Group No 1

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SRS HOTEL MANAGEMENT SYSTEM

Team:

Direct Customer,Indirect Customer,Architect, Business Analyst
Quality Assurance Team,
System Analyst

Objective (Purpose):

Our Hotel management system is a Web Application which intends to provide room services to its customers.
Our Hotel Management System project is for Customers and Managers and receptionists. Customers can book rooms of different categories and can order food. Customers can book rooms online without contacting physically.

Scope:

Our Hotel Management System will have three end users: Customer, Receptionist, and Hotel Manager.

This System allows customers to book rooms of different categories such as deluxe, suite, lounge,super deluxe,family and can order foods for breakfast,lunch and dinner. Customers can book halls for events such as weddings, birthday parties, anniversaries etc.

Receptionist will have permission to update or modify booking details. Manager will be able to view the financial report and be able to update room information such as cost and category.

Functional Requirements:

Any guest User will be able to view different rooms with different categories available for booking. Any guest user will be able to select rooms to view from categories available. Customers need to register before booking.

Registered customers can book rooms online as per their requirements, they can order food at any time. Customers can also book halls for events.
Managers can check staff information and can manage their shift time. Managers can update room details. Receptionists can view the customer details and can allocate and deallocate the rooms according to rooms available.

Customers will be provided options for payment such as through internet banking or UPI or Online payment option and cash at time of check in.
Customers will be asked to submit their payment related information at reception. Customers will be redirected to payment gateway for secure payment transaction.On successful payment processing using payment gateway system will notify customers about booking details.

During the checkout customers can pay with the help of debit/credit card, UPI, online banking and cash.

Customers can cancel booking within 24 hours before checking in and will get a refund as per terms and conditions.

Customers can lodge complaints about the room services, behavior of staff and quality of food. At the time of checking out customers can give feedback.

NonFunctional Requirement:

Security:

Registered Customers will be allowed to book rooms.

Each stakeholder will be able to access the system through the authentication process.

Using SSL in all transactions which will be performed by the stakeholder.

It would protect confidential information shared by the system to stakeholders and information shared by the stakeholders to the system.

System will internally maintain a secure communication channel between Servers (Web Servers, App Servers, database Server).

Sensitive data will always be encrypted across communication.

User proper firewall to protect servers from outside fishing, vulnerable attacks.

Reliability:

The system will backup business data on a regular basis and recover in short time duration to keep the system operational. Continuous updates are maintained, continuous Administration is done to keep the system operational. During peak hours the system will maintain the same user experience by managing load balancing.

Availability:

    uptime: 24* 7 available

        99.999%

Maintainability:

A Commercial database software will be used to maintain System data Persistence.

A readymade Web Server will be installed to host an online Hotel management portal (Web Site) to management server capabilities.

The IT operations team will easily monitor and configure the System using Administrative tools provided by Servers.

Separate environments will be maintained for systems for isolation in production, testing, and development.

Portability:

PDA: Portable Device Application

System will provide a portable User Interface (HTML, CSS, JS) through which users will be able to access online shopping portals.
System can be deployed to single server, multi server, to any OS, Cloud (Azure or AWS or GCP).

Accessibility:
Only registered customers will be able to book rooms after authentication.
Manager has authority to cancel booking of any customers
BOD team will be able to view daily, weekly, monthly, annual business Growth through customized dashboard.
Shoppers will be able to see their product sale graph

Durability:
System will retain customer booking   even though customers lose internet connection and join again.
System will maintain payment details of booking for customers .System will implement backup and recovery for retaining stake holders data, business operation data and business data over time.

Efficiency:
In the Vacation season the maximum number of users will book rooms, view rooms with the same response time.
System will be able to manage all transactions with isolation.

Modularity:
Systems will be designed and developed using reusable, independent or dependent business scenarios in the form of modules.
These modules will be loosely coupled and highly cohesive.
System will contain CRM, booking processing, payment processing

Scalability:
System will be able to provide consistent user experience to stakeholders as well as customers irrespective of load.

Safety:
Online Hotel Management portal will be secure from malicious attack, fishing.

Online Hotel Management portal functionalities are protected from outside with proper firewall configuration.

Online Hotel Management portal will be always kept updated with latest antivirus software.

Business data will be backed up periodically to ensure safety of data using incremental backup strategy.

Role based security will be applied for Application data and operations accessibility.