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| **Module Code** | **:** | CT046-3-2-SDM –Systems Development Methods |
| **Intake Code** | **:** | APU2F2206IT |
| **Lecturer Name** | **:** | Siwa Kumaran |
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| **Tutorial No.** | **:** | Tutorial Lab 12 |
| **Group No.** | **:** | *Write your group name here* |
| **Group Leader** | **:** | ONG JIA SOON |

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| **Student ID** | **Student Name** |
| *TP064392* | ONG JIA SOON |
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**Introduction**

As a prominent figure in the travelling industry, Hello Holiday have take pride in their ability to provide their clients excellent services which mainly focus on day trips since 2002. The Malaysia-based company has been partnering with guides around the world who often have deep community relationship to introduce their clients to the trip of their life with approximately one thousand managers overseeing the company’s operation in branches in Malaysia, Thailand, France and Korea. Theres a variety of tour packages provided for clients ranging from small group tours including families and solo adventurers to large institutions such as schools, universities, organizations, and companies.

The managers of the local branch is responsible for maintaining and adding new records and the management of the local drivers and coaches. Records are to be added when new clients choose Hello Holiday’s tour package and existing clients’ record are to be updated when new purchases are made. The specific date of the trip will be submitted by the customer for the manager to make sure if the booking is available before allocating drivers and coaches depending on number of seats required and creating a new trip record for the customer. Cancellation of purchase is provided for customers before the deposit which should be paid by the customer within one week of the booking for the trip being. However, Hello Holiday will not be provide any refund of the deposit once seven days have passed since the booking. Promotional coupon which mostly offers about 10 percent to 15 percent discount of the stated trip price are given to the public. Customers are only allowed to use one coupon within the stated coupon period everytime they make a purchase.

Diagram

Description automatically generated with low confidence

**Problem Statement**

Problem 1

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| Problem Title | Room for error |
| Problem Description | Wrong or duplicate trip records and incorrect client information might be recorded and miscommunications with drivers and coaches are possible. |
| Cause of the problem | The nature of human leads to the managers who are tasked with maintaining and updating trip records, updating client information and communication with the drivers to be prone to error. |
| Effects from the problem | This problem will causes difficulty for the company to analyze their history for developing new business strategy while causing unpleasant experience for drives,coaches and clients. |

Problem 2

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| Problem Title | Lack of Scalability |
| Problem Description | Hiring new managers might bring difficulties while training new employees to be capable for the job is time-consuming. |
| Cause of the problem | The fierce competition in the job market and the lack of quality candidate in demanding location and a long list of names the managers need to familiarize. |
| Effects from the problem | This problem will decrease the company’s potential to tap into new location which would be able to increase the company’s profit. |

Problem 3

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| Problem Title | Cost of Labour |
| Problem Description | The expenses used to maintain the current operating staff and introducing new employee is high. |
| Cause of the problem | A huge amount of employee are required to maintain the current business operation. |
| Effects from the problem | The cost used to maintain the operating staff is a tremendous burden for the company. |

Problem 4

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| Problem Title | Inefficieny |
| Problem Description | Customers are only limited to make reservations during the working hours of the managers. |
| Cause of the problem | Managers allocated the task to contact drivers and coaches are incapable of providing their services after work. |
| Effects from the problem | Customers might become frustrated of the waiting time and therefore turn to other tour companies hence decreasing the sales of the Hello Holiday |

Problem 5

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| Problem Title | Data Security |
| Problem Description | The company’s customer private information and the company’s trip record face risk of being leaked to malicious individuals and competitors in the traveleling industry. |
| Cause of the problem | Every managers in the company having access to private information of the customers and every trip record of the company. |
| Effects from the problem | Reputation of the company will be damaged and consumers will be hesitant to pick Hello Holiday’s services while competitors will have the information necessary to analyse Hello Holiday. |