

**Q1)**

- SuperSportsGames
- The two events agencies
- SuperTravelAirWays
- Municipality of Riyadh
- The audit company
- SuperCateringSolution Inc.
- People want to buy an even ticket

**Q2)**

- Business goal:  
modernizing the ticket selling system.
- Two functional requirements:
  - 1) The system shall allow the user to buy event tickets.
  - 2) The system shall allow the SuperTravelAirways company to sell combi-tickets.
- Two non-functional requirements:
  - 1) Security: The system shall use SuperSecurePayment to ensure the security of the online payment server.
  - 2) Flexibility: The system shall support Arabic and English.

**Q3)**

**1) Introspection:**

- i) It helps the analysts to understand what properties a system should have in order to succeed, and it could help as an initial step when applying some other techniques.
- ii) No stakeholders are involved.

iii) Mostly about self-asking questions, taking notes and repeating the process on the parts that doesn't feel right. The more you repeat the process on these parts, the more clarity you'll get.

## **2) Reading Existing Documents:**

i) It gives the analysts an understanding and awareness of the business objectives of the involved organizations.

ii) If the documents are available for analysts, then no stakeholders will be involved in this process, but if documents are not available, then the stakeholders that will be involved are:

- SuperSportGames organizer.
- The SuperTravelAirways company.
- The two events agencies.

iii) It's a good starting point to review the available documents, then analysts should start gathering the important information that will help them to understand these systems. After the gathering of information, analysts should analyze, observe and discuss to get the best understanding possible out of the gathered information.

## **3) Meetings:**

i) It gives analysts the ability to interact and discuss with stakeholders face to face, and it ensures the analysts that the concept they have of the new system is right, and the information gathered and the ideas created are good and effective.

ii)

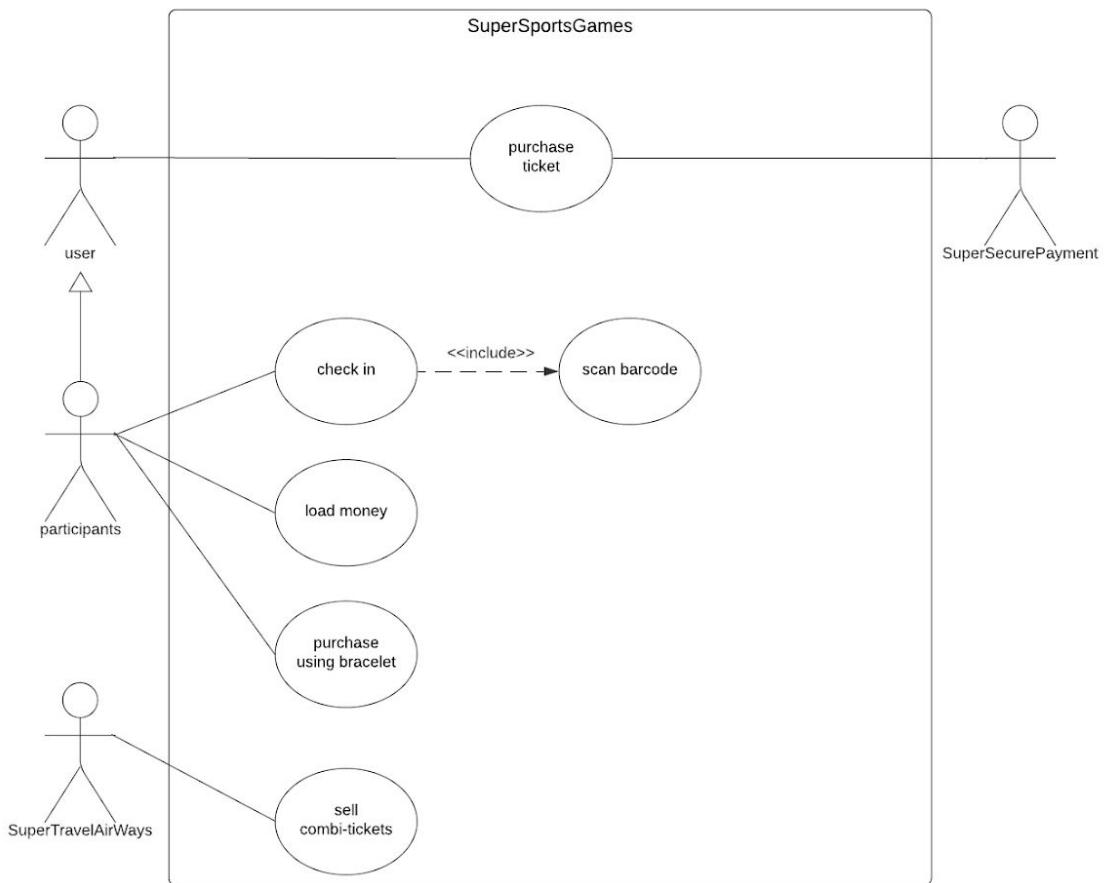
- SuperSportGames organizer.
- SuperSportGames event manager.
- SuperTravelAirways.
- SuperCateringSloutions Inc.

iii) Objectives of the meeting have to be determined as well as the schedule for the meeting long before the actual meeting, then informing the involved stakeholders about the meeting

and send them the agenda and the purpose of the meeting. On the day of the meeting, the chosen analysts who are meant to prepare the meeting must be at where the meeting is held at least 30 minutes before it starts. The meeting must start on time and no one shall be waited for, and analysts should introduce themselves to the stakeholders. The group of analysts must encourage participation and should keep the discussion focused and help the group to come with decisions during the meeting. After that, decisions should be summarized and agreed on. At the end of the meeting, analysts should end the meeting on time harmoniously and on a positive note even if there has been tension, and they should inform the stakeholders if they need to schedule another meeting.

**Q4)**

- Purchase Ticket
- Check in
- Scan Barcode
- Load Money
- purchase using bracelet
- Sell Combi-Ticket



| Use case description   |  |  |  |  |
|--|--|--|--|--|
| <b>System:</b> Tickets Selling System  |  |  |  |  |
| <b>Use Case Name:</b> Purchase Ticket.   |  |  |  |  |
| <b>Primary Actor:</b> User.  | <b>Other Actors:</b> SuperSecurePayment  |  |  |  |
| <b>Stakeholders:</b><br>-People who want to buy an event ticket.<br>-The two events agencies.<br>-SuperTravelAirways.  |  |  |  |  |
| <b>Description:</b> This use case allows the user to purchase a ticket.  |  |  |  |  |
| <b>Pre-condition:</b> Tickets are not sold out.  |  |  |  |  |
| <b>Input :</b> card name , card number   |  |  |  |  |
| <b>Steps:</b>  |  |  |  |  |
| <b>actor:</b>  | <b>System:</b>   | <b>another actor:</b>  |  |  |
| 1.the user click the ticket<br>3. the user choose to buy ticket<br>5. the user input his card name and number<br>9. the user confirms the payment process                  | 2. the system display the ticket description<br>4. the system ask for the card name and number<br>6. the system send card details to SuperSecurePayment to be verified<br>10. the system will display the ticket information to user | 7. the SuperSecurePayment check in the user card number and name<br>8. the SuperSecurePayment verified user card |  |  |
| <b>Alternative and exceptional flows:</b><br>7.1 the SuperSecurePayment will not verified user card<br>7.2 the system will ask to re-input user card number and name right |  |  |  |  |
| <b>Post-condition:</b> payment process is complete   |  |  |  |  |