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PROJECT PROPOSAL: CARRIER DOME TICKETING SYSTEM

Business Case

The proposed project is to build an online ticketing system for the Carrier Dome. The purpose of this project is to make the experience of buying a game ticket more user-friendly. Now, the customers book the tickets online or go the counter at the dome to buy tickets. The meal plan and parking slot has to be selected separately and only from the Dome. For doing this, people have to reach the dome quite early before the game starts and wait in a queue to book their meal plan and parking slot. The assumption here is that right now there is no categorization of the tickets based on the status of the customers: Students or Localists. The project will allow customers to do all these things at the time of booking the ticket to save time and efforts.

Problem Statement

The current system does not allow customers to book the meal plan and parking lot of their choice before-hand. They need to reach the dome well before the game starts to select their preferred parking and a meal plan. The problem with this is that it creates a lot of chaos before the game. There is a huge queue on the counter for selecting meals. Parking slots are manually allotted on first come first basis and creates a havoc as the parking space gets occupied at its full potential. If people do not find a slot they need to make other arrangements for their vehicles. All this occupies a lot of time and efforts unnecessarily. These major drawbacks would be overcome by the new online ticketing system using a database.

Proposed Solution

The new online ticketing system for the Carrier Dome comes with a series of options to chose while booking the game ticket. This is designed such that it would reduce the waiting time of the customers, the chaos at the counters and the inconvenience caused to the customers. It would allow the user to select a meal plan which they would just be collecting from the food services at the Dome by telling them their Order ID. Next, users would get an option to reserve a parking slot online during booking. In the situation where there is no parking spot left, the system would notify the same during the booking process. This allows the users to find an alternative way to commute to the Dome. This database would help the employees at the Dome to have a better-managed event and reduce the difficulties arising due to last minute chaos. A potential feature which can be added is a Kiosk System which can be installed outside the Dome for customers to book a ticket just before the event.

Users

The primary users of this system would be first, the employees at the Dome who need this database to manage the event, arrange the catering services and the parking before the event.

Secondly, the customers who want to buy a Game ticket would be using this system to make reservations. They would be able to view the information about the available seats and parking slots from these systems and make reservations accordingly.

Potential Entities and attributes

Customer

Customer ID	Unique Identifier of the Customer – Primary Key
First Name	First Name of the Customer
Last Name	Last Name of the Customer
Email	Email ID of the Customer
City	City of the Customer
Age	Age of the Customer (Number)
Student	Indicates the student status of the customer (Yes/No Field)

Match

Match ID	Unique Identifier of the Match – Primary Key
Team 1	Name of the first team playing
Team 2	Name of the second team playing
Game Date	Date on the game is being played
Game Time	Time on the game is being played

Ticket Order

Order ID	Unique Identifier of the Ticket – Primary Key
Customer ID	Customer buying the ticket order – Foreign Key
Match ID	Unique Identifier of the Match – Foreign Key
Tickets	Number of the tickets
Class	Class of the tickets
Price	Price of the Ticket
Total Price	Total price of the tickets – Calculated field from the other two fields

Dome Parking

Parking ID	Unique Identifier of the Parking Spot – Primary Key
Order ID	Ticket Order Identifier
Parking Zone	Zone of the parking spot
Spot Number	Number of the parking spot in the zone
Price	Price of the Ticket

Seat Booking

Seat Booking ID	The unique identifier for a seat booking – Primary Key
Order ID	Ticket Order Identifier
Seat Zone	Zone of the Customer Ticket
Seat Number	Seat Number of the Customer Ticket

Meal Order

Transaction ID	Unique Identifier of the Meal Order – Primary Key
Order ID	Ticket Order Identifier
Meal Type	Different type of meals
Price	Price of the meal