

HIGHER TECHNICAL INSTITUTE  
COURSE IN COMPUTER STUDIES

DIPLOMA PROJECT

CYPRUS THEATRE ORGANIZATION'S  
(CTO) TICKET BACK-OFFICE AND ON-  
LINE SYSTEMS

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# CYPRUS THEATRE ORGANIZATION'S (CTO) TICKET BACK-OFFICE AND ON-LINE SYSTEMS

## SUMMARY

This project was proposed by Mrs. Christiana Panayiotou, lecturer of the Computer Studies Department of the Higher Technical Institute to be developed by third year students as one of the final year projects of the academic year 2000-2001.

The existing Ticket and Membership systems of most theaters in Cyprus, are very inefficient and time consuming. For this reason, a computerized back-office system was developed for the CTO's Nicosia's Theaters to substitute the currently manual procedures with a fully computerized, multi-user Ticket Back-office system which handles all ticketing tasks (reservations, tickets issuing, report generation), as well as the membership operations.

In addition, the creation of a CTO's personal Web Site was undertaken to improve the overall image of the organization, promoting the theatrical plays and other events organized by CTO increasing the public interest.

The main problem the project team had to deal with during the SDLC, was the collection of CTO's policies, which were not previously recorded. Many interviews had to be contacted in order to extract the relevant information.

# CYPRUS THEATRE ORGANIZATION'S (CTO) TICKET BACK-OFFICE AND ON-LINE SYSTEMS

## INTRODUCTION

The scope of the project undertaken, is to develop a fully computerized Ticket Back-office System for the Cyprus Theatre Organization's (CTO). This includes the design of CTO's personal Web Site that will allow visitors of the site to make online ticket reservation for any of CTO's Events and view general information about the organization, including current and future events organized by CTO.

The Back-office system will maintain data about CTO's theatres, plays, events, actors, members, and other information related to seat reservation and ticket sales.

The system aims to provide full computerization of four stages of CTO (Central Stage, New Stage, Agora Ayiou Andrea and Amphitheater) situated in Nicosia. The system will support multiple users (cashiers) that simultaneously handle all currently manual procedures (such as customer reservation) in a user-friendly environment. In addition the Ticket system will print all types of tickets included in CTO's Ticket policies. The printed ticket will include the play title, date, time and other details.

The back-office system will be developed using Visual Basic (with database support) for the Ticket Back-office system and ASP (Active Server Pages) programming for the development of the on-line system.

# CYPRUS THEATRE ORGANIZATION'S (CTO) TICKET BACK-OFFICE AND ON-LINE SYSTEMS

## Table of Contents

### CHAPTER 1

#### 1. INVESTIGATION PHASE

1.1 INITIAL INVESTIGATION ACTIVITY	2
1.1.1 INFORMATION ABOUT THE ORGANIZATION	3
1.1.1.1 General Information about CTO	3
1.1.1.2 Goals of CTO	5
1.1.1.2.1 Overall Goals	5
1.1.1.2.2 Goals expected from the implementation of the New System	6
1.1.1.3 Organizational Structure	9
1.1.1.4 Policies of CTO	11
1.1.1.4.1 General Policies	11
1.1.1.4.2 Ticket Reservation Policies	12
1.1.1.4.3 Members Policies	15
1.1.1.4.4 Ticket Value Policies	18
1.1.2 INFORMATION ABOUT THE WORK	20
1.1.2.1 Tasks and Workflow	20
1.1.2.1.1 Ticket System	20
1.1.2.1.2 Members System	21
1.1.2.2 Methods and Procedures for performing the work	23
1.1.2.2.1 Ticket System	24
1.1.2.2.2 Members System	24
1.1.2.3 Work Schedule and Volumes	25
1.1.2.3.1 Ticket System	25
1.1.2.3.2 Members System	25
1.1.2.4 Performance Criteria	26
1.1.2.4.1 Ticket System	26
1.1.2.4.2 Member System	26
1.1.2.5 Control Mechanism	26
1.1.2.5.1 Ticket System	27
1.1.2.5.2 Member System	27
1.1.2.6 Problems of the Existing System	27
1.1.2.6.1 Ticket System	27
1.1.2.6.2 Members System	28
1.1.2.6.3 General Problems	29

1.1.3	INFORMATION ABOUT THE PEOPLE	30
1.1.3.1	Employees	30
1.1.3.2	Organizational Structure	31
1.1.3.3	Duties of Employees	32
1.1.3.4	Relationships among Employees	34
1.1.3.5	Information Needs	34
1.1.3.6	Information Gathering Methods	36
1.1.3.6.1	Interviews	36
1.1.4	INFORMATION ABOUT THE ENVIRONMENT	38
1.1.4.1	Location	38
1.1.4.2	Physical Movement of Input and Output	38
1.1.4.2.1	Ticket System	39
1.1.4.2.2	Members System	39
1.1.4.3	Resources Available	40
1.1.5	CONCLUSIONS AND RECOMMENDATIONS	41
1.2	FEASIBILITY STUDY	44
1.2.1	PURPOSE AND SCOPE OF THE PROJECT	44
1.2.2	FEASIBILITY FACTORS	44
1.2.2.1	FINANCIAL FEASIBILITY	44
1.2.2.2	OPERATIONAL FEASIBILITY	47
1.2.2.3	HUMAN FACTOR FEASIBILITY	48
1.2.2.4	TECHNICAL FEASIBILITY	48
1.2.2.5	SCHEDULED FEASIBILITY	51
1.2.3	CONCLUSION	52
<b>CHAPTER 2</b>		
2.	<b>ANALYSIS AND GENERAL DESIGN PHASE</b>	
2.1	INTRODUCTION	53
2.2	EXISTING SYSTEM REVIEW ACTIVITY	54
2.3	NEW SYSTEM REQUIREMENTS ACTIVITY	55
2.3.1	Overview Narrative	55
2.3.2	System Purpose	56
2.3.3	System Functions	57
2.3.4	Processing	60
2.3.5	Data Dictionary	60
2.3.6	Outputs to the Users	61
2.3.7	Inputs to the System	61
2.3.8	User Specified Physical Requirements	62
2.3.9	Unresolved policy considerations	64
2.3.10	User Interface with the System	65
2.4	NEW SYSTEM DESIGN ACTIVITY	67
2.4.1	Introduction	67
2.4.2	New System Design Specification	67
2.4.2.1	Processing	67
2.4.2.2	File Design	67
2.4.2.3	Performance Criteria	68
2.4.2.4	Security and Control	69

2.4.3	Packaged Application Software Recommendation	71
2.4.4	Technical Support Specification	72
2.5	IMPLEMENTATION AND INSTALLATION PLANNING ACTIVITY	73
2.5.1	Introduction	73
2.5.2	Preliminary Detailed Design and Implementation plan	73
2.5.3	Preliminary System Test Plan	73
2.5.4	User Training Outline	74
2.5.5	Preliminary Installation Plan	74
2.6	Conclusion	76
<b>CHAPTER 3</b>		
<b>3. DETAILED DESIGN AND IMPLEMENTATION PHASE</b>		
3.1	INTRODUCTION	77
3.2	TECHNICAL DESIGN ACTIVITY	79
3.2.1	Introduction	79
3.2.2	Detailed Design Specification Document	79
3.2.2.1	Human-Machine Interface Design	80
3.2.2.2	Detailed File Design	80
3.2.2.3	Network Design	81
3.2.2.4	Application Software Design	81
3.2.2.5	Security and Control Measures	81
3.2.2.6	Computer Operation Documentation	82
3.2.2.7	Back Up and Recovery Procedures	82
3.2.2.8	Conversion Programs	82
3.3	TEST SPECIFICATION AND PLANNING ACTIVITY	83
3.3.1	Unit Testing	84
3.3.2	Function Testing	86
3.3.3	System Testing	87
3.3.4	Acceptance Testing	88
3.3.5	Conclusions	89
3.4	PROGRAMMING AND TESTING ACTIVITY	90
3.5	USER TRAINING ACTIVITY	91
3.5.1	User Training Idiosyncrasy	91
3.5.2	User's Manual	91
3.5.3	Conclusion	92
3.6	SYSTEM TEST ACTIVITY	93
3.6.1	Conclusion	94
<b>CHAPTER 4</b>		
<b>4. INSTALLATION PHASE</b>		
4.1	INTRODUCTION	95
4.2	FILE CONVERSION ACTIVITY	96
4.3	SYSTEM INSTALLATION ACTIVITY	97
4.3.1	Introduction	97
4.3.2	System Installation Methods	97
4.3.2.1	Conclusions	99
<b>CHAPTER 5</b>		
<b>5.1 REVIEW PHASE</b>		

5.1.1	INTRODUCTION	100
5.1.2	RECAP ACTIVITY	101
5.1.3	POST IMPLEMENTATION REVIEW ACTIVITY	102

## Appendices

- Appendix A  
Organizational Structures
- Appendix B  
Policies
- Appendix C1  
Ballot-Box Form
- Appendix C2  
Ticket-Sale Form
- Appendix C3  
Ticket Types
- Appendix C4  
CTO's Stages
- Appendix D  
Members System
- Appendix E  
Existing System Flowcharts
- Appendix F  
Interviews
- Appendix G  
Gantt Chart
- Appendix H  
Context Digram
- Appendix I  
Data Dictionary
- Appendix J  
Process Descriptions – Inputs – Outputs
- Appendix K  
Screen Design