025		
Test Priority (Low, Medium, High): High		Test Executed by:		
Module Name: Notification System		Test Execution date:		
Test Title: Verify Notification System for Communication Between Roles				
Description: Verify the email notification system for communication between roles.				
Precondition (If any): User must be logged in and have access to the module.				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1.Log in 2.Complete payment for a booking 3.Trigger payment success notification	Type: Event Reminder Delivery channel: In app notification	Notification of successful payment is delivered to user with correct payment details.		
Post Condition: Notification is delivered successfully via the selected channel				

Table 8: Test Case for **Calendar**

Project Name: Event Booking		Test Designed by: Radia Yesmin Oishi		
Test Case ID: FR_8		Test Designed date: 29 August 2025		
Test Priority (Low, Medium, High): Medium		Test Executed by:		
Module Name: Calendar for website		Test Execution date:		
Test Title: Display Upcoming Events in Calendar				
Description: users to view, manage, and track upcoming events.				
Precondition (If any): User must be registered and logged in.				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1.Log in 2.Open the calendar 3. Observe displayed events.	Event Date: 18/09/25 Event time: 12:00pm	All upcoming events are displayed correctly on corresponding dates		
Post Condition: Calendar reflects all added, updated, or deleted events accurately.				

Table 9: Test Case for **Attendee**

Project Name: Event Booking		Test Designed by: Md Rezwan Nabi		
Test Case ID: FR_9		Test Designed date: 29 August 2025		
Test Priority (Low, Medium, High): Medium		Test Executed by:		
Module Name: Attendee System		Test Execution date:		
Test Title: View Attendee List (Admin/Organizer)				
Description: manages all information and actions related to users who attend events				
Precondition (If any): User must be registered and logged in.				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1.Log in as organizer/admin 2.Navigate to event attendee list	Username: Rezwan Email: rezwan852@gmail.com Password: 21-rezwan-3	All registered attendees are displayed correctly with details		
Post Condition: Attendee registration is recorded in the system and linked to the corresponding event.				

Table 10: Test Case for **Ticket**

Project Name: Event Booking		Test Designed by: Sadia Afrose		
Test Case ID: FR_10		Test Designed date: 29 August 2025		
Test Priority (Low, Medium, High): High		Test Executed by:		
Module Name: Ticket for website		Test Execution date:		
Test Title: Select Ticket Type for Event				
Description: all aspects of ticket creation, purchase, distribution, and validation for events.				
Precondition (If any): Event must exist and have available tickets				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1.Log in 2.Navigate to event page 3.View ticket types 4.Select ticket	Ticket type: VIP Price: \$99	Correct ticket options displayed and selectable for purchase.		
Post Condition: Ticket purchases are recorded and linked to the user and event.				

Table 11: Test Case for **Venue**

Project Name: Event Booking		Test Designed by: Maiasha Sultana		
Test Case ID: FR_11		Test Designed date: 29 August 2025		
Test Priority (Low, Medium, High): High		Test Executed by:		
Module Name: Venue for website		Test Execution date:		
Test Title: View Venue Details.				
Description: All information related to event locations.				
Precondition (If any): User or organizer must be registered and logged in.				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1.Log in 2.Navigate to venue list 3.Click on venue	Username: Maiasha Email: sultana90@gmail.com Password: Boishakhi738	All venue information (name, address, capacity, amenities, availability) is displayed correctly.		
Post Condition: Venue information is stored correctly in the database.				

Table 12: Test Case for **Events**

Project Name: Event Booking		Test Designed by: Sadia Afrose		
Test Case ID: FR_12		Test Designed date: 29 August 2025		
Test Priority (Low, Medium, High): High		Test Executed by:		
Module Name: Events for website		Test Execution date:		
Test Title: View Event Details (User)				
Description: manages the creation, updating, scheduling, and viewing of events				
Precondition (If any): Venues must exist and be available.				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1.Log in as user 2.Navigate the event list 3.Click on event	Username: Sadia Email: sadia.afrose70@gmail.com Password: Sadii	All event information displayed accurately (name, date, venue, tickets, description).		
Post Condition: Events details are stored correctly in the system				

Table 13: Test Case for **Payment**

Project Name: Event Booking		Test Designed by: Maiasha Sultana		
Test Case ID: FR_13		Test Designed date: 29 August 2025		
Test Priority (Low, Medium, High): High		Test Executed by:		
Module Name: payment module		Test Execution date:		
Test Title: Make payment				
Description: manages all financial transactions related to event bookings.				
Precondition (If any): User must have selected tickets or services for purchase				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1.Log in 2. Select tickets/services. 3.Select payment method 4. Submit payment	Username: Maiasha Email: sultana90@gmail.com Password: Boishakhi738	Payment processed successfully;		
Post Condition: Payment transactions are recorded in the system and linked to user, event, and ticket/service.				

Table 14: Test Case for **Verification**

Project Name: Event Booking		Test Designed by: Sadia Afrose		
Test Case ID: FR_14		Test Designed date: 29 August 2025		
Test Priority (Low, Medium, High): High		Test Executed by:		
Module Name: Verification Module		Test Execution date:		
Test Title: Verify user account via Email and OTP				
Description: A newly registered user can verify their account successfully using a verification email link and OTP code.				
Precondition (If any): A verification email with a link and OTP is sent to the user’s registered email				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1. User opens the verification email from the system 2. User clicks on the verification link provided 3. System redirects to the verification page. 4. User enters the OTP received in the email. 5. User clicks on the “Verify” button.	Username: Sadia Email: sadia.afrose70@gmail.com Password: Sadii0519	The system validates the OTP		
Post Condition: User can now log in and access booking services.				

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Table 15: Test Case for **Log out**

Project Name: Event Booking		Test Designed by: Radia Yesmin Oishi		
Test Case ID: FR_15		Test Designed date: 29 August 2025		
Test Priority (Low, Medium, High): High		Test Executed by:		
Module Name: Log out from website		Test Execution date:		
Test Title: Verify User Log Out Functionality				
Description: Verify that users can successfully log out from the system				
Precondition (If any): User must be logged in.				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1.Navigate to the "Home" page/dashboard. 2.Locate the "Logout" option (typically in the profile or settings section). 3.Click on the "Logout" button. 4.Verify that the user is logged out and redirected to the login screen or landing page.	Username: Oishi Email: oishi7875@gmail.com Password: RYO213	Attendee status updated to “Checked-In”; confirmation displayed.		
Post Condition: User is logged out and returns to the login page.				

8. ITEM PASS/FAIL CRITERIA

Test Case	Pass Criteria	Fail Criteria
Login Session	System grants access when user enters valid credentials.	Access is denied incorrectly, or valid credentials fail to log in.
Registration	Accounts are created and verification emails sent when valid data is entered.	Invalid data accepted, no account created, or verification email not sent.
Home Page	Loads within 3 seconds and displays events correctly.	Page fails to load, load slowly (>3s), or events not displayed properly.
Dashboard	Personalized view loads correctly with user-specific data.	Incorrect/no data shown, or dashboard fails to load.
User Profile	Profile updates are saved and displayed correctly.	Updates not saved, displayed incorrectly, or errors occur.
Services	Services load, availability is checked, and booking is possible.	Services don't load, incorrect availability shown, or booking fails.
Notification	User receives accurate Email/SMS/In-App notification within expected time.	Notification not sent, delayed, or incorrect content delivered.
Calendar	Events scheduled, recurring events saved, and reminders triggered on time.	Events not saved, recurring setup fails, or reminders not sent.
Attendee	Attendees added, displayed, and managed properly.	Attendees not added, displayed incorrectly, or can't be managed.
Ticket	Tickets generated and valid E-ticket issued after payment.	Ticket not generated, invalid, or not sent to user.
Venue	Venue details saved, displayed, and linked with events.	Venue not saved, not displayed, or not linked to events.
Events	Events created, updated, and displayed correctly in system.	Event creation/update fails, or events not visible.
Payment	Valid payment processed, confirmation sent, and transaction recorded.	Payment fails, confirmation not sent, or transaction not recorded.
Verification	Email/OTP/ID validated successfully and account verified.	Invalid Email/OTP/ID accepted, or verification fails.
Log Out	Session ends and user redirected to login page.	Session not ended, or user not redirected.

9. TEST DELIVERABLES

The materials we will deliver:

- Test plan
- Test cases/results
- SRS document
- Defect reports
- Final summary report
- Future plan for the project

10. STAFFING AND TRAINING NEEDS

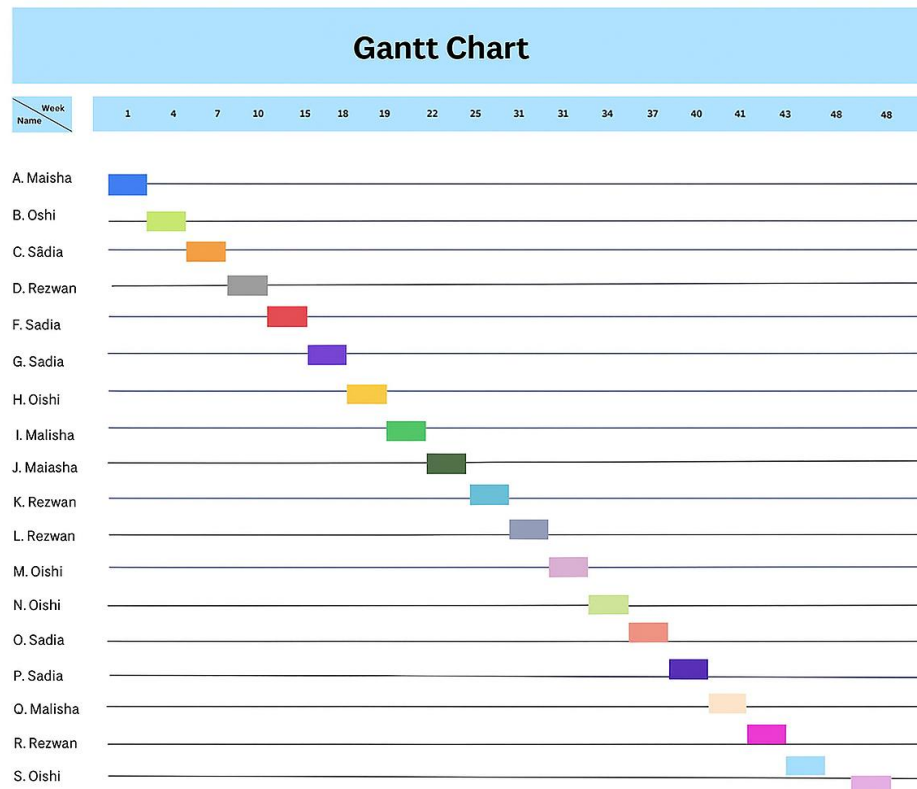
Audience	Training Content
Developers	Training on chosen tech stack (e.g., React, Node.js, MySQL/PostgreSQL, APIs).
QA Engineers	Training on testing tools (e.g., Selenium, JUnit, Postman) and bug tracking systems.
Admins/Organizers	Training in event creation, ticketing, notifications, and attendee management.
Customer Support	Training on handling user queries, troubleshooting login/payment/verification issues.
End Users	Simple user guide/training videos on booking, payment, and check-in process.
Security Staff	Training in data privacy, fraud prevention, and compliance (GDPR/PCI DSS if needed).

11. RESPONSIBILITIES

Role	Responsibilities
Designer	Designing the system interface.
Test case analyzer	Analyzing the test cases, setting meeting agendas.
Test case creator	Creating test cases by analyzing the system interface.
Requirements coordinator	Deciding all the requirements and planning the testing approach and project risks.

12. TESTING SCHEDULE

Activity Key	
A: Requirements gathering from stakeholders	K: Unit testing and user acceptance testing (UAT)
B: Identifying core features and functionalities	L: Integration system and performance testing
C: Project roadmap creation and AGILE framework setup	M: Security and user feedback testing
D: UI/UX design for desktop platforms	N: Initial development, server setup, cloud integration
E: Wireframing and prototyping	O: Final checks and training for personnel
F: Creating a Service Information Repository	P: Hosting and domain management
G: AI integration and user registration/verification	Q: Bug fixing and updates
H: Issue submission and backend development	R: Adding new features and ongoing training
I: Notification system, feedback mechanism and real-time problem tracking	S: System performance monitoring
J: Integration with social media and emergency call center	



13. PLANNING RISKS AND CONTINGENCIES

Table 16: Risk Mitigation Plan for testing

S/N	Risk Description	Probability	Impact	Mitigation Plan
1	Unrealistic time estimate	40%	Delay project by 2 weeks	Use multiple estimation techniques (PERT, expert judgment), add buffer time.
2	Server downtime or crash	30%	Service unavailability	Cloud hosting, load balancing, failover servers, regular monitoring.
3	Payment gateway failure	25%	Users unable to complete bookings	Integrate multiple payment gateways, retry

				options, manual fallback method.
4	Data loss or corruption	20%	Loss of booking/ticket/user data	Daily backups, database replication, recovery plan in place.
5	Security breach (hacking/fraud)	15%	Data theft, loss of trust	Encryption, MFA, penetration testing, real-time security monitoring.
6	High user load (peak time booking)	35%	System slowdown, failed bookings	Load testing, caching, auto-scaling infrastructure.
7	Staff turnover/shortage	20%	Project delays, knowledge gap	Cross-training, proper documentation, maintain backup resource pool.
8	Miscommunication between teams	25%	Incorrect implementation, delays	Daily stand-ups, agile practices, central documentation system.
9	Budget overrun	30%	Reduced features, financial strain	Regular budget tracking, prioritize MVP features, stakeholder alignment.
10	Scope creep	25%	Project complexity and cost increase	Formal change control process, strict stakeholder approval for new features.
11	Low user adoption	20%	Poor ROI, underutilized system	Marketing campaigns, user-friendly design, end-user training sessions.
12	Event cancellation & refunds	15%	Financial and reputation loss	Automated refund system, clear cancellation policies.

14. APROVALS

This section documents the individuals who have reviewed and approved the **Event Booking System** specification. Approval of this document indicates agreement on the stated requirements, risks, and plans.

Role	Signature	Date
Project Manager	-----	16/09/2025

Development Team Lead	-----	15/09/2025
QA/Test Lead	-----	14/09/2025
Client Representative	-----	17/09/2025

Text Format

- Style: Times New Roman
- Size: 12
- Line and Paragraph Spacing: 1.00
- Alignment: Justify