# Activity sheet 3.40: Information flow in a travel agency

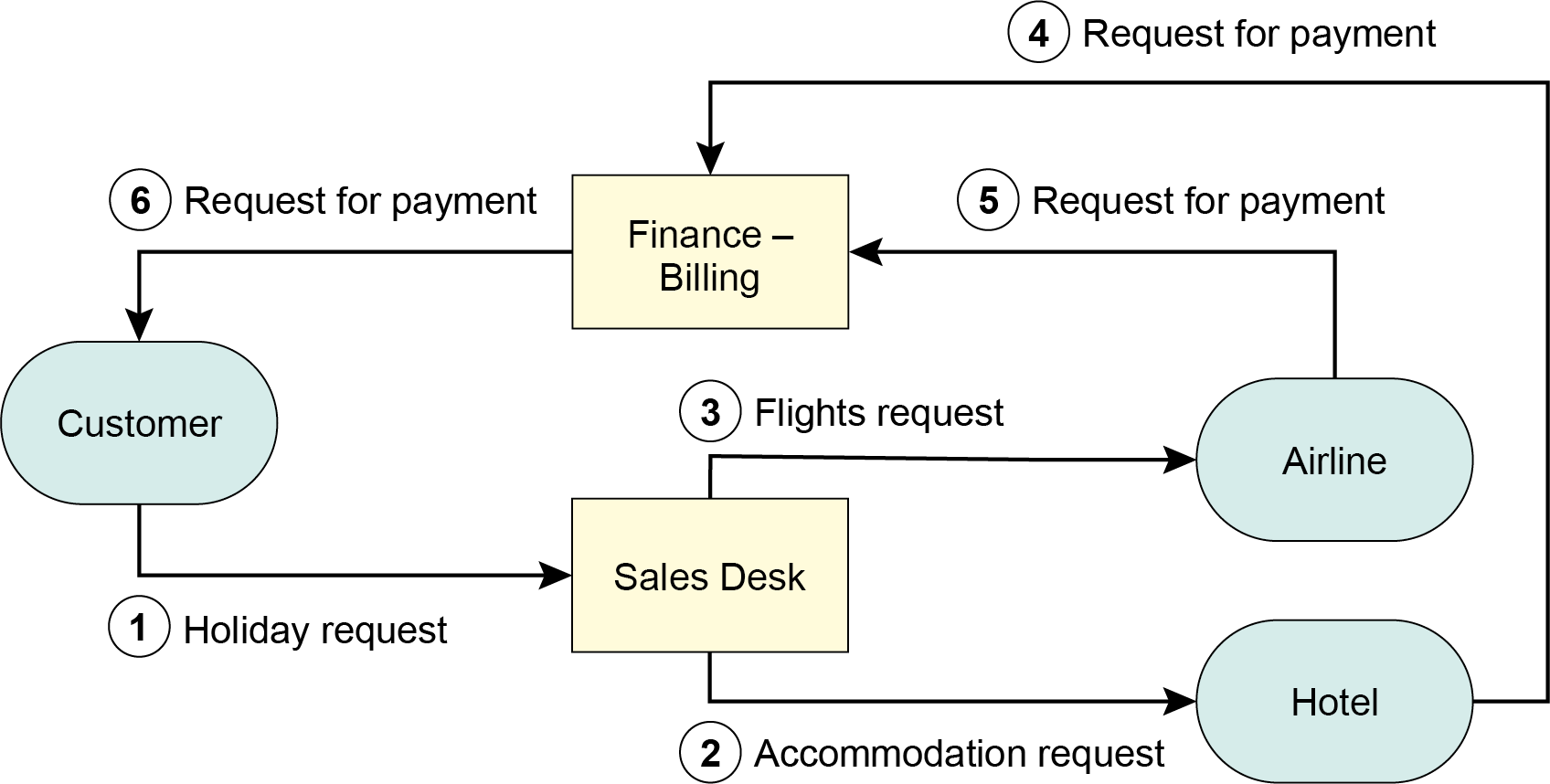
*Learning outcome D: Planning and communication in digital systems*

*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 an information flow diagram (IFD).

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

Study the following IFD and answer the questions that follow.



1. What is the purpose of an IFD?

1. What does an IFD show?

1. How many stages of information flow does this IFD show?

1. Describe in your own words what happens at each stage of the IFD.
2. Stage 1. Holiday request

1. Stage 2. Accommodation request

1. Stage 3. Flights request

1. Stage 4. Request for payment

1. Stage 5. Request for payment

1. Stage 6. Request for payment

**Take it further**

Some information flows seem to be missing from the diagram. For example, after the customer makes the holiday request, the only information sent back to them is a request   
for payment.

Edit the IFD to show the missing information flows.