# Activity sheet 3.41: Data flow in a travel agency

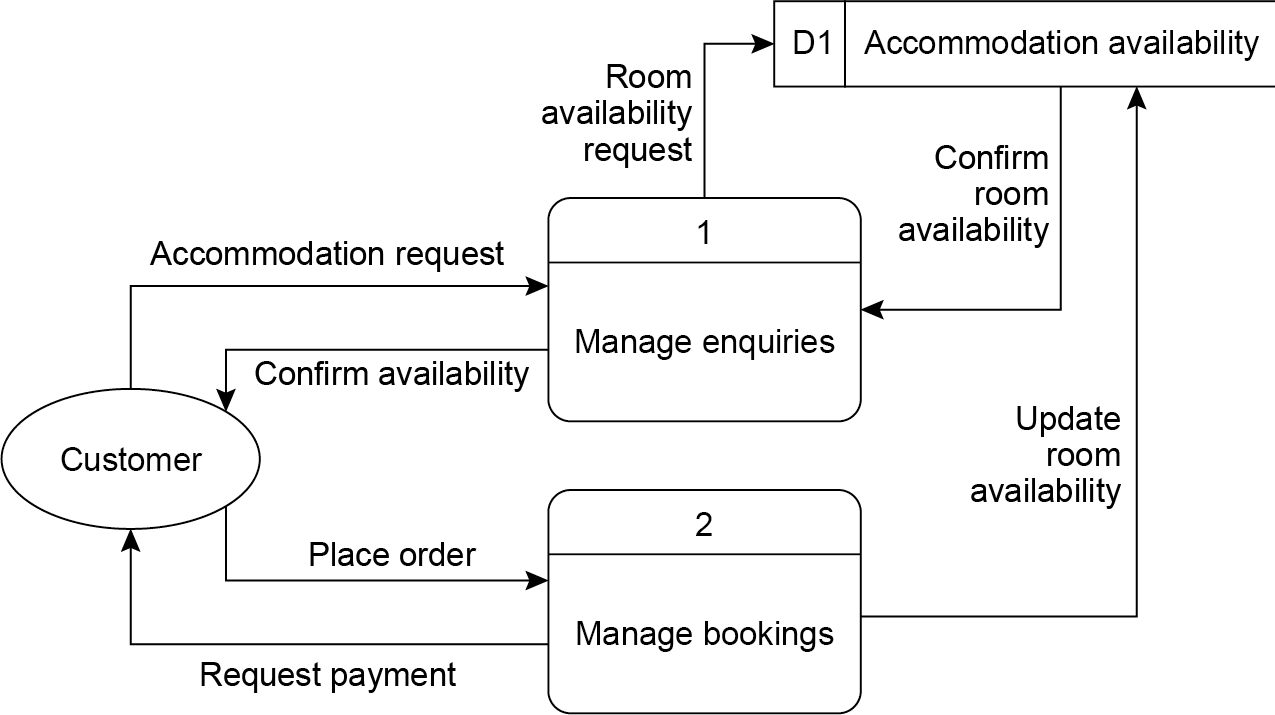
*Learning outcome D: Planning and communication in digital systems*

*D1: Forms of notation*

A local travel agency wishes to update its working practices and create a new computer system. They have asked an IT consultant for help, and she has produced a data flow diagram (DFD).

The owner of the travel agency is having trouble understanding what the consultant has produced and they have asked you for your help.

Study the following DFD and answer the questions that follow.



1. What is the purpose of a DFD?

1. Explain, in your own words, the following items that appear on a DFD:
2. Entity

1. Process

1. Manual data store

1. Digital data store

1. How many of the following items are shown on this diagram?
2. Entities
3. Processes
4. Manual data stores
5. Digital data stores
6. Describe in your own words what happens to data as it moves through the DFD.

**Take it further**

A customer uses a paper diary to store details of events. The customer checks their diary before requesting dates for the hotel booking then checks the diary again before placing   
the order.

Edit the DFD to show the missing activity.