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GIATA Automation Proposal

Contents

[Project Name 2](#_Toc521654303)

[Background 2](#_Toc521654304)

[Goal 2](#_Toc521654305)

[Expected Outcomes 2](#_Toc521654306)

[User guide with two sections 2](#_Toc521654307)

[Report 2](#_Toc521654308)

[Quality assurance 2](#_Toc521654309)

[Risk Management 2](#_Toc521654310)

[Project Personal 3](#_Toc521654311)

[Quality Assurance 3](#_Toc521654312)

[Risk Management 3](#_Toc521654313)

[Business Risk: 3](#_Toc521654314)

[Project Risk: 3](#_Toc521654315)

[Production System Risk: 4](#_Toc521654316)

[Benefits Realisation Risk: 4](#_Toc521654317)

[Personal Risk: 4](#_Toc521654318)

[Other risks: 4](#_Toc521654319)

[Top 3 Risks 5](#_Toc521654320)

[Example of Risk management plan 5](#_Toc521654321)

[Industry Project Phases 5](#_Toc521654322)

[Phase 1: 6](#_Toc521654323)

[Phase 2: 6](#_Toc521654324)

[Phase 3: 6](#_Toc521654325)

[Phase Functional Requirements 6](#_Toc521654326)

[Phase 1: Mapping Tool 6](#_Toc521654327)

[Phase 2: GIATA Interface – Descriptions Only 6](#_Toc521654328)

[Phase 3: GIATA Interface – Additional Content Extend the above 6](#_Toc521654329)

[Project Plan 6](#_Toc521654330)

[Standard Weekly Plan 6](#_Toc521654331)

[Important dates and events 7](#_Toc521654332)

[Phase breakdown 7](#_Toc521654333)

# Project Name

GIATA Integration Project

# Background

Tourplan’s clients have traditionally had to manually load hotel (property) content into their personal Tourplan system, including text and image based content. This content is output on itinerary documentation sent to their agents/clients, and is also used on online booking sites such as webConnect/hostConnect. These are Tourplan software components which clients can optionally deploy. They allow Tourplan clients (the tour operators) to sell their products to their agents online

Property content sourcing and data entry is a large and cumbersome task for Tourplan’s clients. They would like to be able to automatically download the property descriptions and images into their Tourplan system from external sources.

This is where GIATA comes in. GIATA collates and provides hotel content (descriptions, images, addresses, amenities, geocodes etc) for 620,000 hotels/resorts worldwide. (www.giata.com)

Tourplan have been approached by a number of clients over last 2-3 years, most recently by APTC and ExoTravel, regarding integrating with GIATA to use their hotel content.

# Goal

To create the automation of getting hotel property descriptions into the Tourplan system from GIATA.

# Expected Outcomes

## User guide with two sections

User guides would need to be created for each of the 2 main components (IE the initial app to match the GIATA hotels with Tourplan hotels, and the main app to actually grab the content from GIATA and update into Tourplan) with 2-4 pages maximum. They are to include:

* How to install and set the application up
* How to run the application

## Report

Full report on the project proceedings within the industry to the specs requested by ARA. It will include:

* Halfway report
* Areas of self-learning
* Conclusion from essay on methodologies
* Comparison between initial and actual project outcomes
* Summary of project management, quality assurance and risk management systems
* Final reflection on the entire course

## Quality assurance

ARA Quality Assurance plan for Tourplan that will include:

* “Type” of quality
* Mechanism for measuring quality
* Progress measurement path
* Measure of the quality
* Tracking of quality measurements over time
* Correlation between quality measurements over time

## Risk Management

ARA Risk Management plan for Tourplan that will include

* Large risk list
* Significant top risks
* Weekly reflection and review
* Solutions to problems are identified and documented then applied

# Project Personal

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Project Owner

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# Quality Assurance

Characteristics of the program that Tourplan will look at to make sure that it is up to standard:

|  |  |
| --- | --- |
| **External characteristics** | **Internal characteristics** |
| Correctness  Usability  Efficiency  Reliability  Integrity  Adaptability  Accuracy  Robustness | Maintainability  Flexibility  Portability  Reusability  Readability  Testability  Understadability |

Skills and resources that I bring to Tourplan in order to make sure that the entire process of this project is up to a reasonable standard

* Understanding of processes involved through my experience with Project management
* An understanding of technical knowledge through knowing several coding languages and the ability to learn more
* An understanding of the technical structure of programs
* I do thorough testing to ensure quality and reliability of all my programs
* I have a good support group through my Industry supervisor and my Academic supervisor

# Risk Management

## Business Risk:

1. Wasted time and resources
2. Tourplan’s clients will not get new feature they were promised on time

## Project Risk:

1. Poor time management
2. Project is bigger than I thought
3. Difficulties in not understanding processes or technicalities
4. Personal sickness not allowing work to be completed on time
5. Change of requirements

## Production System Risk:

1. Badly written/structured code that is hard to maintain
2. Does not do as required and has to be updated/fixed

## Benefits Realisation Risk:

1. The program created is not necessary after its completion
2. Created program does not provide the benefits of automation like it said it will
3. Clients find it too hard to use the program

## Personal Risk:

1. Bad review from Industry supervisors
2. Less of a chance of being offered a job after completion of project
3. Have to retake the paper and spend extra resources

## Other risks:

1. Size

With the project being split into 3 phases it is easier to break down and understand what needs to be done at every point. If I have completed the two phases that must be completed by the 288 hour mark then I will be able to start the third phase which means less of a risk of wasted time.

1. LVL7 standard

By integrating different systems in this project, I will extend my learning enough to be of a LVL 7 standard and minimise the risk of not passing.

1. What if problems arise

For different problems I can go to several people that may be able to help me. For more technical questions I can ask Mike Lance, Craig Gray, as well as the other programmers that I will be on site with. For the more day to day operations and specific project help I can get help from Lorna Webb. My academic supervisor is also available for any course work that I need to complete. By having multiple sources of help and information I am able to ensure the project can keep flowing and minimise the risk of it grinding to a halt.

1. Academic risk

By reporting to my academic supervisor each week, I am able to make sure that I am on top of my course work and am keeping to my work plan. Progress will be proven to the supervisor each week to ensure that I do not get behind and have problems in the future when things are due.

1. Risk to Tourplan

I am no risk to Tourplan as a company as I am a doing a one off project. I will have to ensure that I keep up to security standards set by Tourplan so that their data and privacy remain intact. By having me in the office space I do not hold up any other projects, and since I am working for free they do not have to worry about extra resources on me.

1. Ownership of code

All code produced by projects for Tourplan or created using Tourplan’s resources will automatically be owned by Tourplan.

1. Ethics

There are no ethical issues or risks associated with this project. No other people are involved with the project outside of the supervisors and myself so there should not be any conflicts of interest.

## Top 3 Risks

The following list has been made by comparing the likelihood of the risk with the impact that it has on the factors around it.

1. Scale of the project
2. Hard to maintain/update code upon completion
3. Change of requirements

## Example of Risk management plan

Risk Management Plan for : Scale of the project

|  |  |
| --- | --- |
| ***Why?*** | After analysis of the risks involved with the project it was found that the biggest risk to this projects failure will be its size. Completing the project is the major objective and if the project ends up bigger than anticipated then it can accumulate into higher costs and unplanned scheduling |
| ***How?*** | By putting procedures in place, the monitoring of the progress of the project can be kept in check. By constantly keeping an eye on what stage the project is on it will be difficult to fall behind schedule and not be aware of it. |
| ***What?*** | We are addressing the risk in 2 specific ways:   1. Breaking down the project into phases. A big project by itself can be intimidating and may require many resources. The main objective can also be lost in the details of a large project. By breaking down the project into easier to manage pieces, the work process should run more smoothly. By having the third phase as optional it allows unused resources and time to be used while not opening up a completely different project. 2. Large emphasis on planning and recording progress. Planning is very important with large projects as it allows the breakdown and creation of how problems are actually going to be solved. These problems have to be given time limits in the planning stage so that the rest of the project is finished on time. When these time limits are exceeded then there is the possibility of running out of time.   We'll upgrade this risk to a higher level if any of the following conditions become true:   1. More requirements are added to the scope 2. Estimated time on phases take longer |
| ***Who?*** | The Industrial supervisor will be notified immediately of there being any risk of the project being too big, as they will have to change the project or withdraw its availability.  The academic supervisor will have to be convinced every week by myself that the project manager is on schedule and that nothing has changed with the scope.  The project manager is in charge of making sure the project stays on task and any changes are made aware to the Industry and Academic supervisors. |
| ***When?*** | After each weekly meeting between the Academic supervisor and project manager the severity of this risk will be assessed. The severity can increase or decrease based on the week’s events. |
| ***How much?*** | The estimated cost of managing this risk will come with extra time being put in by the project manager to plan the project as well as the extra discussions with the Academic supervisor. 2 full days extra planning as well as 6 hours roughly total contact time between project manager and academic supervisor on this issue. |

# Industry Project Phases

Phases 1 & 2 are to be completed by the end of the 288 hours of industry work. If finished early then phase 3 is to be completed as well.

### Phase 1:

Write a new ‘Mapping’ application which reads GIATA propertyIDs (from a downloaded CSV or XML structured file), matches the GIATA property to the Tourplan property (tourism product supplier), and records the GIATA property ID against the supplier.

The above application will only be run by user controlled initiation.

### Phase 2:

Write a new ‘Content’ application that extracts the primary GIATA property description via the the existing GIATA API and uploads it into each clieants Tourplan system via Tourplan web services.

The above application will must be able to be run on a scheduled (eg nightly) basis and also ondemand (via user controlled initiation)

### Phase 3:

Extend the ‘Content’ application to also upload other property information from the GIATA response including amenities, links to images and additional descriptive content

# Phase Functional Requirements

### Phase 1: Mapping Tool

GIATA properties each have a unique propertyID. These propertyIDs will need recorded in the clients Tourplan system against the associated supplier (property), so that we can then use the GIATA API to download the content for those properties.

A mapping tool is required to:

a) Read a list (CSV or XML) from GIATA consisting of property name, address and ID

b) Read Tourplan suppliers

c) Match the GIATA property to the Tourplan supplier by closest match of property name and city)

d) Where a ‘match’ meets the minimum criteria, using Tourplan webServices record the GIATA propertyID against the Tourplan supplier (in a supplier note).

### Phase 2: GIATA Interface – Descriptions Only

A ‘GIATA Interface’ is required that can:

- Read the list of GIATA propertyIDs from Tourplan using the Tourplan webServices

- Send these to GIATA in the required form

- Receive and parse the response from GIATA for updating Tourplan. At this stage we are only interested in uploading the property description into a single Tourplan supplier note

- Send the request to Tourplan webServices to update the content into Tourplan

### Phase 3: GIATA Interface – Additional Content Extend the above

‘GIATA Interface’ to:

- Send to appropriate queries (using extra content request flags) to GIATA

- Receive and parse the additional content including amenities, images and extra descriptions response from GIATA for updating Tourplan.

- Send the request to Tourplan webServices to update the content into Tourplan

# Project Plan

## Standard Weekly Plan

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | Total |
| Industry Time | 8am-5pm | 8am-5pm | 8am-12pm | 8am-12pm | 8am-12pm |  |  |  |
| Industry Hours | 8 | 8 | 4 | 4 | 4 |  |  | 28 |
| Course Time | 7pm-8pm | 7pm-8pm | 1pm-5pm | 1pm-5pm | 1pm-5pm |  | 1pm-5pm |  |
| Course Hours | 1 | 1 | 4 | 4 | 4 |  | 4 | 18 |

Total Course + Industry Hours per week = 46

## Important dates and events

Based on the assumption that I will be completing 28 hours a week in the workplace I will be using up my 288 hours by the 11th week. It is recommended that halfway through the project I take a week off to complete extra course work that needs to be completed by the halfway point.

Weeks 1-5 (6/8/2018-7/9/2018)

Industry hours completed: 140

Week 6 (10/9/2018-14/9/2018)

Complete midcourse work

Week 7-12 (17/9/2018-26/10/2018)

Industry hours completed: 308

Other course assignment dates:

BCIS290 Ass1 : 24 September

BCIS290 Ass2 : 26 November

## Phase breakdown

I have only broken down the first two phases as they are the goal for the 288 hours. If by the half way stage it looks like I will be finished in time I will revise this breakdown to include the final phase.

Phase 1: 5 Weeks

Planning: 1 week

Design: 3 weeks

Testing: 1 week

Phase 2: 4 Weeks

Planning: 2 days

Design: 2 weeks 4 days

Testing: 4 days

Final Testing + Documentation: 2 Weeks

Requirements for Phases:

* Access to programming environment
* Access to Tourplan system
* Access to GIATA data
* Desk, Computer, Chair
* Tourplan’s time logging software

Requirements for Testing + Documentation:

* Tourplan final spec requirements
* Tourplan testing environment + standards