Software Requirements Specification

for

Tourism Management System

Version 1.0 approved

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1. Introduction

1.1 Purpose

This application is develop to provide best travelling services to the customers and travel agents. We have developed tours and travel management system to provide a search platform where a tourist can find their tour places according to their choices. This system also helps to promote responsible and interesting tourism so that people can enjoy their holidays at their favorable places.

1.2 Product Scope

Tourism Management System consists of all the information right from booking the tour followed by the stay and visiting the sites. The system comprises of various factors such mess, transportation, payment etc. The user gets to check the availability of tours and book the tickets to desired places he/she intends to visit.
Tour Manager will not only manage the transactions but also the events and a schedule for the customers/clients to follow. A tour guide having complete knowledge of the respective area will be arranged during the whole tour. The respective hotel will be booked based on the budget of the clients.
Tourism Management can be developed and integrated with other tour operating companies. The tourism management can further provide more opportunities by suggesting more places/sights to visit and explore. Thus the client will have more choices for their vacation destination. Offline branches can be set up for interaction with the customers and clearing client's doubts or queries. A physical system will help gain client's trust as well.

1.3 References

- TOURISM ONTOLOGY AND SEMANTIC MANAGEMENT SYSTEM: STATE-OF-THE-ARTS ANALYSIS
- https://sites.google.com/site/ignoubcafinalyearprojects/project-report/tours-and-travel-management-system-project-report

2. Overall Description

2.1 Product Perspective

In the present system a customer has to approach various agencies to find details of places and to book tickets. This often requires a lot of time and effort. A customer may not get the desired information from these offices and often the customer may be misguided. It is tedious for a customer to plan a particular journey and have it executed properly.

2.2 Product Functions

Requirements of Tourism management system are as follows:

1. Website: A website from which user can get the information about site and do transactions.
2. Android app: The website cannot be present on physical device, thus an android app with all the features should be made for user to access.
3. Payment: Once the tour is decided, payment gateway should be done by tourist.
4. Physical Device: Since the whole system is online, the customer must have physical devices like laptop, mobile phone etc.
5. Chatbot: To solve minor queries of the user, a chatbot is available.
6. Guide: To get the information about different sights, a guide should be assigned with batch of few tourists.
7. Manager: A manager is required to handle the whole process of tour.

The features of this system are as follows:

1. Management: The tour is managed efficiently by arranging a powerful tourist centric schedule in all aspects.
2. Checking availability of tours: The tours are visible online where the customers can choose a suitable package for themselves.
3. Sites to visit: The manager finds the best places to visit in a particular region.
4. Stay: Cheap and Worthy accommodations are decided according to the budget of the tourists.
5. Transportation: Transportation facility is included in the fees. The tourists will have the vehicle up and running whenever needed.
6. Payment: Payment can be done in installments. This is managed by the accountant. A rational amount is to be given in advance.
7. Mess: The food will be included in accommodation or stay. While travelling long distances, reliable and decent hotels are selected for the tourists to rest and have meals.

2.3 User Classes and Characteristics

1. Manager: A manager manages the general details regarding the tours.

2. Tour Guide: A tour guide is expected to have enough knowledge about the touring sights. The tour guide is always with the tourists unless required otherwise.

3. Tourist: Tourists are expected to adjust in case of any inconvenience.

4. Dealer: A dealer deals with the reservations of the hotels and accommodations for tourists.

5. Accountant: An accountant keeps tracks of all transactions.

6. Database Administrator: A DBA maintains database which includes the required official data of each customer.

2.4 Assumptions and Dependencies

Android app: The tourist must know how to use the concerned android application.

Physical device: The tourist must have the basic idea to use the physical devices in order to reach out to the tour guide in case of any unexpected inconveniences.

Tour: Only tours for moderate or even longer duration of time period are available. No single trips are entertained.

3. External Interface Requirements

3.1 User Interfaces

A website and android application is developed for user interaction with tourism management system.
The website is built using HTML and CSS.
An Android application is developed using android studio software.
The customer accesses the facilities provided by the system via the website as well as the application.
The users can even communicate to put forward their queries.

3.2 Hardware Interfaces

Physical devices like a laptop or a mobile phone is required to access the services provided by the online website and application.

Hardware : Pentium

RAM : 1GB

3.3 Software Interfaces

The software interfaces used are as follows:

1. Operating System : Windows
2. Technology : Java and J2EE
3. Web Technologies : Html, JavaScript, CSS
4. IDE : My Eclipse
5. Web Server : Tomcat
6. Database : MySql5.0
7. Java Version : J2SDK1.5

3.4 Communications Interfaces

The communication between the manager and the customers can be done via Internet or Telephone.
The email address of the management is provided along with the phone number. The users can either mail the management on the given email address or call.

4. System Features

- Multiple POS (Point of Sale):

A great thing regarding our TMS is that it puts out at your disposal a number of channels to sell your travel products via B2C, B2B, and API XML Integration.

- Ability to Handle Multiple Services:

From hotel reservation, city tours, and transfers to static and dynamic holiday packages, you can display and sell a whole host of products through our advanced TMS.

- User-friendly CMS:

With this application, you can easily add, amend, or update content as well as contracts.

- Easy Documentation:

Not only does it eliminate versioning issues but also help to maintain documents including receipts, purchase orders, itineraries, and vouchers in an organized and systematic manner, with options for users to save, access, email, and print.

- Features to Incorporate Business Rules:

This is extremely advantageous, as it enables to easily update policies associated with your travel business, in particular Cancellation Policy, Payment Policy, General Terms and Conditions.

- Integrated Google Map:

This helps users to get a better understanding of their preferred hotel's exact location thus aiding them to book a hotel in their favorite spot.

- Auto Cancellation Feature:

In the event of non-payment, the reservation will be cancelled automatically.

- Flexible Mark Up Module:

TMS' advanced markup modules enables travel service providers to work on different levels on the basis of sales channel and geographic locations.

- Automated System Alerts:

Besides sending out alert for payment, cancellation, and confirmation of reservations, it also give alerts in the event of access failures.

4.1 System Feature 1

4.1.1. Functional Requirements

1. Manager:-

Requirement ID :- T1.100.00
Title :- Arrange Tour
Description :- To suggest the best places to visit.

Requirement ID :- T1.100.00
Title :- Schedule Formation
Description :- Arrange efficient schedule for tourists to carry out.

Requirement ID :- T1.100.00
Title :- Arrange Meeting
Description :- Manager arranges a meeting with the tourists to explain them the schedule and working and other discrepancies (if the customers have any).

Requirement ID :- T1.100.00
Title :- Staff Meeting
Description :- Tour strategies to be explained to the associated/related staff.

2. Accountant:-

Requirement ID :- T1.200.00
Title :- Budget Decision
Description :- Decide the budget of the whole tour.

Requirement ID :- T1.200.00
Title :- Accounting
Description :- Maintaining records.

Requirement ID :- T1.200.00
Title :- Payment
Description :- To decide the mode of payment i.e. online or offline payment, cash or card payment.

Requirement ID :- T1.200.00
Title :- Refund
Description :- If the tour is cancelled, the money must be returned/refunded back to the customer.

5. Other Nonfunctional Requirements

5.1 Performance Requirements

The system is designed in such a way that is utilizes all the utilities in efficient manner. Thus, consumes minimum time to produce correct output. Hence, performance of the system is optimized.

5.2 Safety Requirements

The Tourism Management System is capable of handling all types of errors and malwares. Thus, it is safe to use. It also covers error handling. Hence when an error occurs, system is strong enough to rectify it without causing any inconsistency or slowing down the machine.

5.3 Security Requirements

The system achieves all CIA approaches.

Confidentiality: The credentials are kept confidential and only the DBA has access to it.

Integrity: The changes which are requested by the user should be reflected in database only by authenticated/authorized user only and not by any other user.

Availability: The site is available 24*7 for the user accessibility.