C H A P T E R 1 : I N T R O D U C T I O N

1.1 Introduction to Travel Management

Travel management plays an important role combining various services provided by various institutions through out the world. Accommodation will be provided by one party and transportation will be served by another party.

When it comes to Scandinavian region, people always travel to do their business needs. And the perception of business travel is changing rapidly. All companies, organizations and public authorities are seeking to reduce their traveling costs. Agreements with travel suppliers are being renegotiated, travel policies are being put under the microscope and internal travel management is being reviewed.

1.2 Travel Management provided by Marakanda AB Sweden

Marakanda AB Sweden is mainly involved in providing software solutions to the international market. They are currently enjoying a market share of around 20% in their respective category in domestic market (Sweden). In order to implement the various products in their customer sites, they have to travel regularly.

1.3 Requirement for an Automated System

The travel management conducted by the Marakanda AB Sweden has developed policies and regulation in order to calculate amount which should be provided to employee and the administration of these information and calculation has become a complex process. All activities are coordinated and conducted by the administrative staff of the company.

Currently the entire coordination process is carried out using manual record keeping method assisted by various office automation packages and no single automated system is available to support the management. Due to this the following in-efficiencies can be seen in the current process.

- Data inconsistency

- Delays in operations

- High operational cost

- More paperwork

- Less accuracy

1.3.1 Aim and Objectives of the System

Broad objective (Aim) of the system "Travel Management" is to provide a travel related activities for administration that involved in policies and regulation on Scandinavian region. It focuses mainly on the behaviors conducted by the Marakanda admin staff.

So the system is mainly focusing on the travel activities conducted by Marakanda office and its staff members. By considering these factors into account and the broad objectives of the whole system, following can be listed as objectives of the system.

- While automating the current travel activities facilitated by the Marakanda office, it is intended to grant a system, which runs independent of other systems within the Marakanda.

- Marakanda has its administration department in one location and other departments located in some other areas. Therefore a web based environment will provide a better service when compared to other office based systems, which will maintain the interaction between various parties.

- To avoid the traditional problems such as more paper work, duplication of data, data entry errors, less efficiency, etc facing in a traditional manual record maintenance system.

- To facilitate future expansions when ever needed to include more actions to the travel management.

1.3.2 User and System Requirements

The mostly benefited people are the people who are employed in Marakanda and the administration staff, after the introduction of such a system. Their day-to-day activities become easier, accurate and workload will become considerably low as well.

Most of the travel related processes such as calculation allowances, export to payroll system, which were done manually, have automated within the system. More complex activities too have become easier and time saving due to this. It has done by introducing the selection criteria as the business logic of the system.

Well formed and user friendly reporting facility has introduced as well. It is facilitated to generate the same report in several formats such as excel, csv , xml as the user wishes, depending on the preference of the user.

1.4 Overview of Remaining Chapters

In chapter 2 the background of the project is presented in detail, considering the manual procedure of each activity of travel management, covered by Marakanda AB Sweden.

In chapter 3 requirements analysis of the system is considered in detail. Identification of requirements is also discussed. The use of system to obtain the identified aim and objectives are argued. System specification is also given.

Software and hardware requirements are presented to use the system effectively. Then testing and evaluation of the system, the important stages of the project are discussed briefly.

In chapter 4 the design process of the system is explained step by step giving necessary diagrams. The selection of modeling techniques is argued giving reasons. Design of main components such as dynamic web pages, Enterprise Java Bean classes, other web components also discussed in detail.

In chapter 5 system implementation is discussed covering architecture of the system. Prior to implementation evaluation of the common architecture suitable for such a system also taken into discussion. Suitable tools used for implementing are listed. Major code fragments and important techniques are also discussed in detail.

In chapter 6 various testing phases that were applied on the system are discussed in detail. Also, test plans with test cases and test results are available. A suitable testing environment is also presented.

In chapter 7 project evaluation is considered in developer's and client's point of view. Project achievements and failures are discussed giving reasons and solutions for failures. Critical appraisal is done covering all the stages of project. Also, the lessons that learn from project are presented. Finally, improvements and suggestions for the project are explained.

In chapter 8 conclusion of project is presented. Achievements, further work, are also summarized. Realization of project objectives is given. Personal appraisal is also considered.