**Waterfall Model Documents**

**Document 1 –** Business Case Document

1. Why is this Project Initiated

Ans. The project is initiated to create an advanced and user-friendly website for "Prerna Centre for Excellence," a motivational speaker platform. The website aims to enhance the speaker's online presence, streamline event management, and improve the user experience for attendees. Currently, there is no central platform where users can access detailed event information, book tickets, or view highlights of past events, resulting in missed opportunities to engage with a wider audience.

1. What are the current problems

Ans. The current problem with the business is:

* Users do not have a single platform to view event details like dates, venues, and durations.
* The existing manual/counter ticket booking process (if any) is inefficient and not user-friendly.
* There is no professional way to display past events or highlights, reducing the credibility and reach of the speaker.
* The absence of features like online booking and interactive content limits audience engagement and scalability.
1. With this project, how many problems could be solved?

Ans. The project will address the following problems:

* Centralized Information: All event-related details will be easily accessible on a single platform.
* Automated Ticket Booking: A seamless, user-friendly ticket booking system will replace manual processes.
* Showcasing Past Events: Highlight reels and achievements will be professionally displayed, increasing credibility.
* Improved Engagement: The addition of features like personalized event notifications and a user-friendly interface will boost audience engagement.
1. What are the resources required?

Ans. Technical Resources:

* Frontend: HTML, CSS, and JavaScript for creating an interactive and responsive user interface.
* Backend: PHP for handling server-side functionality.
* Database: MySQL to store and manage data like user details, event information, and booking records.

Human Resources:

* Business Analyst (you)
* Web Developers (Frontend and Backend)
* Quality Assurance Testers
* Content Creators (for event descriptions and highlights)
* UI/UX Designers

Other Resources:

* Hosting services (e.g., AWS, Google Cloud)
* Budget allocation for software licenses and third-party tools
* Training materials for staff managing the website
1. How much organizational change is required to adopt this technology?

Ans. Minimal organizational change is required as the project is focused on enhancing the speaker's online presence, not altering core business operations. Staff may need brief training to manage the backend features of the website, such as updating event information, processing ticket bookings, and uploading new content.

1. Time frame to recover ROI?

Ans. The return on investment (ROI) is expected within 12 to 15 months of the website's launch. Revenue from ticket bookings, increased event attendance, and potential sponsorships will drive profitability. Additional gains may include long-term brand recognition and repeat visitors due to enhanced user experience.

1. How to identify stakeholders?

Ans.

1. Analyze the Project Scope
* Review the project objectives, deliverables, and scope to understand who will be directly or indirectly affected.
* Identify the departments, teams, or individuals involved in creating, managing, or using the system
1. Identify Stakeholder Roles and Responsibilities

List out potential stakeholders based on their roles and expected contributions:

* Who will approve or fund the project? (e.g., Project Sponsor)
* Who will use the system? (e.g., End Users, Admins)
* Who will provide necessary resources? (e.g., Developers, Designers)
* Who will be affected by the project outcomes? (e.g., Business Owner, Motivational Speaker)
1. Conduct Stakeholder Interviews or Surveys

Gather insights from individuals or groups to confirm their involvement and expectations.

Ask questions like:

* What are your goals for the project?
* How will this system impact your work?
1. Validate Stakeholders
* Cross-check the identified stakeholders with project documentation (e.g., project charter, business case) to ensure no critical entity is missed.

**Document 2 – BA Approach Strategy**

**Ans.**

**Steps to complete the project**:

A step-by-step approach ensures the project is delivered efficiently and aligns with the client’s vision.

1. Initiation: Define project goals, scope, and identify key stakeholders.
	* Set the foundation by understanding the motivational speaker's requirements for the website.
	* Develop a project charter and assemble the team.
2. Planning: Create a detailed project plan with timelines, resources, and milestones.
	* Develop a Gantt chart to track tasks and deadlines.
	* Allocate resources such as technologies, team members, and budgets.
3. Execution: Implement the project plan and gather requirements through elicitation techniques.
	* Collaborate with developers and designers to create the website.
	* Conduct regular reviews to ensure adherence to requirements.
4. Monitoring and Control: Track progress using KPIs like timelines, costs, and risk metrics.
	* Use project management tools like Jira to monitor progress.
	* Mitigate risks by addressing deviations early.
5. Closure: Conduct UAT, finalize deliverables, and obtain sign-offs.
* Ensure all issues identified during testing are resolved.
* Archive all project documentation for future reference.

**Elicitation Techniques to Apply**

Using some of the targeted techniques to gather, validate, and refine requirements effectively

1. Interviews: Gather in-depth insights directly from the motivational speaker.
* Understand their vision for the website and critical features.
1. Workshops: Collaborate with event organizers to refine event-related functionalities.
* Align requirements across stakeholders to avoid conflicts.
1. Surveys: Collect feedback from the target audience to understand their preferences.
* Gauge user expectations for features like ticket booking and past-show highlights.
1. Document Analysis: Review any existing materials, such as show portfolios or user feedback.
* Identify gaps and ensure no critical requirements are missed.

**Stakeholder Analysis (RACI):**

The technique used for stakeholder analysis was RACI technique which helps understand and clarifies roles and responsibilities for stakeholders. The RACI matrix is a tool that assigns specific roles to stakeholders for each task or deliverable, ensuring accountability and clarity.

It can be done by following the given steps for Stakeholder Analysis:

* Identify Stakeholders: List all people or groups involved in or impacted by the project.
* Analyze Stakeholders: Assess their level of interest, influence, and expectations.
* Prioritize Stakeholders: Categorize them based on their importance to the project.
* Prepare chart: Prepare a chart of all the stakeholders and their assigned interest and importance to the project.
* Engage Stakeholders: Plan interactions and communication based on their roles and influence.

RACI Matrix Overview: The 4 different kinds of status assigned to stakeholders are -

* Responsible (R): Person responsible for completing the task.
* Accountable (A): Person answerable for the success of the task.
* Consulted (C): Person consulted for input and expertise.
* Informed (I): Person kept updated on progress or decisions.

**Documents to write are**:

* Business Case Document: Justifies why the project is initiated and its expected benefits.
* BRD (Business Requirements Document): Captures high-level business needs and objectives.
* FRD (Functional Requirements Document): Specifies detailed system functionalities.
* SRS (Software Requirements Specification): Combines business and technical requirements.
* Use Case Speicifcations: Contains detailed information regarding individual system features or use case.
* Change Request Log: It tracks any change in requirements throughout the project
* Test Plans: Outlines testing strategies for UAT and system validation.

**Process for Document Sign offs:**

1. Submit the draft document to stakeholders for review.
2. Organize a review meeting to clarify and address feedback.
3. Revise the document based on feedback and resubmit for approval.
4. Obtain formal approval through signatures or documented email confirmations.

**Approvals from Clients:**

1. Share drafts of deliverables like wireframes and prototypes for review.
2. Schedule walkthrough sessions to address any concerns.
3. Use tools like DocuSign to streamline approval processes.

**Communication Channels:**

* **Emails**: For formal updates, document sharing, and approvals.
* **Weekly Status Meetings**: To provide progress updates and address queries.
* **Project Management Tools**: Use Jira or Trello to track tasks and deadlines.
* **Instant Messaging**: Slack or Teams for real-time team collaboration.

**Handling Change Requests:**

A structured process ensures changes are managed without impacting project timelines or scope.

* Record the change in Change Request Log.
* Doing Impact analysis to understand impact on scope, costs, and timeline.
* Get approvals and update the BRD/FRD
* Communicate change to all team members.

**Updating Stakeholders on Progress:**

* Share weekly progress reports with stakeholders via email.
* Use dashboards in Jira or other tools to provide real-time updates.
* Host bi-weekly status review meetings to discuss milestones and risks.
* Conduct monthly review meetings to share the progress.

**Taking sign-off on UAT:**

* Prepare a UAT plan and do the preparation.
* Conduct UAT.
* Document Results
* Fix any issues if any.
* Again, do the testing and provide client with the final reports during Final Review Meeting.
* Provide client with UAT-Sign Off form
* All stakeholders must approve the form

**Client Acceptance Form:**

* In Final Review Meeting present the complete system with all the documented requirements.
* Show them deliverables, and resolved issues.
* Share the CPAF and ensure all stakeholders sign the document.

**Document 3 – Functional Specifications**

|  |  |
| --- | --- |
| Project Name | Prerna Centre for Excellence – Advanced Website Development |
| Customer Name | Prerna Centre for Excellence |
| Project Version | 1.3 |
| Project Sponsor | Prerna Centre for Excellence Leadership Team |
| Project Manager | Raghuram |
| Project Initiation Date | 1st January, 2025 |

Function Requirements Specifications:

|  |  |  |  |
| --- | --- | --- | --- |
| **Req ID** | **Requirement Name** | **Requirement Description** | **Priority** |
| FR0001 | User Registration | Allow users to register with email and password. | 9 |
| FR0002 | User Login | Provide a secure login system for registered users. | 10 |
| FR0003 | Event Listing Page | Display detailed information about future events, including date, location, and duration. | 10 |
| FR0004 | Ticket Booking System | Enable users to book tickets for events through the website. | 10 |
| FR0005 | Payment Gateway Integration | Support secure payment processing for ticket purchases. | 9 |
| FR0006 | Event Highlights | Showcase past event highlights through videos or images. | 8 |
| FR0007 | Dynamic Content Management | Allow the admin to update event information and images dynamically. | 8 |
| FR0008 | Search Functionality | Implement a search bar for users to find specific events or content. | 7 |
| FR0009 | Filter by Event Type | Allow users to filter events by type, location, or date. | 7 |
| FR0010 | User Profile Management | Enable users to update their personal information in their profile. | 8 |
| FR0011 | Forgot Password | Allow users to reset their password securely. | 9 |
| FR0012 | Responsive Design | Ensure the website is mobile-friendly and responsive on all devices. | 10 |
| FR0013 | Admin Dashboard | Provide an admin interface for managing events, users, and content. | 9 |
| FR0014 | Notifications and Reminders | Send email/SMS notifications for upcoming events and ticket confirmations. | 8 |
| FR0015 | Feedback Collection | Allow users to submit feedback about events or the website. | 7 |
| FR0016 | Social Media Integration | Provide links or integration for sharing events on social media platforms. | 6 |
| FR0017 | FAQ Section | Include a section for frequently asked questions about events and ticket booking. | 6 |
| FR0018 | Terms and Conditions | Display the terms and conditions during ticket booking. | 8 |
| FR0019 | Privacy Policy Page | Provide a detailed privacy policy accessible to users. | 7 |
| FR0020 | Real-time Availability Check | Show the availability of tickets for each event in real time. | 9 |
| FR0021 | SEO Optimization | Ensure the website is optimized for search engines. | 7 |
| FR0022 | Multilingual Support | Provide support for multiple languages to expand user accessibility. | 6 |
| FR0023 | Contact Us Page | Provide a contact form for users to reach the admin team. | 8 |
| FR0024 | Event Sponsorship Page | Include a section for event sponsorship details and inquiries. | 6 |
| FR0025 | Feedback Analytics | Analyze user feedback to identify areas for improvement. | 7 |
| FR0026 | Ticket QR Code Generation | Generate QR codes for tickets booked by users. | 8 |
| FR0027 | Cancellation and Refund Policy | Allow users to cancel tickets and process refunds as per policy. | 8 |
| FR0028 | CAPTCHA for Forms | Integrate CAPTCHA to prevent bots in forms like registration and feedback. | 9 |
| FR0029 | Event Recommendations | Suggest events to users based on their past bookings or preferences. | 7 |
| FR0030 | Website Analytics | Track and report website performance metrics (e.g., traffic, bookings). | 8 |
| FR0031 | Newsletter Subscription | Allow users to subscribe to newsletters for updates on upcoming events. | 5 |
| FR0032 | Guest Checkout | Enable ticket booking without requiring user registration. | 6 |
| FR0033 | Customizable Themes | Allow admin to customize the website's appearance through themes. | 4 |
| FR0034 | Testimonials Section | Display testimonials from attendees about past events. | 5 |
| FR0035 | Bookmark Events | Let users bookmark events for future reference. | 6 |
| FR0036 | Event Calendar View | Provide a calendar view to display upcoming events visually. | 7 |
| FR0037 | User Activity Logs | Track user activities for better insights into usage patterns. | 6 |
| FR0038 | Role-based Access Control | Restrict admin features based on roles (e.g., admin, moderator). | 8 |
| FR0039 | Multi-Currency Support | Allow ticket payments in multiple currencies. | 5 |
| FR0040 | API Integration for Event Data | Allow integration with external APIs to fetch or display event details. | 7 |
| FR0041 | Bulk Ticket Purchase | Enable users to book multiple tickets at once for group attendees. | 6 |
| FR0042 | Promo Code Integration | Allow users to apply promo codes for discounts on ticket purchases. | 6 |
| FR0043 | Event Reviews | Allow users to leave reviews for events they attended. | 6 |
| FR0044 | Integration with Maps | Display event locations using map services like Google Maps. | 8 |
| FR0045 | Video Hosting for Events | Host recorded videos of past events on the website. | 5 |
| FR0046 | Scheduled Content Updates | Enable admin to schedule updates to content (e.g., event announcements). | 6 |
| FR0047 | Multi-Device Notifications | Send notifications via SMS, email, and push notifications. | 6 |
| FR0048 | Dark Mode | Offer a dark mode for better viewing at night. | 4 |
| FR0049 | Attendee Profile Badges | Display badges for frequent attendees or event sponsors. | 4 |
| FR0050 | Accessibility Features | Ensure website accessibility for differently-abled users (e.g., screen readers). | 7 |

**Document 4 – Requirements Traceability Matrix**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Req ID** | **Requirement Name** | **Requirement Description** | **Design** |  **D1** | **T1**  | **D2**  | **T2**  | **UAT** |
| FR0001 | User Registration | Allow users to register with email and password. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0002 | User Login | Provide a secure login system for registered users. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0003 | Event Listing Page | Display detailed information about future events, including date, location, and duration. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0004 | Ticket Booking System | Enable users to book tickets for events through the website. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0005 | Payment Gateway Integration | Support secure payment processing for ticket purchases. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0006 | Event Highlights | Showcase past event highlights through videos or images. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0007 | Dynamic Content Management | Allow the admin to update event information and images dynamically. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0008 | Search Functionality | Implement a search bar for users to find specific events or content. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0009 | Filter by Event Type | Allow users to filter events by type, location, or date. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0010 | User Profile Management | Enable users to update their personal information in their profile. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0011 | Forgot Password | Allow users to reset their password securely. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0012 | Responsive Design | Ensure the website is mobile-friendly and responsive on all devices. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0013 | Admin Dashboard | Provide an admin interface for managing events, users, and content. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0014 | Notifications and Reminders | Send email/SMS notifications for upcoming events and ticket confirmations. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0015 | Feedback Collection | Allow users to submit feedback about events or the website. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0016 | Social Media Integration | Provide links or integration for sharing events on social media platforms. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0017 | FAQ Section | Include a section for frequently asked questions about events and ticket booking. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0018 | Terms and Conditions | Display the terms and conditions during ticket booking. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0019 | Privacy Policy Page | Provide a detailed privacy policy accessible to users. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0020 | Real-time Availability Check | Show the availability of tickets for each event in real time. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0021 | SEO Optimization | Ensure the website is optimized for search engines. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0022 | Multilingual Support | Provide support for multiple languages to expand user accessibility. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0023 | Contact Us Page | Provide a contact form for users to reach the admin team. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0024 | Event Sponsorship Page | Include a section for event sponsorship details and inquiries. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0025 | Feedback Analytics | Analyze user feedback to identify areas for improvement. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0026 | Ticket QR Code Generation | Generate QR codes for tickets booked by users. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0027 | Cancellation and Refund Policy | Allow users to cancel tickets and process refunds as per policy. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0028 | CAPTCHA for Forms | Integrate CAPTCHA to prevent bots in forms like registration and feedback. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0029 | Event Recommendations | Suggest events to users based on their past bookings or preferences. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0030 | Website Analytics | Track and report website performance metrics (e.g., traffic, bookings). | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0031 | Newsletter Subscription | Allow users to subscribe to newsletters for updates on upcoming events. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0032 | Guest Checkout | Enable ticket booking without requiring user registration. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0033 | Customizable Themes | Allow admin to customize the website's appearance through themes. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0034 | Testimonials Section | Display testimonials from attendees about past events. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0035 | Bookmark Events | Let users bookmark events for future reference. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0036 | Event Calendar View | Provide a calendar view to display upcoming events visually. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0037 | User Activity Logs | Track user activities for better insights into usage patterns. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0038 | Role-based Access Control | Restrict admin features based on roles (e.g., admin, moderator). | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0039 | Multi-Currency Support | Allow ticket payments in multiple currencies. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0040 | API Integration for Event Data | Allow integration with external APIs to fetch or display event details. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0041 | Bulk Ticket Purchase | Enable users to book multiple tickets at once for group attendees. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0042 | Promo Code Integration | Allow users to apply promo codes for discounts on ticket purchases. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0043 | Event Reviews | Allow users to leave reviews for events they attended. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0044 | Integration with Maps | Display event locations using map services like Google Maps. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0045 | Video Hosting for Events | Host recorded videos of past events on the website. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0046 | Scheduled Content Updates | Enable admin to schedule updates to content (e.g., event announcements). | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0047 | Multi-Device Notifications | Send notifications via SMS, email, and push notifications. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0048 | Dark Mode | Offer a dark mode for better viewing at night. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0049 | Attendee Profile Badges | Display badges for frequent attendees or event sponsors. | Yes | Completed | Pass | Completed | Pass | Approved |
| FR0050 | Accessibility Features | Ensure website accessibility for differently-abled users (e.g., screen readers). | Yes | Completed | Pass | Completed | Pass | Approved |

**Document 5 – BRD Template**

**Prerna Centre for Excellence – Advanced Website Development**

**PCE1001**

**v1.3**

**Harsh Zope**

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* 1. **Document Revisions**

Below is the table indicating the number of versions undergone for the document after going through multiple changes.

|  |  |  |
| --- | --- | --- |
| Version Number | Date | Document Changes |
| 1.0 | 2025-01-01 | Initial version of the Business Requirement Document created. |
| 1.1 | 2025-01-02 | Added detailed descriptions for event ticket booking and user profile management. |
| 1.2 | 2025-01-03 | Incorporated feedback regarding the event reminder feature and social media sharing. |
| 1.3 | 2025-01-04 | Clarified system integration with payment gateways and mobile design. |

* 1. **Approvals**

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Date** |
| **Project Sponsor** | Rajesh Gupta | Senior Vice President | 2025-01-04 |
| **Business Owner** | Priya Malhotra | Director of Operations | 2025-01-04 |
| **Project Manager** | Raghuram | Project Manager | 2025-01-04 |
| **System Architect** | Ananya Iyer | Lead System Architect | 2025-01-04 |
| **Development Lead** | Manish Tiwari | Software Development Lead | 2025-01-04 |
| **User Experience Lead** | Rhea Kapoor | UX Designer | 2025-01-04 |
| **Quality Lead** | Neha Joshi | QA Lead | 2025-01-04 |
| **Content Lead** | Arjun Mehta | Content Strategist | 2025-01-04 |

* 1. **RACI Matrix**

IT Side (Project Stakeholders)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Role** | **Name** | **Requirement Gathering** | **System Design** | **Testing (QA)** | **Development of Features** | **Authorize (A)** | **Support (S)** |
| **Sponsor** | Rajesh Gupta | I | A | I | I | A | S |
| **Project Manager** | Raghuram | R | A | C | R | A | S |
| **System Architect** | Ravi Menon | C | R | C | R | - | S |
| **Development Lead** | Ankit Sharma | I | R | C | R | - | S |
| **User Experience Lead** | Priya Joshi | C | C | I | C | - | S |
| **Quality Lead** | Deepa Reddy | I | C | R | C | - | S |
| **Content Lead** | Suresh Nair | C | C | I | C | - | S |

Client Side (Business Stakeholder)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Role** | **Name** | **Requirement Gathering** | **System Design** | **Testing (QA)** | **Development of Features** | **Authorize (A)** | **Support (S)** |
| **Sponsor** | Mr. Henry | I | A | I | I | A | S |
| **Business Owner** | Nisha Verma | C | C | I | I | A | S |
| **Financial Head** | Mr. Pandu | C | C | I | I | A | S |
| **Project Coordinator** | Mr. Dooku | A | C | I | C | A | S |
| **Delivery Head** | Mr. Karthik | I | R | I | A | A | S |

* 1. **Introduction**
	2. **Business Goals**

The **Prerna Centre for Excellence** aims to inspire individuals through motivational sessions, workshops, and events. The organization's goals and needs are outlined below:

The goal is to create a highly functional and user-friendly website to serve as a centralized hub for event information, ticket booking, and past show highlights, ultimately enhancing audience engagement and business growth. The goals for the project are as follows:

* Efficient Event Management: Provide an easy-to-use interface to list upcoming shows with detailed information.
* Streamlined Ticket Booking: Offer a seamless ticket booking process with payment integration.
* Showcase Past Shows: Allow visitors to view highlights or full content from past motivational events.
* Improved Brand Presence: Position the "Prerna Centre for Excellence" as a top choice for motivation and inspiration.

Organizational Needs:

1. Digital Transformation: Transition from manual operations to a technology-driven platform to enhance customer experience.
2. Event Management Tools: Enable seamless event listing, ticket booking, and payment processing.
3. Analytics & Reporting: Gain insights into audience engagement and preferences to refine content and marketing strategies.
4. User-Centric Design: Offer an intuitive, visually appealing, and easy-to-navigate website that ensures high user satisfaction.
	1. **Business Objectives**

The primary objective of this project is to provide an IT solution that fulfills the needs of the Prerna Centre for Excellence. The software and mobile applications (for both Android and iOS) will enable seamless engagement, event management, and accessibility for users. Below is a list of functionalities to be developed.

**Functionalities to be Developed in the Software & Mobile Applications:**

1. Event Listing & Filtering.
2. Ticket Booking System.
3. User Registration & Login.
4. Personalized User Dashboard.
5. Secure Online Payment Integration.
6. Push Notifications for Events & Reminders.
7. Content Library for Past Event Highlights.
8. Social Media Sharing.
9. Feedback & Reviews Submission.
10. Analytics Dashboard for Admin.
	1. **Business Rules**

**Organizational Policies**

* Event Refund Policy: Tickets are refundable only up to 48 hours before the event. Refunds will incur a 10% processing fee.
* User Privacy Policy: User data, including personal and financial information, must be protected and not shared with third parties without consent.
* Multilingual Support Requirement: All event listings and content must be available in the selected user language where applicable.
* Code of Conduct for Events: Users must adhere to the rules of decorum for attending events, whether physical or virtual.

**Procedures**

* Booking Limit: A maximum of 10 tickets can be booked per transaction to prevent bulk misuse.
* Cancellation Policy: Cancelled events will result in full refunds to users within 7 business days.
* Payment Processing: Only secure and approved payment gateways are to be used for ticket transactions.

**Rules & Regulations**

* Admin Authorization: All new event listings and updates require approval from the admin panel before being published.
* Content Usage Policy: Access to the content library is restricted to registered users. Premium content is accessible only through paid subscriptions.
* Feedback Moderation: User feedback must be moderated for inappropriate language before being displayed publicly.
	1. **Background**

The Prerna Centre for Excellence project was initiated to address critical challenges in managing and expanding the motivational speaker’s outreach and operations. With increasing demand for motivational sessions and events, the organization identified several business issues that necessitated the development of a robust digital solution.

Business Issues/Problems Identified

* Inefficient Event Management: Events were being managed manually, leading to errors and delays in communication.
* Lack of a Centralized Platform: No single platform existed to showcase events, book tickets, or highlight past achievements.
* Limited User Engagement: Inability to notify users about upcoming events and share personalized updates.
* Revenue Loss: Manual processes hindered ticket sales and limited the potential for monetizing content.

Expected Benefits of the Project

* Streamlined Operations: Automating event management and ticket booking to save time and reduce errors.
* Enhanced User Experience: Providing a centralized platform for seamless interaction, engagement, and transactions.
* Increased Revenue: Boosting ticket sales and monetizing exclusive content through subscriptions.
* Global Reach: Expanding the organization’s audience through multilingual support and digital accessibility.
* Data Insights: Gaining valuable user and event data to refine strategies and improve offerings.

This project represents a pivotal step toward modernizing the organization and meeting the growing demands of its audience while creating new business opportunities.

* 1. **Project Objectives**

Goal of Developing the Product

The primary goal of the Prerna Centre for Excellence project is to create a scalable, user-friendly, and efficient digital platform to manage events, engage users, and increase the organization's outreach and revenue. This product will centralize all activities, including event management, ticket sales, user interactions, and content delivery, aligning with the organization's broader objectives of empowerment, engagement, and operational efficiency.

High-Level Product Description

* Event Management: Centralized platform to list, manage, and update events efficiently.
* Ticket Booking: Secure and streamlined ticket purchase system for users.
* Content Library: Repository of past event highlights and motivational content for registered users.
* Personalized User Experience: Dashboards, recommendations, and notifications tailored to individual preferences.
* Analytics Dashboard: Provides insights into user behavior, ticket sales, and engagement for strategic planning.

Alignment to Business Objectives

* Empowerment: Deliver motivational content and sessions effectively to a global audience.
* Engagement: Increase user interaction and retention through personalized notifications and content.
* Operational Efficiency: Automate manual processes such as ticket bookings and event updates to save time and reduce errors.
* Revenue Growth: Monetize events and exclusive content through subscriptions and ticket sales.

Requirements for Interaction with Other Systems

* Payment Gateways: Integration with secure payment systems (e.g., Razorpay, PayPal) for ticket booking and subscriptions.
* Social Media Platforms: Enable event sharing and content promotion on platforms like Facebook, Instagram, and LinkedIn.
* Notification Services: Use third-party SMS/email notification APIs for event reminders and updates.
* Maps Integration: Leverage Google Maps API to provide location details for physical events.
* Content Delivery Networks (CDN): Ensure faster loading of multimedia content like videos and images.
	1. **Project Scope**

The Prerna Centre for Excellence project focuses on developing a comprehensive digital platform and mobile applications to manage events, engage users, and enhance the organization’s reach. The scope of the current project includes the following key deliverables:

**4.6.1 In Scope Functionalities**

1. Event Management System:
	* Features to add, edit, and manage events seamlessly.
	* Event filtering and search options for users.
2. Ticket Booking and Payment System:
	* Online ticket booking with secure payment integration.
	* Ticket cancellation and refund processing functionality.
3. User Registration and Authentication:
	* Account creation, login, password reset, and profile management.
	* Support for guest checkout for ticket purchases.
4. Content Library:
	* Showcase past event highlights, videos, and motivational content.
	* Content access for registered and premium users.
5. Mobile Applications for Android and iOS:
	* Mobile-friendly versions of the platform with the same core features.
	* Push notifications for event updates and reminders.
6. Admin Dashboard:
	* Interface for managing users, events, content, and analytics.
	* Role-based access control for enhanced security.
7. User Engagement Features:
	* Push notifications, personalized dashboards, and recommendations.
	* Feedback and reviews submission.
8. Social Media Integration:
	* Features for sharing events and content on major social media platforms.

 **4.6.2 Out of Scope**

* Physical event venue management.
* Advanced AI/ML-driven analytics (planned for future phases).
* Integration with non-core systems like ERP or CRM tools.
1. **Assumptions**

The following assumptions form the basis for the requirements and development of the Prerna Centre for Excellence project:

1. Content Availability:
All event details, multimedia content, and motivational material will be provided by the client in a timely manner.
2. Stable Internet Connection:
Users will have stable internet access to utilize the platform’s features effectively.
3. Third-Party API Reliability:
Payment gateways, notification systems, and map integrations will function as expected without significant downtime.
4. User Base:
The platform assumes an initial user base of 5,000 with gradual growth over the next year.
5. Hardware and Hosting:
The client will provide adequate server resources to host the platform and support anticipated traffic.
6. Language and Localization:
The application will initially support English, with additional languages implemented later as required.
7. Security Compliance:
The platform will comply with standard security protocols (e.g., SSL/TLS) and assume no major external threats during development.
8. Platform Access:
Users will access the platform through modern web browsers and up-to-date Android/iOS devices.
9. Feedback Incorporation:
Any significant changes or feedback will be finalized before the testing phase begins to avoid scope creep.
10. Budget and Resources:
The required budget, resources, and timelines will remain consistent throughout the project lifecycle.
11. **Constraints**

The following constraints apply to the development and implementation of the Prerna Centre for Excellence platform:

* Budgetary Limitations: The project must be completed within the allocated budget, restricting the addition of advanced features or tools.
* Timeframe: The project has a strict deadline of [insert timeframe], limiting the scope for extended development or iterations.
* Resource Availability: Development resources, including developers, designers, and QA personnel, are limited and must be allocated efficiently.
* Technology Stack: The platform must be built using the pre-approved technology stack (e.g., React.js, Node.js, MongoDB), restricting alternative solutions.
* Third-Party Dependency: Dependence on external APIs (e.g., payment gateways, notification services) may affect functionality if there is downtime or performance issues.
* User Accessibility: The platform must support modern browsers and mobile devices, but support for outdated or legacy systems is not included.
* Regulatory Compliance: The platform must comply with data privacy regulations (e.g., GDPR, local data laws), which may impose additional development constraints.
* Content Delivery Timeline: All multimedia content and event information must be finalized and delivered by the client before the platform launch.
* Scalability: Initial deployment is optimized for up to 10,000 users, with plans for scalability to later phases.
* Localization: The platform will initially support English only, with multilingual support planned for subsequent phases.
1. **Risks**

**7.1 Technological Risks**

New technology issues that could affect the project:

1. Integration Failures: Difficulties integrating third-party APIs (payment gateways, notifications) with the platform.
	* Likelihood: Medium
	* Impact: High
	* Strategy: Mitigate – Conduct early integration testing and maintain backup APIs.
2. Platform Compatibility: Issues ensuring compatibility with older devices or outdated browsers.
	* Likelihood: Medium
	* Impact: Medium
	* Strategy: Mitigate – Focus development on modern, widely-used devices and browsers.

**7.2 Skills Risks**

Risks associated with the expertise of staff:

1. Lack of Experienced Developers: Limited availability of staff skilled in React.js, Node.js, and MongoDB.
	* Likelihood: High
	* Impact: High
	* Strategy: Mitigate – Upskill team members and allocate time for training sessions.
2. Overloaded Key Personnel: Project-critical team members may become overburdened due to resource constraints.
	* Likelihood: Medium
	* Impact: Medium
	* Strategy: Mitigate – Distribute workloads and hire temporary contractors if required.

**7.3 Political Risks**

Political factors that could affect the project:

1. Regulatory Changes: Changes in data privacy or local compliance laws during the project.
	* Likelihood: Medium
	* Impact: High
	* Strategy: Mitigate – Regularly monitor regulatory updates and adapt accordingly.
2. Client Leadership Changes: Shifts in client leadership that result in changing priorities or goals.
	* Likelihood: Medium
	* Impact: Medium
	* Strategy: Accept – Develop a clear project charter to ensure alignment.

**7.4 Business Risks**

Business implications if the project is canceled:

1. Loss of Revenue Opportunities: Missed chances to monetize motivational events and premium content.
	* Likelihood: Medium
	* Impact: High
	* Strategy: Mitigate – Ensure strong justification of ROI to the stakeholders.
2. Brand Reputation Damage: Negative perception of the organization’s inability to modernize operations.
	* Likelihood: Medium
	* Impact: High
	* Strategy: Avoid – Communicate project benefits clearly to all stakeholders to maintain alignment.

**7.5 Requirements Risks**

Risks related to incorrectly capturing requirements:

1. Incomplete Requirement Definition: Ambiguities in user needs for advanced features (e.g., offline access, multilingual support).
	* Likelihood: Medium
	* Impact: High
	* Strategy: Mitigate – Validate requirements with stakeholders before proceeding.
2. Evolving Requirements: Unclear priorities for premium content features and user feedback systems.
	* Likelihood: Medium
	* Impact: Medium
	* Strategy: Mitigate – Establish a change control process to handle requirement updates efficiently.

**7.6 Other Risks**

Additional risks not covered in prior subsections:

1. Market Competition: Launch of similar platforms by competitors before project completion.
	* Likelihood: Low
	* Impact: Medium
	* Strategy: Mitigate – Accelerate project timelines where possible and highlight unique selling points.
2. User Resistance to New Platform: Existing users may be hesitant to adopt the new platform.
	* Likelihood: Low
	* Impact: Medium
	* Strategy: Mitigate – Provide tutorials, support, and incentives to encourage platform adoption.
3. **Business Process Overview**

**8.1 Legacy System (AS-IS)**

The current legacy system for Prerna Centre for Excellence relies heavily on manual processes, which are time-consuming, error-prone, and lack scalability. The system is inefficient for managing events, ticket booking, and user engagement. Below is a brief explanation of the legacy system's process and its shortcomings:

1. Event Management:
	* Event details are manually created and distributed via email or physical flyers.
	* Updates or cancellations require individual communications, leading to inconsistencies.
2. Ticket Booking:
	* Tickets are booked manually through phone calls or physical counters.
	* Payment is primarily handled offline, causing delays and errors.
3. User Interaction:
	* No centralized platform for users to access event information or past event highlights.
	* Feedback collection is sporadic and lacks formal documentation.
4. Content Delivery:
	* Motivational content is shared through ad hoc methods like emails or physical copies, limiting reach and engagement.

Legacy System Process Flow Diagram (AS-IS)

Below is the process flow of the legacy system



**8.2 Proposed Recommendations (TO-BE)**

The proposed Prerna Centre for Excellence system introduces a modern, efficient, and user-friendly digital platform to address the challenges of the legacy system. This system automates event management, ticket booking, user engagement, and content delivery while ensuring scalability and enhanced user experience.

Recommended Process (TO-BE)

1. Event Management:
	* Admins can create and manage events through a centralized dashboard.
	* Updates and cancellations are automated and instantly reflected on the platform.
2. Ticket Booking:
	* Users can browse events, book tickets online, and make secure payments via integrated gateways.
	* Tickets are delivered instantly via email or as downloadable PDFs with QR codes.
3. User Interaction:
	* Users can access a personalized dashboard to manage their profiles, view booked events, and receive tailored recommendations.
	* Feedback submission is streamlined through online forms, ensuring valuable insights are captured.
4. Content Delivery:
	* Motivational content, event highlights, and exclusive materials are available in an online content library for registered users.
	* Premium users can access additional content and offline downloads.
5. User Notifications:
	* Automated notifications inform users about event updates, reminders, and personalized recommendations.
6. Analytics and Reporting:
	* Admins can analyze user behavior, ticket sales, and event performance through a comprehensive analytics dashboard.

How the Proposed System Addresses Legacy Challenges

|  |  |
| --- | --- |
| **Legacy System Challenge** | **Proposed Solution** |
| Manual event creation and updates | Centralized event management system with real-time updates. |
| Inefficient ticket booking | Online ticket booking with secure payment integration. |
| Limited user engagement | Personalized dashboards and automated notifications for better engagement. |
| Ad hoc content delivery | Online content library for seamless content access and delivery. |
| Feedback collection issues | Integrated feedback forms for structured input and reporting. |
| No analytics or insights | Comprehensive analytics dashboard for data-driven decision-making. |

1. **Requirements**

Functional Requirements

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Req ID** | **Requirement Name** | **Description** | **Priority** | **Category** |
| FR0001 | User Registration | Allow users to register with email and password. | 9 | User Management |
| FR0002 | User Login | Provide a secure login system for registered users. | 10 | User Management |
| FR0003 | Event Listing Page | Display detailed information about future events, including date, location, and duration. | 10 | Event Management |
| FR0004 | Ticket Booking System | Enable users to book tickets for events through the website. | 10 | Ticketing System |
| FR0005 | Payment Gateway Integration | Support secure payment processing for ticket purchases. | 9 | Payment System |
| FR0006 | Event Highlights | Showcase past event highlights through videos or images. | 8 | Content Management |
| FR0007 | Dynamic Content Management | Allow the admin to update event information and images dynamically. | 8 | Admin Tools |
| FR0008 | Search Functionality | Implement a search bar for users to find specific events or content. | 7 | User Interaction |
| FR0009 | Filter by Event Type | Allow users to filter events by type, location, or date. | 7 | Event Management |
| FR0010 | User Profile Management | Enable users to update their personal information in their profile. | 8 | User Management |
| FR0011 | Forgot Password | Allow users to reset their password securely. | 9 | User Management |
| FR0012 | Responsive Design | Ensure the website is mobile-friendly and responsive on all devices. | 10 | User Experience |
| FR0013 | Admin Dashboard | Provide an admin interface for managing events, users, and content. | 9 | Admin Tools |
| FR0014 | Notifications and Reminders | Send email/SMS notifications for upcoming events and ticket confirmations. | 8 | User Engagement |
| FR0015 | Feedback Collection | Allow users to submit feedback about events or the website. | 7 | User Engagement |
| FR0016 | Social Media Integration | Provide links or integration for sharing events on social media platforms. | 6 | Marketing & Outreach |
| FR0017 | FAQ Section | Include a section for frequently asked questions about events and ticket booking. | 6 | User Interaction |
| FR0018 | Terms and Conditions | Display the terms and conditions during ticket booking. | 8 | Legal Compliance |
| FR0019 | Privacy Policy Page | Provide a detailed privacy policy accessible to users. | 7 | Legal Compliance |
| FR0020 | Real-time Availability Check | Show the availability of tickets for each event in real time. | 9 | Ticketing System |
| FR0021 | SEO Optimization | Ensure the website is optimized for search engines. | 7 | Marketing & Outreach |
| FR0022 | Multilingual Support | Provide support for multiple languages to expand user accessibility. | 6 | Accessibility |
| FR0023 | Contact Us Page | Provide a contact form for users to reach the admin team. | 8 | User Interaction |
| FR0024 | Event Sponsorship Page | Include a section for event sponsorship details and inquiries. | 6 | Marketing & Outreach |
| FR0025 | Feedback Analytics | Analyze user feedback to identify areas for improvement. | 7 | Analytics |
| FR0026 | Ticket QR Code Generation | Generate QR codes for tickets booked by users. | 8 | Ticketing System |
| FR0027 | Cancellation and Refund Policy | Allow users to cancel tickets and process refunds as per policy. | 8 | Ticketing System |
| FR0028 | CAPTCHA for Forms | Integrate CAPTCHA to prevent bots in forms like registration and feedback. | 9 | Security |
| FR0029 | Event Recommendations | Suggest events to users based on their past bookings or preferences. | 7 | User Interaction |
| FR0030 | Website Analytics | Track and report website performance metrics (e.g., traffic, bookings). | 8 | Analytics |
| FR0031 | Newsletter Subscription | Allow users to subscribe to newsletters for updates on upcoming events. | 5 | User Engagement |
| FR0032 | Guest Checkout | Enable ticket booking without requiring user registration. | 6 | Ticketing System |
| FR0033 | Customizable Themes | Allow admin to customize the website's appearance through themes. | 4 | Admin Tools |
| FR0034 | Testimonials Section | Display testimonials from attendees about past events. | 5 | Marketing & Outreach |
| FR0035 | Bookmark Events | Let users bookmark events for future reference. | 6 | User Interaction |
| FR0036 | Event Calendar View | Provide a calendar view to display upcoming events visually. | 7 | Event Management |
| FR0037 | User Activity Logs | Track user activities for better insights into usage patterns. | 6 | Analytics |
| FR0038 | Role-based Access Control | Restrict admin features based on roles (e.g., admin, moderator). | 8 | Admin Tools |
| FR0039 | Multi-Currency Support | Allow ticket payments in multiple currencies. | 5 | Payment System |
| FR0040 | API Integration for Event Data | Allow integration with external APIs to fetch or display event details. | 7 | System Integration |
| FR0041 | Bulk Ticket Purchase | Enable users to book multiple tickets at once for group attendees. | 6 | Ticketing System |
| FR0042 | Promo Code Integration | Allow users to apply promo codes for discounts on ticket purchases. | 6 | Ticketing System |
| FR0043 | Event Reviews | Allow users to leave reviews for events they attended. | 6 | User Engagement |
| FR0044 | Integration with Maps | Display event locations using map services like Google Maps. | 8 | System Integration |
| FR0045 | Video Hosting for Events | Host recorded videos of past events on the website. | 5 | Content Management |
| FR0046 | Scheduled Content Updates | Enable admin to schedule updates to content (e.g., event announcements). | 6 | Admin Tools |
| FR0047 | Multi-Device Notifications | Send notifications via SMS, email, and push notifications. | 6 | User Engagement |
| FR0048 | Dark Mode | Offer a dark mode for better viewing at night. | 4 | User Experience |
| FR0049 | Attendee Profile Badges | Display badges for frequent attendees or event sponsors. | 4 | User Engagement |
| FR0050 | Accessibility Features | Ensure website accessibility for differently-abled users (e.g., screen readers). | 7 | Accessibility |

Non Functional Requirements

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Req ID** | **Requirement Name** | **Description** | **Priority** | **Category** |
| NFR001 | Scalability | The system must handle up to 10,000 concurrent users without performance degradation. | High | Performance |
| NFR002 | Security | All sensitive data, including user credentials and payment details, must be encrypted. | High | Security |
| NFR003 | Availability | The system must maintain 99.9% uptime to ensure high reliability. | High | Reliability |
| NFR004 | Mobile Responsiveness | The platform must be optimized for mobile and tablet devices. | High | User Experience |
| NFR005 | Fast Loading Times | Pages should load within 3 seconds on average. | High | Performance |
| NFR006 | Data Backup | Daily automated backups must be implemented to prevent data loss. | Medium | Data Management |
| NFR007 | Compatibility | The system must work seamlessly on modern browsers (Chrome, Firefox, Safari, Edge). | High | Compatibility |
| NFR008 | Localization | The platform must support multiple languages for user accessibility. | Medium | Accessibility |
| NFR009 | Accessibility Compliance | The system must adhere to WCAG 2.1 standards for differently-abled users. | Medium | Accessibility |
| NFR010 | Maintainability | The system must be easily maintainable and support regular updates. | Medium | Maintainability |
| NFR011 | Audit Logging | The system must log all admin and user activities for security and compliance purposes. | High | Security |
| NFR012 | Cross-Platform Support | The platform must operate on both Android and iOS devices. | High | Compatibility |
| NFR013 | Error Handling | The system must gracefully handle errors and display user-friendly messages. | High | User Experience |
| NFR014 | System Recovery | The platform must recover from failures within 2 hours. | Medium | Reliability |
| NFR015 | Integration with External APIs | The platform must seamlessly integrate with external APIs, such as payment gateways and notifications. | High | System Integration |
| NFR016 | Usability | The platform must be intuitive and easy to navigate for all users. | High | User Experience |
| NFR017 | Logging and Monitoring | Real-time monitoring of system health and logging for debugging must be implemented. | Medium | Performance |
| NFR018 | Server Response Time | The server must respond to user requests within 200 milliseconds on average. | High | Performance |
| NFR019 | Resource Optimization | The platform must minimize CPU and memory usage to optimize server costs. | Medium | Performance |
| NFR020 | Legal Compliance | The platform must comply with GDPR and other local data protection regulations. | High | Legal Compliance |

All the requirements with traceability with use case, reference, design doc reference and test case reference.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Req ID** | **Requirement Name** | **Requirement Type** | **Use Case Reference** | **Design Doc Reference** | **Test Case Reference** | **Implementation Status** |
| FR0001 | User Registration | Functional | UC001 | DD001 | TC001 | Not Started |
| FR0002 | User Login | Functional | UC002 | DD002 | TC002 | Not Started |
| FR0003 | Event Listing Page | Functional | UC003 | DD003 | TC003 | Not Started |
| FR0004 | Ticket Booking System | Functional | UC004 | DD004 | TC004 | Not Started |
| FR0005 | Payment Gateway Integration | Functional | UC005 | DD005 | TC005 | Not Started |
| FR0006 | Event Highlights | Functional | UC006 | DD006 | TC006 | Not Started |
| FR0007 | Dynamic Content Management | Functional | UC007 | DD007 | TC007 | Not Started |
| FR0008 | Search Functionality | Functional | UC008 | DD008 | TC008 | Not Started |
| FR0009 | Filter by Event Type | Functional | UC009 | DD009 | TC009 | Not Started |
| FR0010 | User Profile Management | Functional | UC010 | DD010 | TC010 | Not Started |
| FR0011 | Forgot Password | Functional | UC011 | DD011 | TC011 | Not Started |
| FR0012 | Responsive Design | Functional | UC012 | DD012 | TC012 | Not Started |
| FR0013 | Admin Dashboard | Functional | UC013 | DD013 | TC013 | Not Started |
| FR0014 | Notifications and Reminders | Functional | UC014 | DD014 | TC014 | Not Started |
| FR0015 | Feedback Collection | Functional | UC015 | DD015 | TC015 | Not Started |
| FR0016 | Social Media Integration | Functional | UC016 | DD016 | TC016 | Not Started |
| FR0017 | FAQ Section | Functional | UC017 | DD017 | TC017 | Not Started |
| FR0018 | Terms and Conditions | Functional | UC018 | DD018 | TC018 | Not Started |
| FR0019 | Privacy Policy Page | Functional | UC019 | DD019 | TC019 | Not Started |
| FR0020 | Real-time Availability Check | Functional | UC020 | DD020 | TC020 | Not Started |
| FR0021 | SEO Optimization | Functional | UC021 | DD021 | TC021 | Not Started |
| FR0022 | Multilingual Support | Functional | UC022 | DD022 | TC022 | Not Started |
| FR0023 | Contact Us Page | Functional | UC023 | DD023 | TC023 | Not Started |
| FR0024 | Event Sponsorship Page | Functional | UC024 | DD024 | TC024 | Not Started |
| FR0025 | Feedback Analytics | Functional | UC025 | DD025 | TC025 | Not Started |
| FR0026 | Ticket QR Code Generation | Functional | UC026 | DD026 | TC026 | Not Started |
| FR0027 | Cancellation and Refund Policy | Functional | UC027 | DD027 | TC027 | Not Started |
| FR0028 | CAPTCHA for Forms | Functional | UC028 | DD028 | TC028 | Not Started |
| FR0029 | Event Recommendations | Functional | UC029 | DD029 | TC029 | Not Started |
| FR0030 | Website Analytics | Functional | UC030 | DD030 | TC030 | Not Started |
| FR0031 | Newsletter Subscription | Functional | UC031 | DD031 | TC031 | Not Started |
| FR0032 | Guest Checkout | Functional | UC032 | DD032 | TC032 | Not Started |
| FR0033 | Customizable Themes | Functional | UC033 | DD033 | TC033 | Not Started |
| FR0034 | Testimonials Section | Functional | UC034 | DD034 | TC034 | Not Started |
| FR0035 | Bookmark Events | Functional | UC035 | DD035 | TC035 | Not Started |
| FR0036 | Event Calendar View | Functional | UC036 | DD036 | TC036 | Not Started |
| FR0037 | User Activity Logs | Functional | UC037 | DD037 | TC037 | Not Started |
| FR0038 | Role-based Access Control | Functional | UC038 | DD038 | TC038 | Not Started |
| FR0039 | Multi-Currency Support | Functional | UC039 | DD039 | TC039 | Not Started |
| FR0040 | API Integration for Event Data | Functional | UC040 | DD040 | TC040 | Not Started |
| FR0041 | Bulk Ticket Purchase | Functional | UC041 | DD041 | TC041 | Not Started |
| FR0042 | Promo Code Integration | Functional | UC042 | DD042 | TC042 | Not Started |
| FR0043 | Event Reviews | Functional | UC043 | DD043 | TC043 | Not Started |
| FR0044 | Integration with Maps | Functional | UC044 | DD044 | TC044 | Not Started |
| FR0045 | Video Hosting for Events | Functional | UC045 | DD045 | TC045 | Not Started |
| FR0046 | Scheduled Content Updates | Functional | UC046 | DD046 | TC046 | Not Started |
| FR0047 | Multi-Device Notifications | Functional | UC047 | DD047 | TC047 | Not Started |
| FR0048 | Dark Mode | Functional | UC048 | DD048 | TC048 | Not Started |
| FR0049 | Attendee Profile Badges | Functional | UC049 | DD049 | TC049 | Not Started |
| FR0050 | Accessibility Features | Functional | UC050 | DD050 | TC050 | Not Started |
| NFR001 | Scalability | Non-Functional | N/A | DD051 | TC101 | Not Started |
| NFR002 | Security | Non-Functional | N/A | DD052 | TC102 | Not Started |
| NFR003 | Availability | Non-Functional | N/A | DD053 | TC103 | Not Started |
| NFR004 | Mobile Responsiveness | Non-Functional | N/A | DD054 | TC104 | Not Started |
| NFR005 | Fast Loading Times | Non-Functional | N/A | DD055 | TC105 | Not Started |
| NFR006 | Data Backup | Non-Functional | N/A | DD056 | TC106 | Not Started |
| NFR007 | Compatibility | Non-Functional | N/A | DD057 | TC107 | Not Started |
| NFR008 | Localization | Non-Functional | N/A | DD058 | TC108 | Not Started |
| NFR009 | Accessibility Compliance | Non-Functional | N/A | DD059 | TC109 | Not Started |
| NFR010 | Maintainability | Non-Functional | N/A | DD060 | TC110 | Not Started |
| NFR011 | Audit Logging | Non-Functional | N/A | DD061 | TC111 | Not Started |
| NFR012 | Cross-Platform Support | Non-Functional | N/A | DD062 | TC112 | Not Started |
| NFR013 | Error Handling | Non-Functional | N/A | DD063 | TC113 | Not Started |
| NFR014 | System Recovery | Non-Functional | N/A | DD064 | TC114 | Not Started |
| NFR015 | Integration with External APIs | Non-Functional | N/A | DD065 | TC115 | Not Started |
| NFR016 | Usability | Non-Functional | N/A | DD066 | TC116 | Not Started |
| NFR017 | Logging and Monitoring | Non-Functional | N/A | DD067 | TC117 | Not Started |
| NFR018 | Server Response Time | Non-Functional | N/A | DD068 | TC118 | Not Started |
| NFR019 | Resource Optimization | Non-Functional | N/A | DD069 | TC119 | Not Started |
| NFR020 | Legal Compliance | Non-Functional | N/A | DD070 | TC120 | Not Started |

**Requirements with traceability matrix.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Req ID | Requirement Name | Design (D) | Development (Dev) | Testing (Test) | UAT |
| FR0001 | User Registration | Not Started | Not Started | Not Started | Not Started |
| FR0002 | User Login | Not Started | Not Started | Not Started | Not Started |
| FR0003 | Event Listing Page | Not Started | Not Started | Not Started | Not Started |
| FR0004 | Ticket Booking System | Not Started | Not Started | Not Started | Not Started |
| FR0005 | Payment Gateway Integration | Not Started | Not Started | Not Started | Not Started |
| FR0006 | Event Highlights | Not Started | Not Started | Not Started | Not Started |
| FR0007 | Dynamic Content Management | Not Started | Not Started | Not Started | Not Started |
| FR0008 | Search Functionality | Not Started | Not Started | Not Started | Not Started |
| FR0009 | Filter by Event Type | Not Started | Not Started | Not Started | Not Started |
| FR0010 | User Profile Management | Not Started | Not Started | Not Started | Not Started |
| FR0011 | Forgot Password | Not Started | Not Started | Not Started | Not Started |
| FR0012 | Responsive Design | Not Started | Not Started | Not Started | Not Started |
| FR0013 | Admin Dashboard | Not Started | Not Started | Not Started | Not Started |
| FR0014 | Notifications and Reminders | Not Started | Not Started | Not Started | Not Started |
| FR0015 | Feedback Collection | Not Started | Not Started | Not Started | Not Started |
| FR0016 | Social Media Integration | Not Started | Not Started | Not Started | Not Started |
| FR0017 | FAQ Section | Not Started | Not Started | Not Started | Not Started |
| FR0018 | Terms and Conditions | Not Started | Not Started | Not Started | Not Started |
| FR0019 | Privacy Policy Page | Not Started | Not Started | Not Started | Not Started |
| FR0020 | Real-time Availability Check | Not Started | Not Started | Not Started | Not Started |
| FR0021 | SEO Optimization | Not Started | Not Started | Not Started | Not Started |
| FR0022 | Multilingual Support | Not Started | Not Started | Not Started | Not Started |
| FR0023 | Contact Us Page | Not Started | Not Started | Not Started | Not Started |
| FR0024 | Event Sponsorship Page | Not Started | Not Started | Not Started | Not Started |
| FR0025 | Feedback Analytics | Not Started | Not Started | Not Started | Not Started |
| FR0026 | Ticket QR Code Generation | Not Started | Not Started | Not Started | Not Started |
| FR0027 | Cancellation and Refund Policy | Not Started | Not Started | Not Started | Not Started |
| FR0028 | CAPTCHA for Forms | Not Started | Not Started | Not Started | Not Started |
| FR0029 | Event Recommendations | Not Started | Not Started | Not Started | Not Started |
| FR0030 | Website Analytics | Not Started | Not Started | Not Started | Not Started |
| FR0031 | Newsletter Subscription | Not Started | Not Started | Not Started | Not Started |
| FR0032 | Guest Checkout | Not Started | Not Started | Not Started | Not Started |
| FR0033 | Customizable Themes | Not Started | Not Started | Not Started | Not Started |
| FR0034 | Testimonials Section | Not Started | Not Started | Not Started | Not Started |
| FR0035 | Bookmark Events | Not Started | Not Started | Not Started | Not Started |
| FR0036 | Event Calendar View | Not Started | Not Started | Not Started | Not Started |
| FR0037 | User Activity Logs | Not Started | Not Started | Not Started | Not Started |
| FR0038 | Role-based Access Control | Not Started | Not Started | Not Started | Not Started |
| FR0039 | Multi-Currency Support | Not Started | Not Started | Not Started | Not Started |
| FR0040 | API Integration for Event Data | Not Started | Not Started | Not Started | Not Started |
| FR0041 | Bulk Ticket Purchase | Not Started | Not Started | Not Started | Not Started |
| FR0042 | Promo Code Integration | Not Started | Not Started | Not Started | Not Started |
| FR0043 | Event Reviews | Not Started | Not Started | Not Started | Not Started |
| FR0044 | Integration with Maps | Not Started | Not Started | Not Started | Not Started |
| FR0045 | Video Hosting for Events | Not Started | Not Started | Not Started | Not Started |
| FR0046 | Scheduled Content Updates | Not Started | Not Started | Not Started | Not Started |
| FR0047 | Multi-Device Notifications | Not Started | Not Started | Not Started | Not Started |
| FR0048 | Dark Mode | Not Started | Not Started | Not Started | Not Started |
| FR0049 | Attendee Profile Badges | Not Started | Not Started | Not Started | Not Started |
| FR0050 | Accessibility Features | Not Started | Not Started | Not Started | Not Started |
| NFR001 | Scalability | Not Started | Not Started | Not Started | Not Started |
| NFR002 | Security | Not Started | Not Started | Not Started | Not Started |
| NFR003 | Availability | Not Started | Not Started | Not Started | Not Started |
| NFR004 | Mobile Responsiveness | Not Started | Not Started | Not Started | Not Started |
| NFR005 | Fast Loading Times | Not Started | Not Started | Not Started | Not Started |
| NFR006 | Data Backup | Not Started | Not Started | Not Started | Not Started |
| NFR007 | Compatibility | Not Started | Not Started | Not Started | Not Started |
| NFR008 | Localization | Not Started | Not Started | Not Started | Not Started |
| NFR009 | Accessibility Compliance | Not Started | Not Started | Not Started | Not Started |
| NFR010 | Maintainability | Not Started | Not Started | Not Started | Not Started |
| NFR011 | Audit Logging | Not Started | Not Started | Not Started | Not Started |
| NFR012 | Cross-Platform Support | Not Started | Not Started | Not Started | Not Started |
| NFR013 | Error Handling | Not Started | Not Started | Not Started | Not Started |
| NFR014 | System Recovery | Not Started | Not Started | Not Started | Not Started |
| NFR015 | Integration with External APIs | Not Started | Not Started | Not Started | Not Started |
| NFR016 | Usability | Not Started | Not Started | Not Started | Not Started |
| NFR017 | Logging and Monitoring | Not Started | Not Started | Not Started | Not Started |
| NFR018 | Server Response Time | Not Started | Not Started | Not Started | Not Started |
| NFR019 | Resource Optimization | Not Started | Not Started | Not Started | Not Started |
| NFR020 | Legal Compliance | Not Started | Not Started | Not Started | Not Started |

1. **Appendices**

**10.1 List of Acronyms**

|  |  |
| --- | --- |
| **Acronym** | **Full Form** |
| BRD | Business Requirements Document |
| UAT | User Acceptance Testing |
| API | Application Programming Interface |
| SEO | Search Engine Optimization |
| WCAG | Web Content Accessibility Guidelines |
| GDPR | General Data Protection Regulation |
| QA | Quality Assurance |
| NFR | Non-Functional Requirement |
| FR | Functional Requirement |
| UI | User Interface |
| UX | User Experience |
| CDN | Content Delivery Network |

**10.2 Glossary of Terms**

|  |  |
| --- | --- |
| **Term** | **Definition** |
| **Event Management System** | A platform for creating, managing, and updating events efficiently. |
| **Ticket Booking** | The process of purchasing tickets online for events through the platform. |
| **Content Library** | A repository for storing and delivering motivational content and past event highlights. |
| **Multilingual Support** | Functionality to provide content and interface in multiple languages. |
| **Role-Based Access Control** | A security mechanism that restricts access to platform features based on user roles. |
| **Responsive Design** | A web design approach ensuring compatibility with devices of various screen sizes. |
| **Feedback Analytics** | Tools for analyzing user feedback to improve services and experiences. |
| **Accessibility Features** | Features that make the platform usable for individuals with disabilities. |
| **Scalability** | The ability of the platform to handle an increasing number of users or transactions. |

**10.3 Related Documents**

1. **Project Charter**: Document outlining the purpose, objectives, and scope of the project.
2. **Stakeholder Analysis**: Report identifying stakeholders and their expectations.
3. **Functional Specifications Document (FSD)**: Detailed explanation of functional requirements.
4. **Non-Functional Specifications Document (NFSD)**: Document defining system performance and constraints.
5. **Use Case Diagrams**: Visual representation of user interactions with the system.
6. **Risk Management Plan**: Document detailing identified risks and mitigation strategies.
7. **Testing Strategy Document**: Plan outlining the testing approach for various project phases.