

The system is designed to ensure both program and data independence, enabling it to serve diverse user groups simultaneously. **Multiple User Views**: By offering customized interfaces for customers, employees, and managers, the system addresses diverse functional requirements without overlapping responsibilities, enhancing its overall adaptability and efficiency. **External Schema (User Views)** External schemas cater to the differing needs of various user groups by providing tailored perspectives on the same data. For instance, information such as passenger details, flight schedules, and booking records could be maintained in tables, indexed formats, or specialized storage solutions to optimize data retrieval and utilization. The airline's IT team can reorganize storage configurations—such as modifying indexes for faster searches—without affecting the way booking agents, customers, or managers interact with the system. Managers interact primarily with composite reports such as booking trends or revenue analytics. Each group's interface remains unaffected by modifications to internal or conceptual schemas, ensuring usability and transparency. **Conceptual Schema (Logical Level)** At this layer, a unified logical depiction of the entire database is presented. 2.