

## **New Concert Hall**

A city near to where you live is well-known for the cultural activities that it offers throughout the year such as music concerts, plays and dance performances. The city council wants to build a new concert hall as there has been an increase in the number of people who want to attend events held at the existing concert hall. People are often unable to purchase tickets for events at the existing concert hall because of a lack of seating. The new concert hall must be larger, and also more modern and comfortable, than the current concert hall.

A more efficient information system will require to be implemented at the new concert hall that will permit a quick and accurate booking of events by both the center's administration staff and by the public. In addition, the existing website requires updating and the public will be able to book, cancel and change tickets via the website. It is used to produce tickets and invoices for customers. The city council has a limited budget for this project and has set a very tight deadline for its completion.

A team of twenty administration staff who work at the concert hall are worried that the project may go over budget. In particular, they are anxious that they might lose their jobs as a result of increased project costs and a need to make savings. They are also concerned that an improved online booking system may result in job losses.

You have been asked to identify business requirements to develop a new information system.