

# Software Requirements Specification Template

## Software Engineering

The following annotated template shall be used to complete the Software Requirements Specification (SRS) assignment.

### **Template Usage:**

Text contained within angle brackets ('<', '>') shall be replaced by your project-specific information and/or details. For example, <Project Name> will be replaced with either 'Smart Home' or 'Sensor Network'.

*Italicized text is included to briefly annotate the purpose of each section within this template. This text should not appear in the final version of your submitted SRS.*

This cover page is not a part of the final template and should be removed before your SRS is submitted.

# INOX Theater Ticketing

## Software Requirements

## Specification <Version>

<Date>

Group 14

Isaiah Austin,  
Dhruvanshi Mokani,  
Sreehith Nareddy

Prepared for  
CS 250- Introduction to Software  
Systems Instructor: Gus Hanna, Ph.D.  
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### Revision History

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		Dhruvanshi Mokani, Sreehith Nareddy	
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## Document Approval

The following Software Requirements Specification has been accepted and approved by the following:

Signature Printed Name Title Date			
	Isaiah Austin	Software Eng.	
	Dhruvanshi Mokani	Software Eng.	
	Sreehith Nareddy	Software Eng.	
	Dr. Gus Hanna	Instructor, CS 250	

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## 1. Introduction

*The introduction to the Software Requirement Specification (SRS) document should provide an overview of the complete SRS document. While writing this document please remember that this document should contain all of the information needed by a software engineer to adequately design and implement the software product described by the requirements listed in this document. (Note: the following subsection annotations are largely taken from the IEEE Guide to SRS).*

### 1.1 Purpose

*What is the purpose of this SRS and the (intended) audience for which it is written*

The purpose of this document is to specify the requirements and functionality of the software being produced.

### 1.2 Scope

*This subsection should:*

- (1) Identify the software product(s) to be produced by name; for example, Host DBMS, Report Generator, etc*
- (2) Explain what the software product(s) will, and, if necessary, will not do*
- (3) Describe the application of the software being specified. As a portion of this, it should: (a) Describe all relevant benefits, objectives, and goals as precisely as possible. For example, to say that one goal is to provide effective reporting capabilities is not as good as saying parameter-driven, user-definable reports with a 2 h turnaround and on-line entry of user parameters.*
  - (b) Be consistent with similar statements in higher-level specifications (for example, the System Requirement Specification), if they exist. What is the scope of this software product.*

The product 'IXT' (1) is a website for INOX theaters that displays movies and will allow customers to purchase a user-defined amount of tickets at any INOX theater within the United States, as well as create an account for ease of access and numerous other functions.

### 1.3 Definitions, Acronyms, and Abbreviations

*This subsection should provide the definitions of all terms, acronyms, and abbreviations required to properly interpret the SRS. This information may be provided by reference to one or more appendixes in the SRS or by reference to other documents.*

- (1) 'IXT' - INOX Ticketing
- (2) 'PII' - Personal Identifiable Information, including credit card information, first and last name, email address, phone number, and date of birth.
- (3) 'HTTPS' - Hypertext Transfer Protocol Secure

## **1.4 References**

*This subsection should:*

- (1) *Provide a complete list of all documents referenced elsewhere in the SRS, or in a separate, specified document.*
- (2) *Identify each document by title, report number - if applicable - date, and publishing organization.*
- (3) *Specify the sources from which the references can be obtained.*

*This information may be provided by reference to an appendix or to another document.*

- (4) Motion Picture Association Film Ratings ([motionpictures.org](http://motionpictures.org))

## **1.5 Overview**

*This subsection should:*

- (1) *Describe what the rest of the SRS contains*

The portion of this document that follows shall provide specific details, requirements, and abilities of the functionality of IXT and all development concerns. The early sections begin with broader requirements before identifying key and specific elements of the software, of which an engineer requires to produce this product.

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- (2) *Explain how the SRS is organized.*

## **2. General Description**

*This section of the SRS should describe the general factors that affect 'the product and its requirements. It should be made clear that this section does not state specific requirements; it only makes those requirements easier to understand.*

### **2.1 Product Perspective**

*This subsection of the SRS puts the product into perspective with other related products or projects. (See the IEEE Guide to SRS for more details).*

### **2.2 Product Functions**

*This subsection of the SRS should provide a summary of the functions that the software will*

*perform.*

The product displays movie listings for the United States, allowing users to browse current and upcoming showings and availability, select seating, and purchase a user-defined amount of tickets for their desired theater. Users will be able to purchase and redeem gift cards, and create an account to save personal information. Lastly, users will be able to purchase, redeem and send INOX gift cards, and contact customer support for refunds, etc.

## 2.3 User Characteristics

*This subsection of the SRS should describe those general characteristics of the eventual users of the product that will affect the specific requirements. (See the IEEE Guide to SRS for more details).*

Users of IXT will need basic computer competency in order to navigate the website and input payment information if necessary. Additionally they will need to be able to have access to an email or phone number in order to receive order confirmations.

## 2.4 General Constraints

*This subsection of the SRS should provide a general description of any other items that will limit the developer's options for designing the system. (See the IEEE Guide to SRS for a partial list of possible general constraints).*

Constraints include:

- Security concerns over receiving user PII.
- Restriction to web development languages
- Bandwidth to support heavy traffic
- API to Stripe in order to process transactions

## 2.5 Assumptions and Dependencies

*This subsection of the SRS should list each of the factors that affect the requirements stated in the SRS. These factors are not design constraints on the software but are, rather, any changes to them that can affect the requirements in the SRS. For example, an assumption might be that a specific operating system will be available on the hardware designated for the software product. If, in fact, the operating system is not available, the SRS would then have to change accordingly.*

Assumptions include a computer and browser capable of accessing the HTTPS (3) IXT website.

## 3. Specific Requirements

*This will be the largest and most important section of the SRS. The customer requirements will be embodied within Section 2, but this section will give the D-requirements that are used to guide the project's software design, implementation, and testing.*

*Each requirement in this section should be:*

- *Correct*
- *Traceable (both forward and backward to prior/future artifacts)*
- *Unambiguous*
- *Verifiable (i.e., testable)*
- *Prioritized (with respect to importance and/or stability)*

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- Complete
- Consistent
- Uniquely identifiable (usually via numbering like 3.4.5.6)

*Attention should be paid to the carefully organize the requirements presented in this section so that they may easily accessed and understood. Furthermore, this SRS is not the software design document, therefore one should avoid the tendency to over-constrain (and therefore design) the software project within this SRS.*

## 3.1 External Interface Requirements

### 3.1.1 User Interfaces

All UI will be graphical interface pages.

- Home
  - Page to be linked to by search engines
  - Displays newest or featured/popular movies by user click, more info on bottom of page
  - Buttons with access to pages: accounts, gift cards, movie selection, contact us
- Account
  - Displays fields to enter username and password
  - Buttons with access to pages: create account, home page, accounts
- Create Account
  - Displays fields to enter desired username and password, and PII.
  - Buttons with access to pages: Home page, accounts
- Gift Cards
  - Displays gift card buy option, and field to check balance
  - Buttons with access to pages: Gift card checkout, home page, accounts
- Gift Card Checkout
  - Displays fields to enter gift card amount, checkbox if it's a gift to email to someone else, and additional field if that box is checked to enter recipient address. Lastly all PII in order to complete purchase, and displays accepted payment methods.
  - Buttons with access to pages: Gift card, home page, confirmation
- Movie Selection
  - Displays movie poster, name, runtime, and ratings from MPA (4)
  - Drop-down to search for theater and buttons to select date and showtime + quality
  - Buttons with access to pages: Home, accounts, seat selection
- Seat Selection
  - Displays theater layout with all available seats and ticker counter.
  - Allows selection of multiple seats, which increases ticket counter
  - Buttons with access to pages: Home, movie selection, accounts, movie checkout
- Movie Checkout
  - Displays selected movie information (name, theater, time, seats) Provides fields to insert PII. And displays accepted payment methods



- Buttons with access to pages: Home, seat selection, accounts, confirmation
- Accounts (if signed in)
  - Displays PII, and button to drop down purchase history, change email, password, and sign out
  - Buttons with access to pages: Home, accounts
- Confirmation
  - Displays order details and button to print confirmation
  - Buttons with access to pages: Home, accounts
- Contact Us
  - Displays customer support number, email and a button to request a refund
  - Buttons with access to pages: Home, accounts

### **3.1.2 Hardware Interfaces**

Requires access to internet, wireless or cabled.

Optional connection to printer

Browser capable of viewing web development language elements.

### **3.1.3 Software Interfaces**

- Movie Information Database
  - Microsoft SQL Server 2022
- Website Telemetry
  - Google Analytics
- Payment Processing
  - Stripe
- Operating System
  - Windows

### **3.1.4 Communications Interfaces**

User communication to the website will be done through HTTPS

## **3.2 Functional Requirements**

*This section describes specific features of the software project. If desired, some requirements may be specified in the use-case format and listed in the Use Cases Section.*

### **3.2.1 Location Selection**

#### **3.2.1.1 Introduction**

The software shall allow a user to provide their location in order to automatically fill a list of theaters closest to them

#### **3.2.1.2 Inputs**

User location access permission

#### **3.2.1.3 Processing**

Browser geolocation function

#### **3.2.1.4 Outputs**

Curated list of theaters from least distance away from user to greatest

#### **3.2.1.5 Error Handling**

Request users manually enter address or request location permissions if not previously activated.

### 3.2.2 Handle Electronic Transactions

#### 3.2.2.1 Introduction

The software shall allow users to complete electronic transactions for purchasing movie tickets or INOX gift cards.

#### 3.2.2.2 Inputs

User PII

#### 3.2.2.3 Processing

Stripe API and database to update taken seats

#### 3.2.2.4 Outputs

Redirect the user to the purchase confirmation page with details and QR code.

#### 3.2.2.5 Error Handling

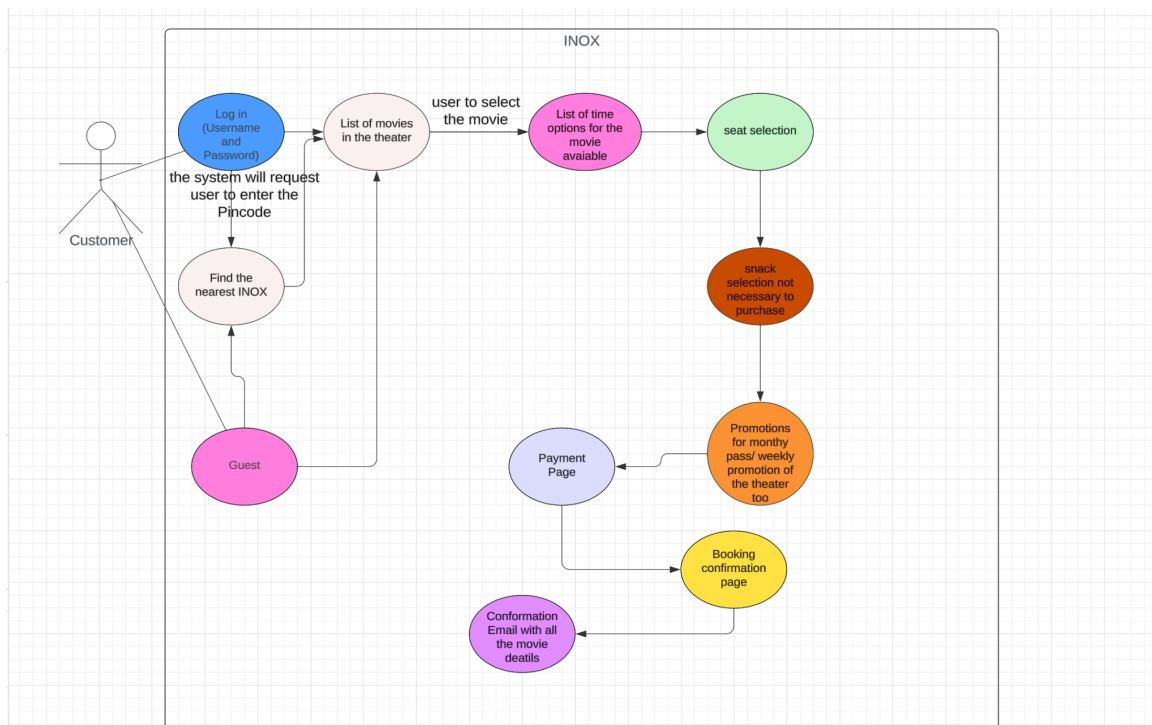
Any errors that are encountered should try to be troubleshooted by using Stripe's functions, otherwise providing refunds or resolving our payment gateway.

## 3.3 Use Cases

### 3.3.1

The system will work on a very simple algorithm. When the user uses the website, he'll have to log in and the users can also log in to the website as a guest. They'll have to allow their location to the website so the system can detect the nearest theater and show the movies which are available at that time. Then the user can select the movie they want to watch and then select the seat that they like. Later, comes a page where they can purchase snack if they want and a monthly pass to the theater if they frequently movies and they don't want to go through the process, which means when a user buys the monthly pass they can directly select they movie they want to watch and then they'll have to enter their pass number so, they'll not have to go through the payment gateway everytime they book the tickets. Moreover, on the last step the user will get a ticket confirmation email which confirms their booking with confirmation number ,movie name,time, location, number of tickets purchased and the screen number in it.

### 3.3.2 Use Case #2



### 3.3.3 Use Case 3

As we are talking about use case scenarios, if at any point the user has any queries or they face any problem we can troubleshoot it on the website as well and can also call the customer care for an immediate solution to their problem which they are facing in any aspect of the website.

## 3.4 Classes / Objects

### 3.4.1 <Class / Object #1>

#### 3.4.1.1 Attributes

The Attributes of this theater ticketing system as very simple and user friendly. The attribute used in the website are as follows:- List of Movies, time schedule for movie, seat selection, Payment, booking confirmation.

#### 3.4.1.2 Functions

As soon as the customer opens the website the person has to log in or can also use it as a guest if the user doesn't want to log in if they are in a rush.

- (i) List of movies :- Using this Attribute, the user can browse for the movies which are available in the theater.
- (ii) List of time options for the movie available:- Using this can help find time slots for any movie.
- (iii) Seat selection:- This helps to select any random seat in the theater.
- (iv) Snack selection:- It gives an option of purchasing snacks online before the start of the show and is optional.
- (v) Promotion:- Promotions of the monthly pass and theater would be active if provided.
- (vi) Payment page:- It redirects you to the payment page which is totally secure and processes the payment in safe order.
- (vii) Booking Confirmation page:- After the payment you get a confirmation with all the details on the current page and to your email id and phone number if provided.

<Reference to functional requirements and/or use cases>

### 3.4.2 <Class / Object #2>

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## 3.5 Non-Functional Requirements

*Non-functional requirements may exist for the following attributes. Often these requirements must be achieved at a system-wide level rather than at a unit level. State the requirements in the following sections in measurable terms (e.g., 95% of transaction shall be processed in less than a second, system downtime may not exceed 1 minute per day, > 30 day MTBF value, etc).*

### **3.5.1 Performance**

The system should be able to handle a high volume of ticket sales during peak hours, such as before popular shows or events, without significant slowdowns or downtime.

### **3.5.2 Reliability**

The system should be highly reliable, ensuring that tickets are accurately reserved and purchased, and that the system is available when customers need it.

### **3.5.3 Availability**

The system should have high availability, minimizing downtime for maintenance and ensuring that customers can access the ticketing platform at any time, including during scheduled performances.

### **3.5.4 Security**

The system should employ robust security measures to protect sensitive customer data, such as personal information and payment details, from unauthorized access or breaches.

### **3.5.5 Maintainability**

This refers to the ease with which the theater ticketing system can be maintained, updated, and modified over time. Key aspects of maintainability may include testing as well.

### **3.5.6 Portability**

This concerns the ease with which the theater ticketing system can be deployed and run on different hardware platforms, operating systems, and environment.

## **3.6 Inverse Requirements**

*State any \*useful\* inverse requirements.*

The main requirements are the users who help in purchasing tickets for random shows playing in the theater, selecting seats, cancellation of ticket, monitoring the whole sales and revenue, configuring pricing tiers for different sections of the theater, Configure pricing tiers for different sections of the theater and many more basic users needs. Followed by the system functionality which includes purchasing tickets, managing booking, seat selection and customer support. They deeply help in on modes providing the customer to book tickets safely and securely. And finally coming to the integration requirements which includes website and third party integrations. Website integration mainly helps to seamlessly integrate with the theater's website for ticket purchasing. And the third party integration helps integrating with CRM systems for managing ones personal information. This inverted requirements document presents a detailed overview of the theater ticketing system's features and functionalities, with an emphasis on the needs and expectations of users, stakeholders, and the overall system architecture.

## **3.7 Design Constraints**

*Specify design constraints imposed by other standards, company policies, hardware limitation, etc. that will impact this software project.*

The software shall be built on computers using Linux or Windows

## **3.8 Logical Database Requirements**

*Will a database be used? If so, what logical requirements exist for data formats, storage capabilities, data retention, data integrity, etc.*

Databases shall be covered by Microsoft SQL Server, and rely on that softwares security systems for keeping our data safe.

### **3.9 Other Requirements**

*Catchall section for any additional requirements.*

## **4. Analysis Models**

*List all analysis models used in developing specific requirements previously given in this SRS. Each model should include an introduction and a narrative description. Furthermore, each model should be traceable the SRS's requirements.*

This section shall display diagrams that enhance an understanding of the integral parts of the software and its requirements.

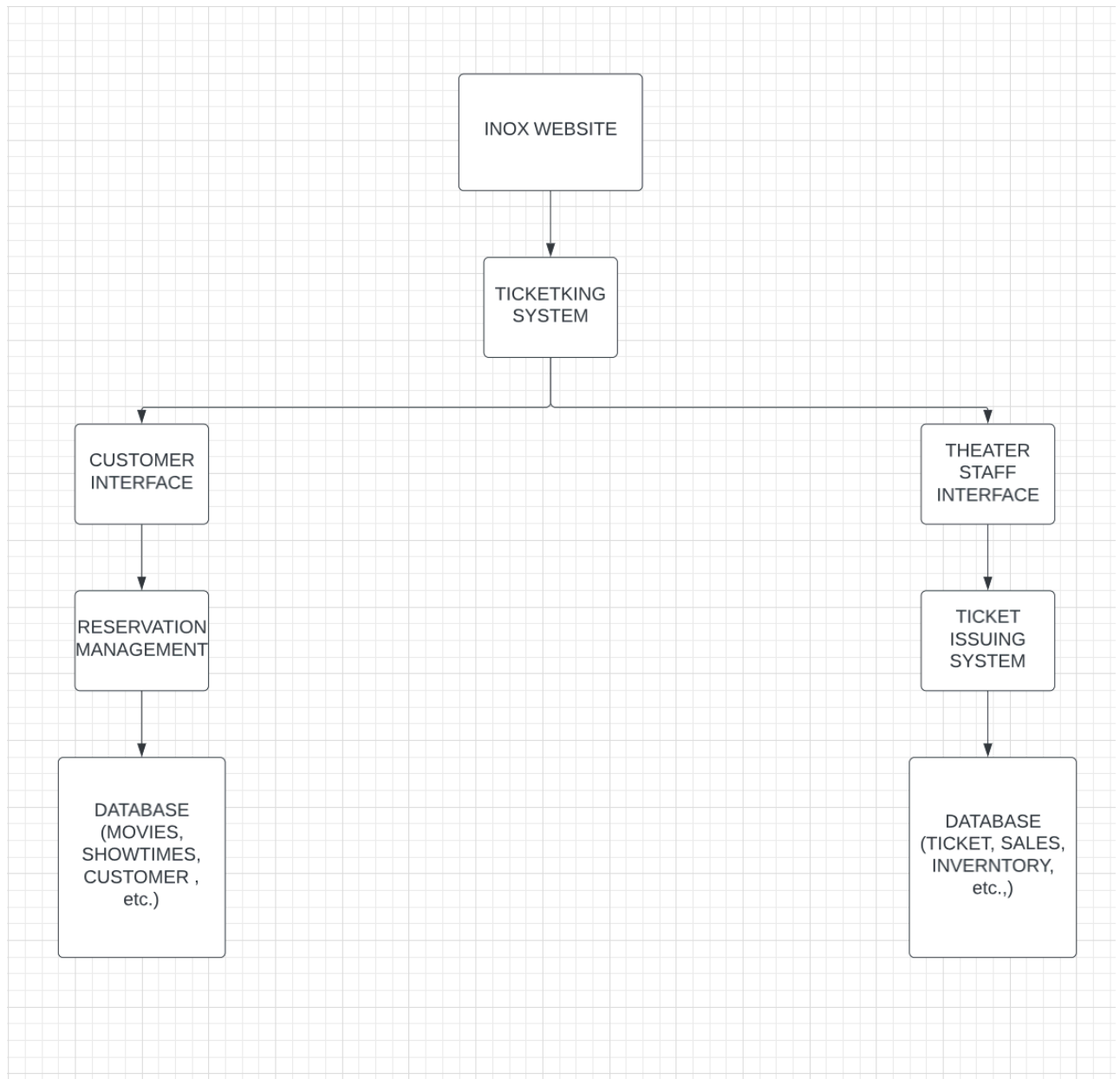
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### **4.1 Architectural Diagrams**

## 4.2 UML Class Diagram

### 4.3 Data Flow Diagrams (DFD)

- The Inox website is responsible for managing the ticket booking process by acting as the main system for the whole thing.
- The customer interface allows customers to interact with the system. They can browse available movies, select showtimes, choose seats, and make bookings.
- The theater staff interface is used by theater staff to manage ticket sales, reservations, and inventory. They can view available seats, process ticket sales, and handle customer inquiries.
- Reservation management handles the reservation process initiated by customers. It manages seat availability, reserves seats for customers, and updates the database accordingly.
-



#### 4.4 Development Plan And Timeline

### 5. Change Management Process

*Identify and describe the process that will be used to update the SRS, as needed, when project scope or requirements change. Who can submit changes and by what means, and how will these changes be approved.*

Changes will be requested using a business management software, such as 'Flowlu' where alterations can be posted and described. The software engineers will then meet and review potential changes to determine their feasibility and decide what will be affected and how. A secondary document shall be created to allow engineers to freely update it. All changes must be marked by a highlight, with a comment of what was deleted. Any engineer(s) can be assigned the change upon completion of any previous tasks and any final changes will need to be approved by the software manager before being updated on the official document.

## A. Appendices

*Appendices may be used to provide additional (and hopefully helpful) information. If present, the SRS should explicitly state whether the information contained within an appendix is to be considered as a part of the SRS's overall set of requirements.*

*Example Appendices could include (initial) conceptual documents for the software project, marketing materials, minutes of meetings with the customer(s), etc.*

## **A.1 Appendix 1**

## **A.2 Appendix 2**