



**System Analysis**

**Course Code: CSE 318**

**Report, Week 03**

**Submitted To**

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**Existing System Analysis:**

Two existing software/web apps for the airline reservation problem are **"FlightBooker Pro"** and **"AirlinePro Reservations."**

"FlightBooker Pro" is a web-based flight reservation system catering to travel agencies and airlines. It offers a user-friendly interface for customers to search and book flights online. The system provides real-time updates on seat availability and ticket prices, along with features for managing flight schedules and handling payment transactions. However, it lacks advanced capabilities like personalized customer profiles and comprehensive reporting features, limiting its effectiveness for travel agencies like MA Tours & Travels.

On the other hand, "AirlinePro Reservations" is designed specifically for airline companies to manage flight reservations and seat allocations. It allows airline staff to handle bookings efficiently, process ticket payments, and provide boarding passes to customers. However, it primarily serves airlines and may not fully meet the needs of travel agencies like MA Tours & Travels, as it requires coordination with multiple airline systems and lacks a unified customer interface for seamless booking experiences.

To overcome the limitations of these existing systems and enhance their operations, MA Tours & Travels should consider adopting a more comprehensive and integrated reservation system. This new system should cater to both travel agencies and customers, offering real-time updates, seamless integration with various travel services, personalized customer profiles, and robust reporting capabilities. By adopting such a system, MA Tours & Travels can streamline their booking processes, provide better customer experiences, and make informed data-driven decisions for their business.

**Feasibility Analysis:**

**Technical Feasibility:**

MA Tours & Travels has access to the necessary technical infrastructure, including computers and servers, to support the implementation of a new reservation system. The required software and development tools are readily available, making the technical setup feasible for the project.

**Economic Feasibility:**

The implementation and maintenance costs of the new reservation system need to be assessed against the potential benefits it will bring to the company. The return on investment (ROI) should be evaluated to ensure the financial viability of the project for MA Tours & Travels.

**Operational Feasibility:**

The staff at MA Tours & Travels should be trained to use the new reservation system effectively. The system's compatibility with the existing business processes should be evaluated to ensure a smooth integration.

**Schedule Feasibility:**

A realistic timeline for the project should be established, taking into account the development, testing, and deployment phases. Adequate resources and manpower should be allocated to meet the project deadlines effectively.

**Legal and Ethical Feasibility:**

The new reservation system must comply with all relevant legal and regulatory requirements, including data protection and privacy laws. Ethical considerations related to customer data handling and security should be taken into account to build customer trust and satisfaction.

Based on the feasibility analysis, if the benefits outweigh the costs and risks, implementing a new reservation system using the Agile methodology is highly recommended for MA Tours & Travels. It will not only streamline their operations and enhance customer experiences but also position the company for success in the competitive travel industry.