

Theatre Ticketing System Software

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01 System Proposal

Background

- reservations are currently taken manually
- leads to inefficiency and possible mistakes
- stressful for employees + unsatisfying for customers
- solution: automation through online ticketing system

Medallion
Theatre

Will Call Reservation Form

First Name Barbara Last Name Aidy
Street Address 2725 Oaklawn Drive
City EVANSBURG State IA Zip 52501
Phone Number 442-333-0101 Email address baidy@aol.com

Performance Les Miserables Date 09-17-XX Time Evening
Seats D18, D19

Total to be Collected \$130.00



https://www.themedalliontheatre.com/ticketsales

Medallion
Theatre

The Medallion Theatre - Ticket Sales

Select Patron: Crusius, Katja

Production: Les Misérables

Performance: 12/09/2021 - 8:30PM

Seat Selection:

- AA31 \$40.00
- AA32 \$40.00
- AA33 \$40.00

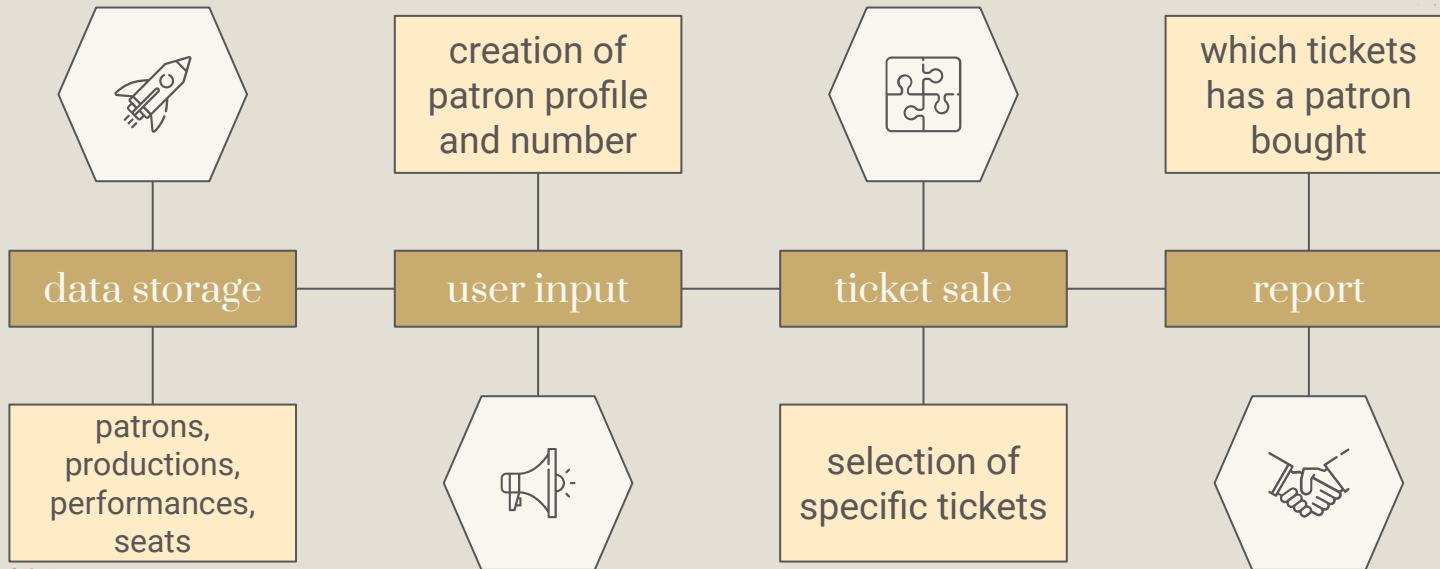
STAGE ORCHESTRA MEZZANINE BALCONY

8x16 BOX 9-16

Total Price: \$80.00 **CHECKOUT**

Main Menu

Requirements for the System



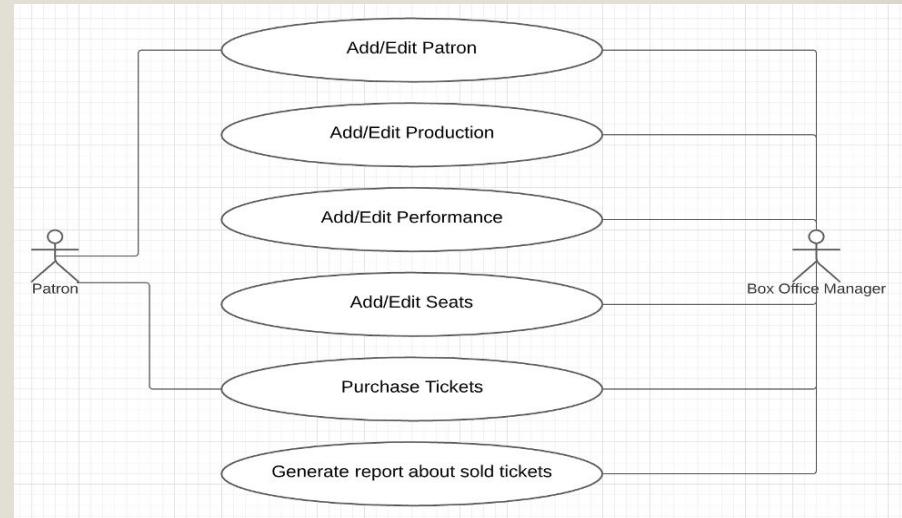
02 Process Model

Use Case name:	Ticketing System	Unique ID: MTTS-11-2021
Area:	Medallion Theater Ticketing System	
Primary actor(s):	Patrons	
Stakeholder:	Patron, Box Office Manager	
Level:	Blue	
Description:	Customers will have online access to seats available for reserving	
Triggering event:	Register in site	

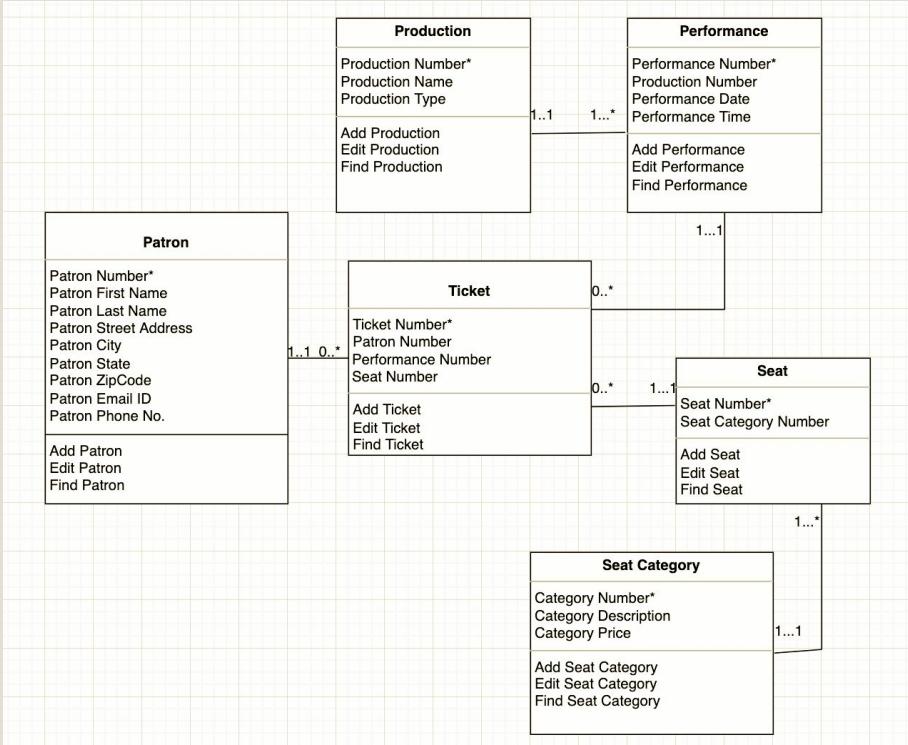
Preconditions:	Reservation with the will call window is time consuming and has some mistakes.
Postconditions:	Patrons can assure that their reservation is finalized, and no one can buy their selected seats. It is also much more convenient
Assumption:	Patrons are informed about this facility.
Success guarantee;	The performance will be able to predict the number of sold tickets, and plan to increase the number of performances.
Minimum guarantee:	There will be no mistakes and trouble for patrons.

02 Process Model

Steps performed:	Information for steps:
1. Patrons register in website	Web system address
2. Patrons enter personal and contact information	First and last name, cell phone number, zip code, E-mail address, ID number
3. Patrons will receive an authentication code link through email	Authentication code link
4. Patrons should click on the link	Authentication code link
5. Website will be open with a unique patron number	Patrons' information

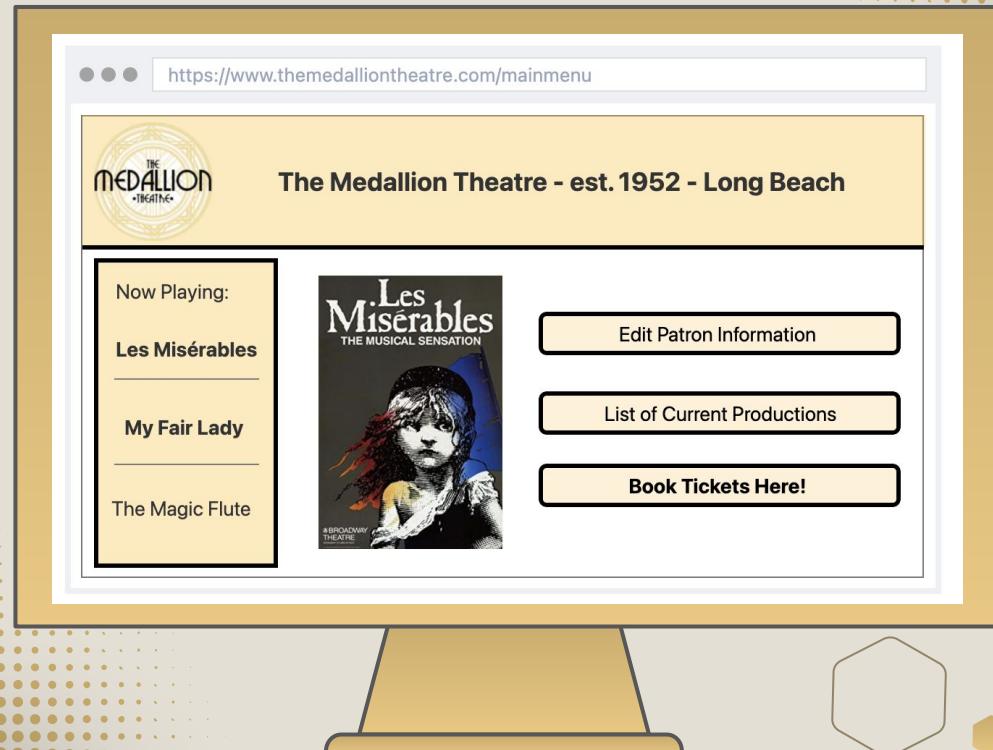


03 Class Diagram



04 System Design

The Solution:
An Online Ticketing System



https://www.themedalliontheatre.com/patroninformation



The Medallion Theatre - Patron Information

First Name Last Name



[Add Patron](#)

Patron Number

[Edit Patron](#)

E-Mail-Address

[Main Menu](#)

Phone Number

Street Address Apt./Unit (optional)

City State ZIP Code

[SAVE](#)

https://www.themedalliontheatre.com/productions



The Medallion Theatre - Productions

Production Name

[Find Production](#)

Production Category [▼](#)

[Add Production](#)

List of Performances

Name	Date	Time	Selection
Les Mis	12/02/2021	8:30PM	EDIT
Les Mis	12/05/2021	11:30AM	EDIT
Les Mis	12/09/2021	8:30PM	EDIT

[Main Menu](#)

https://www.themedalliontheatre.com/seatingchart

The Medallion Theatre - Seating Chart

Production: Les Misérables - 12/09/2021 - 8:30PM

STAGE
ORCHESTRA
MEZZANINE
BALCONY

Category Code: BC Category Name: Balcony Category Price: \$40.00

Seats: AA31, AA32, AA33

CONFIRM

https://www.themedalliontheatre.com/ticketsales

The Medallion Theatre - Ticket Sales

Select Patron: Crusius, Katja

Production: Les Misérables

Performance: 12/09/2021 - 8:30PM

Seat Selection: AA31 \$40.00, AA32 \$40.00, AA33 \$40.00

Total Price: \$80.00

CHECKOUT

STAGE
ORCHESTRA
MEZZANINE
BALCONY

Main Menu

05 Project Management

1. General Project Information				
Project Name:	The Medallion Theater Ticketing System 			
Department Sponsor:	The Medallion Theater Ticket Office			
Impact of project:	Customers will have online access to seats available for reserving			
Estimated Budget:	8000\$			
Estimated Time:	41 days			
2. Project Team				
	Name	Department	Telephone	E-mail
Team Members:	Alireza	PMO	+989129312066	
	Katja	Business Development	+1(562)714-2642	
	Priyanka	Slaes & Marketing	+917036307552	
	Shruti	IT	+1(562)241-9939	

3. Stakeholders (e.g., those with a significant interest in or who will be significantly affected by this project)

- The Medallion Theater Ticket Office
- Patrons
- Theater performers
- All internal Departments
- Police Office
- Bank

4. Project Scope Statement

Shifting from a traditional ticketing system to online ticketing.

Objectives:

- Keeping track of customer's orders
- Maintaining patrons' information
- Considering available seats for each performance
- Selecting performance including date and time by the customers
- Having a user-friendly screen
- Making more sales and profit
- Making more customers' satisfaction

Deliverable:

- Online ticketing website

Project Milestones:

- Finishing analysis phase
- Finishing design phase
- Finishing development phase
- Finishing testing phase
- Implementation

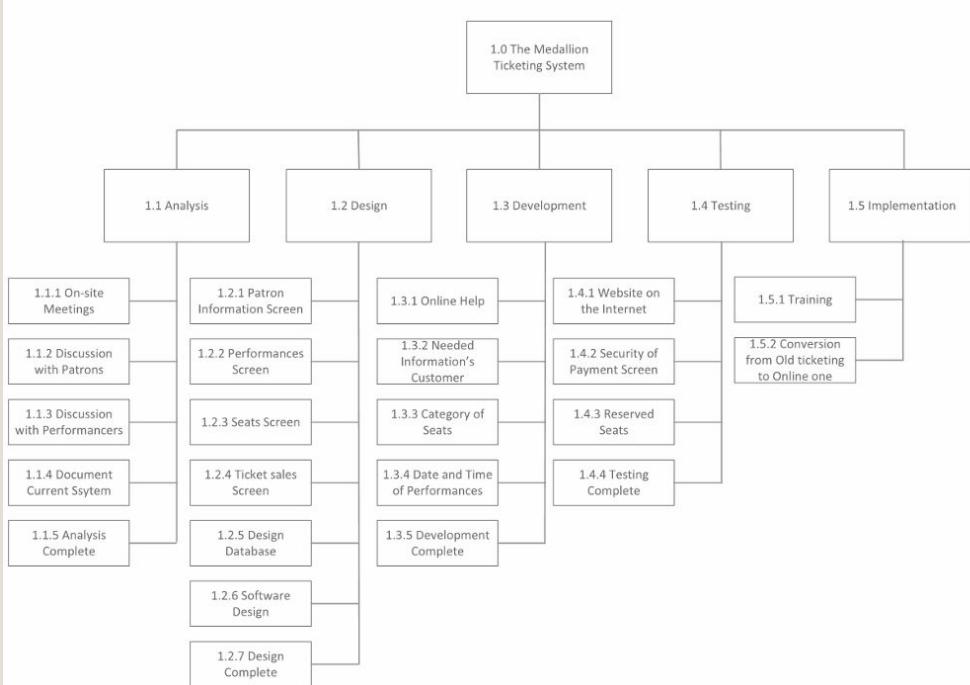
Constraints:

- The project deadline is extremely tight
- All screens must be compatible with current IT platforms

Major Known Risks			
Risk	Risk Rating (Hi, Med, Lo)		
The roles and responsibilities of ticketing system are not yet fully defined;	6		
Additional contracting may be needed for designing screens.	4		
The Medallion Theater has a very strong brand and is widely recognized, so this reversion should be done carefully.	8		

6. Sign-off			
	Name	Signature	Date (MM/DD/YYYY Y)
Executive Sponsor			
Department Sponsor			
Project Manager			

7. Notes			



ID	Task Mode	WBS	Task Name	Duration	Start	Finish	Predecessors	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	
1	1	1	The Medallion Ticketing System	41 days	Fri 21-12-03	Sat 22-01-29																			
2	1.1	1.1	Analysis	6 days	Fri 21-12-03	Sat 21-12-11																			
3	1.1.1	1.1.1	on-site meetings	2 days	Fri 21-12-03	Sun 21-12-05																			
4	1.1.2	1.1.2	Discussion with patrons	3 days	Mon 21-12-06	Wed 21-12-09																			
5	1.1.3	1.1.3	Discussion with Performance	2 days	Mon 21-12-07	Tue 21-12-09	4SS																		
6	1.1.4	1.1.4	Document Current System	2 days	Thu 21-12-09	Fri 21-12-10	4,5																		
7	1.1.5	1.1.5	Analysis Complete	0 days	Sat 21-12-11	Sat 21-12-11																			
8	1.2	1.2	Design	14 days	Mon 21-12-12	Fri 21-12-31																			
9	1.2.1	1.2.1	Patron Information Screen	4 days	Mon 21-12-13	Thu 21-12-16																			
10	1.2.2	1.2.2	Performances Screen	4 days	Mon 21-12-14	Thu 21-12-19	SS																		
11	1.2.3	1.2.3	Seats Screen	3 days	Mon 21-12-15	Wed 21-12-18	SS																		
12	1.2.4	1.2.4	Ticket Sales Screen	6 days	Mon 21-12-16	Mon 21-12-21	SS																		
13	1.2.5	1.2.5	Design Database	4 days	Mon 21-12-17	Thu 21-12-21	SS																		
14	1.2.6	1.2.6	Software Design	6 days	Wed 21-12-18	Wed 21-12-23	FS-2 days																		
15	1.2.7	1.2.7	Design Complete	0 days	Fri 21-12-31	Fri 21-12-31																			
16	1.3	1.3	Development	11 days	Thu 21-12-22	Fri 22-01-07																			
17	1.3.1	1.3.1	Online Help	2 days	Thu 21-12-23	Fri 21-12-24	14																		
18	1.3.2	1.3.2	Neede Information's Custome	3 days	Mon 21-12-24	Wed 21-12-27																			
19	1.3.3	1.3.3	Category of Seats	2 days	Thu 21-12-25	Fri 21-12-31	18																		
20	1.3.4	1.3.4	Date and Time of Performance	4 days	Mon 22-01-01	Thu 22-01-05	19																		
21	1.3.5	1.3.5	Development Complete	0 days	Fri 22-01-07	Fri 22-01-07																			
22	1.4	1.4	Testing	17 days	Mon 21-12-2	Wed 22-01-1																			
23	1.4.1	1.4.1	Website on The Internet	3 days	Mon 21-12-2	Wed 21-12-2	14	FS-3 days																	
24	1.4.2	1.4.2	Security of Payment Screen	2 days	Fri 22-01-07	Mon 22-01-12	0																		
25	1.4.3	1.4.3	Reserved Seats	3 days	Fri 22-01-07	Tue 22-01-11	20																		

Project: Project1
Date: Fri 21-12-03





effective collaboration



increased customer satisfaction

06 Post-Implementation Review



possible improvement in communication