



**System Analysis**

**Course Code: CSE 318**

**Report, Week 01**

**Submitted To**

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**Interview Questions:**

**01. What challenges do MA Tours & Travels currently face with their existing reservation system?**

Answer: The existing reservation system at MA Tours & Travels faces inefficiencies in managing flight schedules, seat availability, and customer bookings, leading to operational bottlenecks and customer dissatisfaction.

**02. What specific features and functionalities would MA Tours & Travels like to see in the new airline reservation system?**

Answer: MA Tours & Travels would like a user-friendly interface for customers to book flights seamlessly, real-time updates on flight availability, secure payment options, and comprehensive reporting for better decision-making.

**03. How does MA Tours & Travels currently manage flight scheduling and seat management?**

Answer: At present, MA Tours & Travels manages flight schedules and seat availability manually, which can result in overbooking and suboptimal resource allocation.

**04. How crucial is data security and customer data protection for MA Tours & Travels, considering the sensitive nature of passenger information?**

Answer: Data security is of utmost importance to MA Tours & Travels due to the sensitive passenger information they handle. They seek a system that ensures robust data protection and customer privacy.

**05. How does MA Tours & Travels currently handle payment processing, and what payment methods are offered to customers?**

Answer: MA Tours & Travels relies on an external payment gateway for processing transactions. They are open to expanding the range of payment methods offered to customers.

**06. What are the reporting and analytics requirements of MA Tours & Travels in terms of tracking flight schedules, ticket sales, and passenger information?**

Answer: MA Tours & Travels requires comprehensive reports that offer insights into booking trends, revenue generation, and operational performance to make data-driven decisions.

**07. What is MA Tours & Travels' timeline expectation for implementing the new reservation system?**

Answer: MA Tours & Travels prefers a reasonable timeline for the development and implementation of the new reservation system, aiming for a smooth transition from the existing system.

**08. How does MA Tours & Travels currently handle customer booking modifications and cancellations?**

Answer: Presently, customers need to contact MA Tours & Travels' support team to make booking modifications or cancellations, which can be time-consuming for both customers and staff.

**09. Are there any specific integration requirements with existing systems or third- party services for MA Tours & Travels?**

Answer: Yes, MA Tours & Travels requires seamless integration of the new reservation system with their current CRM and loyalty program systems.

**10. What level of training and ongoing support does MA Tours & Travels expect for their staff during and after the implementation of the new system?**

Answer: MA Tours & Travels expects comprehensive training for their staff and ongoing support to ensure a smooth transition and efficient usage of the new reservation system.

**Summary:**

MA Tours & Travels, located in 5/1069, Mirpur 7, Dhaka, Bangladesh, has some problems with their current booking system. They want a new and easy system for managing flights, seats, and customer bookings. Protecting customer information is very important. They want the new system to work well with their current setup and have support for their staff during and after they start using it.

They want a smooth change from the old system to the new one. Our plan is to make a simple and easy-to-use reservation system using Java. By working together, we can improve their travel business and make booking flights easier for their customers.