PORTFOLIO BASELINE · REDESIGNED EDITION

Jannah Event Ticketing System

System Analysis & Requirements Report

A structured consolidation of system scope, stakeholder analysis, requirements, core user flows, interface analysis, traceability, and validation notes.






ROLE
Business Analyst / System Analyst

OWNER
Rawan Alghashmari

VERSION
1.0

STATUS
Portfolio Baseline

01

Project Overview & System Need

Centralized desktop event operations

The Jannah Event Ticketing System is a desktop-based event management and ticketing solution intended to support organizers in creating and managing events, creating and delivering tickets and discount codes, communicating with customers, sending reminders, and generating event reports.

The system need is framed as a centralized way to manage these event-related activities. The source does not provide formal user research validating a broader market problem.

8
Functional requirements

6
Non-functional requirements

7
Core modules

10
Analyzed interfaces

02

My Role & Contribution

Analysis foundation

- ✓ Defined system scope
- ✓ Identified stakeholders
- ✓ Defined functional requirements
- ✓ Defined non-functional requirements
- ✓ Analyzed core system features

Experience & documentation

- ✓ Documented user interactions
- ✓ Analyzed screens and UI behavior
- ✓ Analyzed event, ticket, discount, reminder, reporting, account, and admin flows
- ✓ Produced the system analysis documentation

03

System Scope

In Scope

- User login and account creation
- Event creation and event detail management
- Event search, edit, and delete
- Ticket creation and design
- Discount code creation
- Ticket and discount delivery
- Customer reminders
- Event report generation and download
- Account and administrator management

Out of Scope

- Physical event setup
- Venue booking
- Catering
- Equipment rental
- Marketing campaign management / social media poster campaign management for the current version

04

Stakeholders

Stakeholder map

Organizers
Primary users managing events, tickets, reminders, and reports.

System Owners
Interested in the overall operation and value of the system.

Technology Partners
Support technology-related delivery and system operation.

Marketing Team
Interested in event-related communication and promotion activities.

Designers
Interested in interface and ticket / discount design activities.

Scope boundary principle

The analyzed product focuses on digital event administration, asset creation, communication, and reporting—not the physical execution of events.

05

Core System Features

Seven connected modules support the end-to-end lifecycle—from creating an event to delivering customer assets and downloading reports.

1 Event Creation

Create events and define details such as date, time, location, target audience, description, and poster.

2 Ticket Creation & Design

Select an event, design tickets, add details, download, send, or save for later.

3 Discount Code Creation

Select an event and configure discount code details including duration and rate.

4 Ticket & Discount Delivery

Enter customer emails and quantities, then send immediately or schedule delivery.

5 Customer Reminders

Create reminder messages and send them immediately or schedule them.

6 Reports

Select an event, view its report, and download the report.

7 Account & Admin Management

View account information and add additional administrators.

SHARED DEPENDENCY

Selected event context

Ticket, discount, reminder, and report actions are anchored to a specific event.

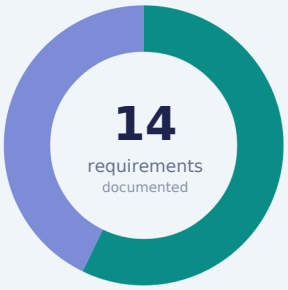
Create event → Create assets → Deliver / schedule → Remind customers → Generate report

Requirements Specification

14
Totaldocumented requirements

8
Functional requirements · 57%

6
Non-functional requirements · 43%



COVERAGE BY TYPE

Functional	8
Non-functional	6

Functional coverage spans authentication, events, ticketing, discounts, delivery, reminders, and reporting.

Quality coverage spans availability, security, access management, usability, performance, and learnability.

Functional requirement distribution



06A

Requirements Register

ID	Type	Requirement	Source Area	Related Interface
FR-001	Functional	The system shall allow users to log in to the platform.	Authentication	Sign In / Create Account
FR-002	Functional	The system shall require users to authenticate using a valid username and password to process requests.	Authentication	Sign In
FR-003	Functional	The system shall allow users to create a new event by specifying the name, type, target audience, duration, time, location, summary, and attaching an advertising poster.	Event Creation	Create New Event
FR-004	Functional	The system shall require the user to select a specific event prior to creating or designing a ticket.	Ticket Creation	Ticket Designer / Pending Ticket Design
FR-005	Functional	The system shall require the user to select a specific event prior to creating or designing a discount code.	Discount Creation	Discount Designer / Pending Discount Design
FR-006	Functional	The system shall allow users to enter the target customer email address and specify the quantity when sending a ticket or discount code.	Delivery	Customer Communication
FR-007	Functional	The system shall allow users to enter the email addresses of intended recipients when sending event reminders.	Customer Reminders	Send Reminder
FR-008	Functional	The system shall allow users to select a specific event in order to generate an event report.	Reporting	Report Generator / Events Dashboard
NFR-001	Non-Functional	The system must be available at all times to support continuous event management.	Availability	System-wide
NFR-002	Non-Functional	The system must implement standard security features, including data encryption.	Security	Authentication / Data
NFR-003	Non-Functional	The system must enforce access management to protect user and event data.	Security	Account / Admin Management
NFR-004	Non-Functional	The system must be supported by a user-friendly graphical user interface that is easy to comprehend.	Usability	All Desktop Screens
NFR-005	Non-Functional	The system must execute its functions quickly.	Performance	System-wide
NFR-006	Non-Functional	The interface should be intuitive enough that a new user can understand its functionality by visual inspection.	Learnability	GUI Navigation / Layouts

Traceability approach: Every functional requirement is linked to at least one interface or user flow; non-functional requirements are mapped to system-wide or cross-interface quality areas.

07

Non-Functional Quality Profile

The source identifies six quality requirements across five quality areas. Two requirements address security and access control.

01 Availability
Continuous system availability to support ongoing event management.
NFR-001

02 Security
Standard security features, including data encryption.
NFR-002

03 Access Management
Protected access to user and event data through access controls.
NFR-003

04 Usability
A graphical interface that is user-friendly and easy to comprehend.
NFR-004

05 Performance
System functions should execute quickly.
NFR-005

06 Learnability
A new user should understand functionality through visual inspection.
NFR-006

INTERPRETATION BOUNDARY

Quality areas are identified, not measured

No numerical priority weights, response-time targets, uptime percentages, or usability test results were provided in the source. The profile above shows documented coverage only and should not be read as evidence of measured performance.

Recommended next validation step

Define
Turn broad quality statements into measurable criteria.

Test
Validate behavior through security, usability, and performance checks.

Evidence
Attach results to the requirement register.

Key User Flows

Six primary journeys connect account access, event administration, asset creation, customer communication, and reporting.

Account Access — FLOW 01

Create account / login → Access dashboard

Event Management — FLOW 02

Login → Events hub → Search / view / edit / delete → Create event

Ticket Creation — FLOW 03

Select event → Create / design → Add details → Download / send / save

Discount Code Creation — FLOW 04

Select event → Create code → Set duration / rate → Download / send / save

Customer Communication — FLOW 05

Select asset / reminder → Enter emails → Enter details → Send now / schedule

Reporting — FLOW 06

Select event → View report → Download report

Common interaction pattern

Most operational flows begin with authentication and event selection, then progress to an action, an optional save/schedule decision, and a final delivery or download outcome.

interfaces description



sign in page
On this page، users can add a username and password to access their account.

Log in button : clickable element allows users to authenticate themselves by entering their username and password.

create new account page
if user doesn't have account he should create new account by entering some data



create account button :
clickable elementa llows users to create accont

Search box :
user can search for any event



Header
user can use this to move to another pages

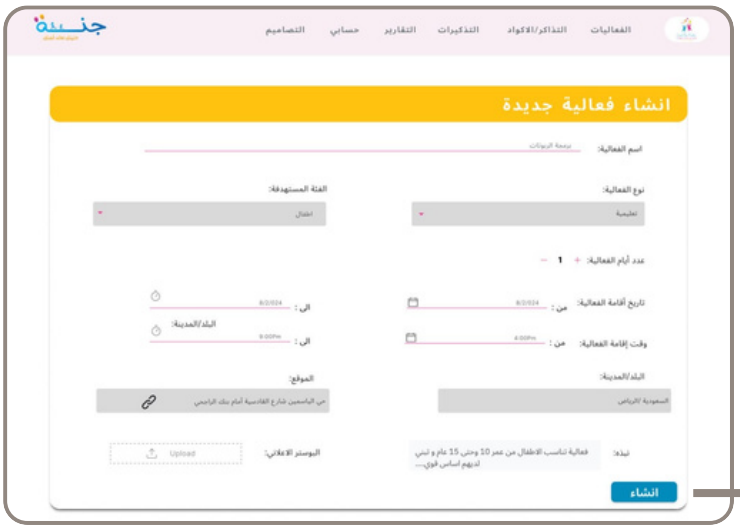
button
user can use create new event

Delete button :
user can delete the event
edit button :
user can edit the event

button :
user can see more details about the event

Event page
The user can view their events، which are listed by name and date. They can also generate reports for each event، see the event status، and edit or delete the event.

interfaces description



Create new event page
Users can create new events by filling out information about the event، such as the event name، date، time، target audience، type of event، event description، and promotional poster.

Button :
user cancreate the event

Create & design ticket page
On this page، users can create a ticket for the event they select. They can also modify the ticket design and add more details. Additionally، they can save it to their device، send it to customers، or save it and continue editing it later.



radio buttons :
user can select the event they created and design ticket for it

buttons :
user can add more details to the event ticket

buttons :
Download button : user can download the ticket
send now button : user can send the ticket immediately
save and complete design button : user can save the ticket and complete it later



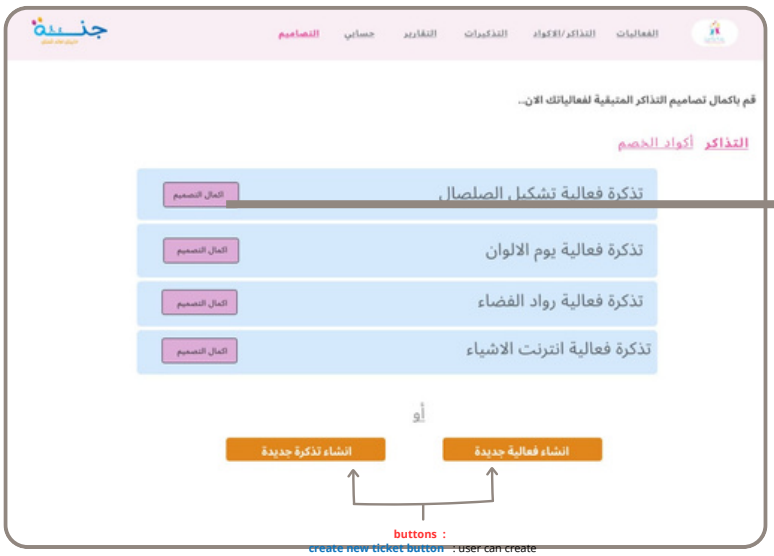
Create & design Discount code page
On this page، users can create a discount code for the event they select. They can also modify the discount code design and add more details. Additionally، they can save it to their device، send it to customers، or save it and continue editing it later.

discount duration buttons :
user can add end date and last date for the discount code

discount rate buttons :
user can select the discount code rate

interfaces description

Complete tickets design :
In this page , users can complete ticket designs that they have not yet completed .

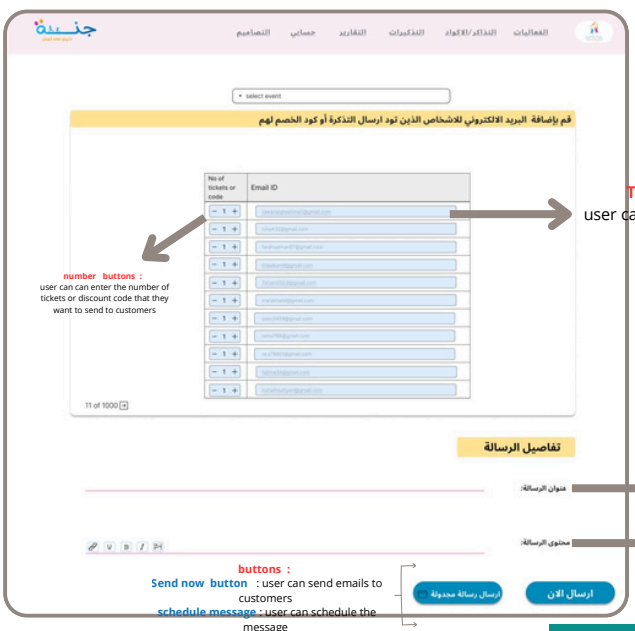


complete design button
user can complete tickit design

buttons :
create new ticket button : user can create and design new ticket
Create event button : user can create new event

Complete discount code design page :
In this page , users can complete discount code designs that they have not yet completed .





number buttons :
user can can enter the number of tickets or discount code that they want to send to customers

Text buttons :
user can add customer email address

buttons :
Send now button : user can send emails to customers
schedule message : user can schedule the message

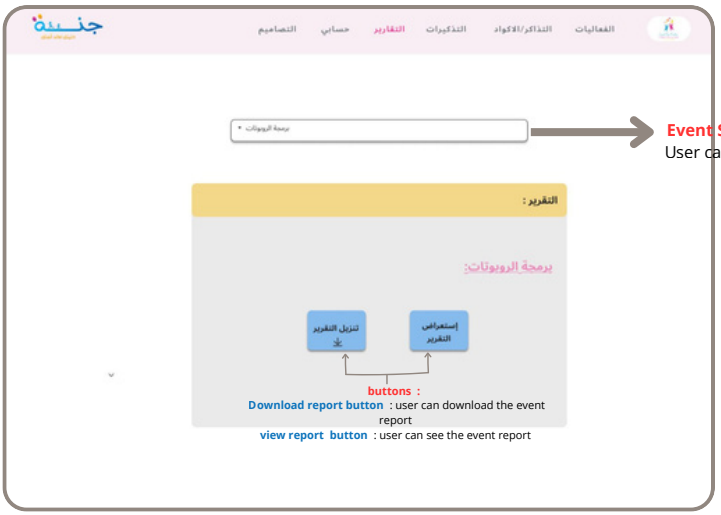
Send tickets & discount code :
On this page , users can add the email addresses of people they want to send a ticket or discount code to , along with the number of each . In addition , they can add message details such as the subject and content .

Text Bar :
User can write email subject

Text Bar :
User can write email content

Send reminder page:
On this page, users can send reminders to customers by entering the email addresses of the customers they want to send the reminder to. They can also write the details of the message, such as the subject and content. In addition, they can send the reminders immediately or schedule them.

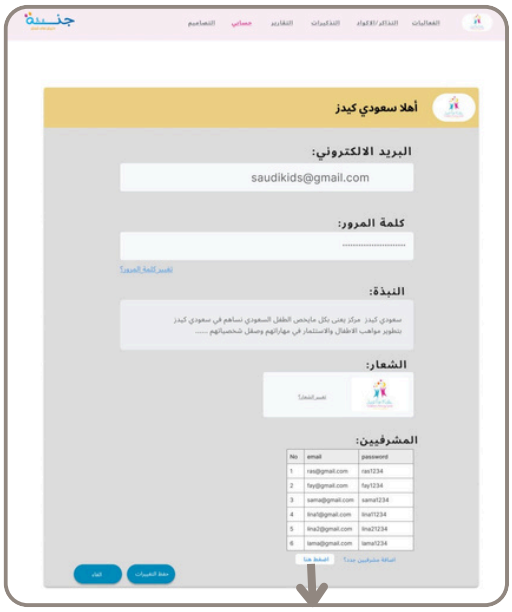




Event Select button :
User can select the event

Generate report page
On this page, users can view or download a report by first selecting the event, then viewing the report for that event or downloading it to their device.

My account page
On this page, users can view their account information, such as their email address, password, and bio. They can also see the system administrators that they have added before, as well as add new administrators by entering their email addresses and passwords.



button
User can add more admins

09

Interface Analysis

The following analysis consolidates the major screens described in the original project documentation.

Sign In Page
FR-001, FR-002

Purpose: Authenticate returning users.
Main actions: Enter username and password; select Sign In.
Key behavior: Validates entered credentials before access.

Create New Account Page
FR-001

Purpose: Register a new user account.
Main actions: Enter account details and create the account.
Key behavior: Creates an account for future access.

Events Dashboard
FR-008

Purpose: Central view for managing events.
Main actions: Search, view, edit, delete, create event, access reports.
Key behavior: Displays event list, dates, statuses, and actions.

Create New Event Page
FR-003

Purpose: Capture details for a new event.
Main actions: Enter name, date, time, audience, type, description, location, poster.
Key behavior: Creates the event from required information.

Ticket Designer
FR-004

Purpose: Create and design a ticket for a selected event.
Main actions: Select event, add details, download, send, or save.
Key behavior: Links ticket design to the selected event.

Discount Code Designer
FR-005

Purpose: Create and design a discount code for a selected event.
Main actions: Select event, define duration/rate, download, send, or save.
Key behavior: Links discount design to the selected event.

Complete Pending Designs
FR-004, FR-005

Purpose: Resume unfinished ticket or discount designs.
Main actions: Select a saved design and continue editing.
Key behavior: Supports completion of previously saved designs.

Customer Communication Hub
FR-006

Purpose: Send tickets or discount codes to customers.
Main actions: Enter emails, quantities, subject/content; send now or schedule.
Key behavior: Supports immediate or scheduled delivery.

Send Reminder / Report Generator
FR-007, FR-008

Purpose: Send reminders and generate event reports.
Main actions: Enter reminder recipients/message or select event to view/download report.
Key behavior: Supports reminders and event reporting.

My Account & Admin Management
Security / Access

Purpose: View account information and manage administrators.
Main actions: Review account details and add administrators.
Key behavior: Supports account and administrator management.

Requirements-to-Interface Traceability

8	10	100%	0
Functional requirements mapped	Interfaces analyzed	Functional IDs linked	Unmapped functional IDs

Requirement	Related interface / flow	Status
FR-001 / FR-002	Sign In / Account Access	Mapped
FR-003	Create New Event	Mapped
FR-004	Ticket Creation / Pending Ticket Design	Mapped
FR-005	Discount Code Creation / Pending Discount Design	Mapped
FR-006	Send Tickets & Discount Codes	Mapped
FR-007	Send Reminder	Mapped
FR-008	Generate Report / Events Dashboard	Mapped

What the mapping demonstrates

Each functional requirement has a visible product touchpoint, supporting review from requirement statement to user interaction.

What remains to validate

The mapping confirms coverage, not implementation quality. Acceptance criteria and test evidence are still required.

Assumptions & Items Requiring Evidence

Needs validation / evidence

The following items are preserved from the original project documentation but should not be presented as validated market evidence unless the original research or source can be provided.

Growth objective

First six months

Original objective: attract at least 20 centers within the first 6 months.

Growth objective

First year

Original objective: reach more than 50 centers within the first year.

Market comparison

Competitor pricing

Original competitor subscription price comparison requires source verification.

Benchmark

Monthly value

Original average monthly subscription value of approximately $170 requires source verification.

Original Competitor Pricing Claims — Needs Validation

Claimed monthly subscription ($)



Values are reproduced from the original documentation and are not independently validated.

جنة
دليلك لعالم طفلك

12 · PORTFOLIO SUMMARY

A structured system-analysis case study with clear traceability

This project demonstrates the ability to translate a system concept into a defined scope, stakeholder view, requirements register, user journeys, interface inventory, and evidence-aware portfolio narrative.

System Analysis

Structured the product into scope, modules, actors, and system interactions.

Scope Definition

Separated digital product responsibilities from physical event operations.

Stakeholder Analysis

Identified primary users and supporting stakeholder interests.

Functional Requirements

Documented eight functional requirements across the core workflows.

Non-Functional Requirements

Captured availability, security, access, usability, performance, and learnability needs.

User Flow Analysis

Mapped six core journeys from authentication through reporting.

Interface Analysis

Consolidated the purpose, actions, and behavior of ten major interfaces.

Requirements Traceability

Linked every functional requirement to a related interface or flow.

Evidence Discipline

Separated documented assumptions and claims from validated research evidence.

Portfolio baseline: The report presents the documented analysis as a coherent case study while explicitly retaining its validation limitations.

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