

**SCHOOL OF PURE AND APPLIED PURE SCIENCES**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
**ONLINE CAR HIRE SYSTEM**

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## **CHAPTER ONE.**

### **1.0 Introduction.**

In science and technology, the desire for improvement is a constant subject which triggers advancements. This is visible in every ramification and the car hire industry is not an exemption. The World Wide Web has become tremendously popular over the last few years, and currently most of the car hire companies have made provision for online reservation of their vehicles. The Internet has become a major resource for people looking for making reservations online without the hassle of meeting travel agents by implementing an online reservation system. e-commerce has expanded quickly, cutting across national boundaries. Even traditional legacy systems have migrated to the Web.

The scope and complexity of current Web applications varies widely: from small-scale, short-lived services to large-scale enterprise applications distributed across the Internet and corporate intranets and extranets. Although numerous Web-based systems are in use now and many of us rely on them, the manner in which they are developed raises serious concerns. They need to be reliable and perform well. Due to the high amount of new demands, Web applications are evolving continually and the complexity of these systems is increasing rapidly. Therefore the use of a rigorous method becomes more important.

Today in the car hire industry most business rely on manual processes where customers have to manually walk to their premises, filling forms manually. This makes the whole procedure tedious, time consuming and there is no data security. Due to use manual data keeping filing systems its not easy for managers to retrieve data when need. With developments in technology this problem can be eliminated by keeping electronic systems which ensures data safety. It also increases cost-effectiveness.

### **1.1 Background of the study.**

A Computer Reservations System is a computerized system used to store and retrieve information and conduct transactions related to travel. Computer reservation systems are classified as Passenger Service Systems (PSS) which handles a series of critical functions for the