

Online Ticket Sales System *)

Our company needs a system to support the sales of tickets for shows at our venue. The venue is a single auditorium facility. The seats are arranged within the venue in sections, rows, and seat numbers so that we can uniquely identify each seat.

We present a wide variety of events such as plays, concerts, and sporting events. Some of our events are long running with multiple shows each week. Some events have only one show, such as a sporting event. We use what we call a pricing strategy for each show. A show pricing strategy is made up of one or more price tiers or pricing levels. Each price tier defines a price for each price type that we offer, for example, adult, student, and child prices. Every seat in a show is priced by associating the seat with one of the price tiers for that show. The pricing strategy can also include a discount, but not all shows offer it. Also, the same pricing strategy can be used for any number of shows. For example, we use the same pricing strategy for all our Saturday matinees.

Most of our tickets are sold through agents. Agents must have a legal contract with us before we can do business. Once agents have a contract, the facilities manager sets up a sales agreement with the agent. The sales agreement gives the agent permission to sell certain seats for a period of time. The agent can sell tickets for the assigned seats for any shows that take place during that period.

Individual customers can also buy tickets directly from us. They can access only the seats that are not assigned to agents. Both customers and agents view the available seats through a seating chart. When a customer or agent selects a seat on the seating chart, he or she effectively puts a hold on the seat so that no one else can select it until the customer either releases it or buys it. Once the customer or agent buys the ticket, the ticket is issued and mailed to the customer.

*) <http://www.rationaldb.com/project-life-cycle-requirements/module3/project-context-exercise.php>

Questions:

Develop the overall analysis model composed by the business model, system operations, requirements analysis model, and domain model.