**TEJGAON COLLEGE, DHAKA**

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**Software Requirements Specification**

**For**

**Online Hotel Reservation & Booking System**

**Course Name: Software Engineering Practical**

**Course Code: 322**

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**Introduction**

**Purpose**

The Software Requirements Specification (SRS) will provide a detailed description of the requirements for the Hotel Management System (HMS). This SRS will allow for a complete understanding of what is to be expected from the newly introduced system which is to be constructed. The clear understanding of the system and its functionality will allow for the correct software to be developed for the end user and will be used for the development of the future stages of the project. This SRS will provide the foundation for the project. From this SRS, the Hotel Management System can be designed, constructed, and finally tested.

**Document Conventions**

The document is prepared using Microsoft Word 2013 and has used the font type 'Times New Roman'. The fixed font size that has been used to type this document is 12pt with 1.5 line spacing. It has used the bold property to set the headings of the document. Use case scenario is written according to Alistair Cockburn’s template.UML diagrams have been created according to UML 2.0 standards. Standard IEEE template is the template used to organize the appearance of the document and its flow.

**Intended Audience and Reading Suggestions**

We are developing our project Library Management System for the college or any Institute. But this project can be deployed in any organization. This SRS is mainly developed for the project development team. In this team there are the project manager, developer, coder, tester and documentation writer and the user of the project also.

**User (Customer)**

This document is intended to user and customer to make them ensure that this document is well meeting the need of the users.

**Project Manager**

This SRS document is also very important for the project manager to ensure that can estimate the cost easily by referring to the SRS document and that it contains all the information require planning the project.

**Project Developer**

The project developer will refer to the SRS document to make sure that they developed exactly what the customer requires.

**Tester**

The tester will read this SRS document and he will ensure that the requirements are understandable from functionality point of view so that he can test the software and validate its working.

**Document Writer**

The document writer is reading the SRS document is to ensure that they understand the document well enough to be able to write the users manuals.

**Maintenance**

The SRS document helps the maintenance engineers to understand functionality of the system, a clear knowledge of the functionality can help them to understand design and code.

**Reading Suggestions**

1. The user can read the whole SRS document but for him Introduction, Overall description and System features is much required the software performance.
2. For the project manager the system features is very important.
3. The developer must go through the whole SRS for understanding the requirement and functioning of software.
4. The designer and coder must see the class and object diagram and state transmission diagram for coding the modules.
5. A tester must be aware of coding language and visit through the code section and check the required output.
6. The document writer should write the qualitative document so that it becomes easy and understand to everyone.

**Product Scope**

The introducing software, Hotel Management System which is going to be implemented for Hotel Jad will automate the major operations of the hotel. The Reservation System is to keep track in room and hall reservation and check availability. The Room Management System is for manage all room types room services. The Inventory Control System will keep track in all inventories of the hotel and guest details will handled by guest management. Administration department will monitor the all .There is three End Users for HMS. The End Users are Owner, Manager and Receptionist. Owner can access to all system functionalities without any restrictions. Manager can access to all system functionalities with limited restrictions. Receptionist can only access to the Reservation management section. To keep restrictions for each End User levels HMS can create different Login functions.

The objectives of the automated Hotel Management System are to simplify the day to day processes of the hotel. The system will be able to handle many services to take care of all customers in a quick manner. As a solution to the large amount of file handling happening at the hotel, this software will be used to overcome those drawbacks. Safety, easiness of using and most importantly the efficiency of information retrieval are some benefits the development team going to present with this system. The system should be user appropriate, easy to use, provide easy recovery of errors and have an overall end user high subjective satisfaction.

**Overall Description**

**Product Perspective**

The Hotel Management System is a new self-contained software product which will be produced by the project team in order to overcome the problems that have occurred due to the current manual system. The newly introduced system will provide an easy access to the system and it will contain user friendly functions with attractive interfaces. The system will give better options for the problem of handling large scale of physical file system, for the errors occurring in calculations and all the other required tasks that has been specified by the client. The final outcome of this project will increase the efficiency of almost all the tasks done at the Hotel in a much convenient manner.

**Product Features**

* Make Reservations
* Search Rooms
* Issue Bills
* Set Rates
* Retrieve Reports (Staff payment, Income)
* Taking Backups
* E-mail notifications

**User Classes and Characteristics**

**User Classes**

There are three user levels in Hotel Management System of Hotel Jad:

1. Owner
2. Manager
3. Receptionist

**Characteristics of User Classes**

**Owner:**

Hotel owner has the privilege of monitoring and authorization of all the tasks handle by the system. He can access every function performed by the system. Owner of the company as well as the system can access to the administration panel which is consider the core of the system. As the main authorized person of the company owner gets the ability to manage the other users including their user levels and privileges. Taking backups of the system and restoring system can also be done by the Owner. Meanwhile he will be able to take all the kinds of reports available in the system. As the owner of the system and the company he has the power to set room rates as well. Hotel owner has the sole right of deleting a staff member from the system database.

**Manager:**

Manager is responsible for managing resources available in hotel management system. Manager also has most of the privileges mentioned above except the things regarding the payment handling. The reason for using a Manager is to reduce the work load done by the owner that cannot be assigned to the receptionist, as those tasks seem much responsible. The user level, Manager has the authority to take all the reports available in the system but here also except the reports related to financial stuff, hotel income. Manager has other abilities that receptionist, user level has. Such as, adding new staff member to the system, Modifying them or removing them, Adding new guests to the system, Modifying them and removing them from the system, Adding new inventory to the system, Modifying them and removing them. Adding new room types to the system, modifying them and removing them.

**Receptionist:**

As a hotel receptionist, he or her role will be to attain the goals of bookings and to ensure that all guests are treated with a high standard of customer service. Hierarchically receptionist role has the least accessibility to the system functions. Receptionist plays the boundary role of the system .He or she can perform limited functions such as registering new guest to the system, make reservations, Sending e-mail reminders to clients for booking confirmation. Management of hotel will prefer to hire receptionist who have a good standard of general education and possibly in subjects such as English, math and IT.

**Operating Environment**

**Hardware Requirements:**

1. Operating System supports all known operating systems, such as Windows, Linux
2. Computer 512MB+ RAM, monitor with minimum resolution of 1024x768, keyboard, and mouse
3. Hard Drive should be in NTFS file-system formatted with minimum 10 GB of free space
4. A Laser printer will need to be used to print these reports and notes

**Software Requirements:**

1. Web application is designed to run on any platform which has latest version of browser.
2. Microsoft .NET Frameworks 4.0 or above.
3. Microsoft SQL Server Management Studio Express 2010.

**Design and Implementation Constraints**

Software development crew provides their best effort in developing the system. In order to maintain the reliability and durability of system, some design and implementation constraints are applied. Availability of an android app for hotel management system could make the system portable but due to time constraint it is not possible. System will need a minimum memory of 512MB. But it is recommended to have a memory of 1GB.

**Project Documentation**

Project Documentation section reveals the all the details about documents created by the project team so far of this project. It includes project charter and project proposal.

**Project charter:** This document provides the basic information about the team members their responsible in developing functions, the background of the client and the nature of the main problem identified

**Project Proposal:** The proposal of the project consists with the problems that are identified with the client, and the solutions that are going to implement using the proposed system.

**User Documentation**

User manual provide to the client will give a clear idea in interacting with the system. It will be written in a simple understandable language concealing the inner complexity of the system. A hard copy of the user manual will be delivered to the client with the delivery of system.

**Assumptions and Dependencies**

Some software used in implementing the system is with high cost and the client has agreed to afford the amount of money needed to purchase them. It’s assumed that client won’t change that decision on the next phases of the software development. Although we assume that client is using windows 7 or windows 8. Otherwise if client use an open source operating system, there is a need of changing the SRS accordingly.

**System Features**

**Descriptions and Priority**

1. First priority goes to the welcome form. When user will login the system there will be welcome screen which will assure to the use either ha wants to enter or exit.
2. After the welcome form there will be login form. Through this form only authenticated users can login the system just by entering their name and password.
3. Second priority goes to the menu form where the contents, manuals, and some others functions of the system. From the menu form the user can go any form of the system.
4. In the menu form there will be a facility to select their choice for working like if the user just only wants to search the book then he will only select the search field and go to the searching.
5. Similarly if the user wants to just show the report then he will go to the report section and presents the report in the desired format.
6. The priority is given through user basis.
7. The menu show according to user and they can access all information.

**Functional Requirements**

|  |  |
| --- | --- |
| Function 1 | **Make Reservations** |
| Input | Code, Number of children, Number of adults, check-in date, check out date, status, Number of nights |
| Output | Database Record, Database successfully updated message |
| Processing | Validate the given details and record the information in to the database. |

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| Function 2 | **Add Guest** |
| Input | Member code, Phone number, Company, Name, E-mail, Gender, Address |
| Output | Database Record, Database successfully updated message |
| Processing | Validate the given details and record the information in to the database. |

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| Function 3 | **Add staff member** |
| Input | Code, Employee Name, Employee Address, NIC, Salary, Name Age, Occupation, E-mail |
| Output | Database Record, Database successfully updated message |
| Processing | Validate the given details and record the information in to the database. |

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| Function 4 | **Issue Bill** |
| Input | Billing no, Quantity, Price, Taxes, Date, Services, Unit |
| Output | Printed version of the bill |
| Processing | Validate the given details and total cost is calculated according to the  Services gain by the customer. |

**External Interface Requirements**

**User Interfaces**

* The design or layout of every form will be very clear and very interactive to the user.
* When the user open the software the welcome window will appear.
* In the login window the user can easily entered the desired password and login name.
* Then it will give the successfully login message.
* From each and every window the user can easily go to any desired window that is there is will be an absolute and relative linking.
* In every window & Mac there is help and support option is present for the ease of user.
* There will be a proper collection of GUI interface, which will provide better look and feel.
* In the screen layout the background color is very light and the graphics and font style will be in proper manner and well organized.
* If the user will print any error statement then it will give the proper error message display.
* In each and every window there will be alert, confirm etc message box for displaying message.
* The user will be able to search any data from the record by using proper guideline shown in the window & Mac.
* In the opening of the software there will be a menu window where the overall table contents of the software will be present through which the user can move to any desired window & Mac.
* This will provide the better security data because the menu window will be displaying according to the login (admin or normal user).
* User can easily save its data in to the database and keep track of the records of purchase, vendor and inventory etc.
* This software will be easily understandable and operable by the user.

**Hardware Interfaces**

A specific computer must match with the above mentioned requirements in order to gain the maximum benefits from the system in an efficient manner.

Reservation alerts will be sent to the one of the member of hotel staff as an e-mail notification. So there is a need of broadband internet connection. Client should able to keep a stable internet connection.

A laser printer will be needed when printing bills and several reports.

**Software Interfaces**

The computer this software going to be install need to have Windows Operating System equal or above, Windows 7. On that Windows platform .Net 4.0 will be installed and that will be the platform the particular software will be run. There will be an ADO.NET data transmission with the Microsoft SQL Server Management Studio Express 2010 R2 edition that will be installed in the same computer.

**Communications Interfaces**

When a specific reservation reserved at the same time an e-mail notification will be sent to both relevant staff member’s e-mail account and guest’s account. Guest will be notified in the check-out date. To achieve that functionality, it requires having a stable internet connection. Mostly a broadband connection with the client’s computer will provide the efficient service.

**Other Nonfunctional Requirements**

**Performance Requirements**

Performance requirements define acceptable response times for system functionality. Although the system is developed suiting for the least system performances, the performance of the system will highly depend on the performance of the hardware and software components of the installing computer.

**Safety Requirements**

There are several user levels in hotel management system, Access to the various subsystems will be protected by a user log in screen that requires a user name and password. This gives different views and accessible functions of user levels through the system.

**Security Requirements**

Customer Service Representatives and Managers and owner will be able to log in to the Hotel Management System. Customer Service Representatives will have access to the reservation / booking and subsystems. Managers will have access to the management subsystem as well as the Reservation/Booking subsystems.

**Software Quality Attributes**

* Availability: The system shall be available during normal hotel operating hours
* Correctness: extent to which program satisfies specifications, fulfills user’s mission objectives
* Efficiency: How much less number of resources and time are required to achieve a particular task through the system.
* Flexibility: Ability to add new features to the system and handle them conveniently.
* Integrity: How the system would insecure the information in the system and how it avoids the data losses. Referential integrity in database tables and interfaces
* Maintainability: How easy is to keep the system as it is and correct defects with making changes
* Portability: The Hotel Management System shall run in any Microsoft Windows environment
* Reliability: Specify the factors required to establish the required reliability of the software system at time of delivery. Mean time between failures and mean time to recovery
* Reusability: What is the ability to use the available components of the system in other systems as well
* Testability: Effort needed to test to ensure performs as intended
* Usability: How easily a person can be taken the benefits of the system and the user friendliness.
* Robustness: Strength of the system to handle system functions accurately and maintains the database without facing to unexpected failures
* Maintainability: What design, coding standards must be adhered to exclusions created

**Business Rules**

This Hotel Management System will perform under three users which are Owner, Manager and Receptionist. The system is designed in a way where responsibility and privileges are decreased in the order of owner, manager and receptionist. The role of manager is elected in the aim of making the owner’s hands free from regular interfering with the system. So, most of the privileges that owner has are given to manager, except the ones are critical and important. Some features like that are, taking backup, restoring of the system and handling financial details, hotel income reports of the system. Receptionist is given with the most frequently used features of the system which has less responsibility than the other two users. Deleting of any information in the system is only allowed for the owner of the hotel.

**Other Requirements**

When the system is completely developed and submitted to the client, few sessions will be required to make the users of the system understand about the functionality of it and some time to adapt to the system. After those sessions, it’s required that a member from the development team should spend sometime in the system background for an agreed time period. That time period will be used in identifying new bugs that could not be reached in the earlier phases of the development process. Client should have a valid e-mail account in order to receive reservation e-mail notifications.