
Project: Developing an Online Booking Portal for an Airline

The Customer

Our client is a new U.S. based start up airline that plans to launch domestic service with new Airbus 320 aircrafts in 2007. The company is headquartered in San Francisco Bay Area and the principal base of operation is at the San Francisco International Airport. The airline's goal is to build a creative, innovative and Low cost airline

The Business Need

The Information & Technology department of our client wanted to develop a web based solution for the online reservation activities. The application needed to be developed to accomplish all the functionalities like Online Booking of the Flights, Displaying Flight status information to the user, Online check in of the passengers and their luggage, Change of travel, cancellation of the booked tickets. The online Booking engine should also provide a platform for promoting different offers to the passengers and manage detail history of their travel.

Solution

The client engagement with NIIT Technologies Limited started in the month of April 2006 with development and testing activities moving simultaneously. The solution was proposed to be delivered in 3 phases. The first phase is currently on the verge of completion that includes Pre booking, Booking and Post booking functionalities. The current team size of the project is 9 developers and 3 Testing resources.

The NIIT QA team for the client is involved in the project since its inception and works closely with the development team as the solution is based on the Agile methodology of development. NIIT outlined various testing processes like Defined testing process integrated with the Software Development Life Cycle, Defined Automation Strategy, Defined Testing Strategies, Defined Test Templates, Defined Communication Plan, Defined release & configuration strategy and Defined measurements.

The technical solution included extensive usage of AJAX technology on the website providing the following features and benefits for the end users:

- Flight availability is shown for +- 3 days for user searched date and user can select flight availability of these days on select page with AJAX thus saving in time and great user experience
- The information is updated in travel summary on the web-site giving great user experience without sacrificing the performance
- User is logged in the web-site using AJAX features and is able to update the information.

The engagement highlights:

The business criticality of the project combined with tight schedules demanded the use of certain innovative tools techniques and practices. A highly skilled team of professionals was deployed on the project. NIIT team has been able to successfully deliver the solution with the following highlights:

- Customized Agile Methodology
 - Continuous Feed-Back from Client
 - Better control on Schedule and Project deliverables
 - No surprises later on
- Partnership Model – Cooperation, mutual trust & respect
- Well defined testing processes established
- Strong integration of client and NIIT teams
- Covering the following types of testing
 - Functional testing
 - Regression testing
 - Performance testing
 - Load Testing
 - Supportability Testing
- Meeting all Service Level Agreements as defined in Statement of Work.

Environment

Software: Java, J2EE, JSP, Web Services

Tools: QTP, Load Runner, Bugzilla, Scarab, Visual SourceSafe

OS: MS-Windows 2000/NT

Key Challenges

The challenges faced during project execution include:

- Tough dead lines to start with
- Being a new airline in inception, requirements were never frozen
- Not enough time before the phase wise releases for testing due to tight schedule.
- Frequent changes addressed by client.

Client Feedback

1. The client rated NIIT at 4.7 on a scale of 1 to 5, 5 being “Excellent”.
2. NIIT has been provided with good feed back when referenced