

GROUP **E**

GUEST HOUSE BOOKING WEB APPLICATION FOR NALANDA
INTERNATIONAL FRIENDSHIP ASSOCIATION

PROJECT CHARTER

VERSION 1.0

17/03/2024


REVISION HISTORY

Date	Version	Description	Author
16/March/2024	1.0	First draft of the document	Dinuja Harshana
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DISTRIBUTION LIST

Name	Role	Date of distribution
Ven. Dr. Dutuwawe Mahinda Thero	Client	17/March/2024
Dr. Erunika Dayaratna	Project Initiator	17/March/2024
Mr. Isuru Madugalla	Supervisor	16/March/2024

APPROVALS

Name	Role	signature
Ven. Dr. Dutuwawe Mahinda Thero	Client	 <hr/> Ven. Dr. Dutuwawe Mahinda Thero Client of Project

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PURPOSE/PROJECT JUSTIFICATION

The purpose of this project is to develop a comprehensive guest house booking system tailored specifically for Anuradhapura in Sri Lanka. and also, this web site is aims to revolutionize the way guests discover, book, and experience accommodations in this historically significant city, ultimately contributing to the growth and sustainability of the local tourism industry.

In regions with limited accommodation information, travelers encounter challenges such as exposure gaps, inefficient booking, communication barriers, and cultural sensitivity issues. Addressing these necessitates improving accessibility, streamlining booking, enhancing communication, and fostering cultural understanding, facilitating smoother travel experiences.

The website is to facilitate the growth and profitability of the ‘Nalanda international friendship association’ by offering a comprehensive platform for guest house bookings in Anuradhapura. Developing this website will enhance accessibility, streamline reservations, and improve overall efficiency for both guests and hosts. Not only that, this project is a comprehensive guest house booking website that serves the needs of travelers (Local and foreign), guest house owners, and the broader tourism in Anuradhapura, Sri Lanka.

OBJECTIVES AND SUCCESS CRITERIA

Guest House Booking System project is to design, develop, and implement an efficient guest house booking system that streamlines the process of booking accommodations for guests while providing administrators with robust management tools. the project’s primary objective is to efficiently manage reservations and bookings for guest houses. This project aims to optimize website and execute a targeted marketing campaign to achieve specific goals. By integrating strong Call-to-Actions, we aim to boost user interaction and facilitate seamless navigation, ultimately enhancing engagement on platform.

Embracing sustainability, our guest house adopts an online booking system, reducing paper waste and contributing to preservation. Through real-time inventory management, dynamic pricing, and personalized guest services, we minimize overbooking, maximize revenue, and enhance satisfaction. Proactive online reputation management and loyalty programs prioritize direct bookings and foster brand loyalty.

- ❖ To increase the lead inquiry conversation by adding a powerful call to action on each page.
- ❖ To decrease the bounce rate of Nalanda International friendship association's website, after the web site implemented. Reducing the bounce rate ensures that the users stay on website for a long and actively engage with website content.
- ❖ To improve customer satisfaction after the website design.
- ❖ To have Direct visitors coming to web site by posting posts weekly.
- ❖ To increase customer awareness online to encourage more purchases after publishing the web site.
- ❖ Enhanced Customer Service.
- ❖ Increased Bookings
- ❖ Cost Savings
- ❖ Positive Reviews and Reputation
- ❖ Improved User Experience (UX)

The Guest House Booking System project aims to revolutionize accommodation bookings, streamlining reservations, enhancing engagement, improving customer satisfaction and bookings and positive reviews.

REQUIREMENTS

- Development Team
 - Project Manager
 - Web Developers
 - UI/UX Designer
 - QA/Testers
 - Security Expert
- Technological Resources
 - Development Environment
 - Servers and Hosting
 - Software and Frameworks
 - Payment Gateway Integration
- Content Resources
 - Property Listings
 - Local Area Information
 - FAQs and Policies
- Human Resources
 - Guest House Owners
 - Support Staff
- Financial Resources
 - Budget
 - Payment Gateway Fees
- Time Resources
 - Project Timeline
 - Deadlines
- Training and Education
 - Continuous Learning
 - Training
- Legal and Regulatory Compliance
 - Legal Expertise
 - Contracts and Agreements

This is the summary with the details in the appendix.

PROJECT ASSUMPTIONS AND/OR CONSTRAINTS

CONSTRAINTS

- The project must be finished within 1 year of starting.
- The system must be online, web-based developed using existing hardware and software infrastructure.
- The budget includes money for resources available for development, marketing, maintenance, and testing (does not exceed Rs.100,000).
- The project management team must be from the organization.

ASSUMPTIONS

- The necessary hardware and software infrastructure will be in place.

PRELIMINARY RISK STATEMENT

- The team may not meet deadlines due to adding unplanned in the specification features.
- The team may run out of the budget due to extending development or testing time.
- There is a risk of encountering technical issues during the development phase (compatibility issues, security vulnerability, performance issues).

SUMMARY MILESTONE SCHEDULE

<u>Project Milestone</u>	Forecast Date	Owner
Initiation	10-February-2024	J.W.D.P. Harshana
Concept Development	10-March-2024	W.E.M.Y.N. Premasinghe
Planning and Requirements Analysis	30-March-2024	N.Y.D.W.R. Naduwaththe
Design	30-April-2024	N.Y.D.W.R. Naduwaththe
Development	15- September-2024	W.E.M.Y.N. Premasinghe
Implementation	26-October-2024	J.W.D.P. Harshana

SUMMARY ESTIMATED BUDGET

The forecasted budget for the GUEST HOUSE BOOKING WEB APPLICATION project is Rs. 70,000. It is to be funded through bank transactions, including cash or cheque payments, ensuring transparency and accountability in financial transactions. This forecasted amount will be adjusted during the Concept Development, Planning, and Requirements Analysis Phases to derive a more precise budget.

Rough Order of Magnitude Item	ROM Estimate
Software	Rs. 40,000
Internal Resources	Rs. 30,000
Total ROM Budget Estimate	Rs. 70,000

PROJECT ORGANIZATION

ROLES AND RESPONSIBILITIES

Stakeholders' Name	Stakeholders' Roles	Group (Internal or External)	Influence on the Project	Description
Ven. Dr. Dutuwawe Mahinda Thero	Client	External Stakeholder	High influence	Client defines requirements, approves designs, tests functionality, and provides final approval. Collaborates for maintenance and updates post-launch. Essential for project success. (Nalanda International Friendship Association)
J.W.D.P. Harshana	Project Manager, Content Creator, Client Liaison, Full Stack Web Developer	Internal Stakeholder	High influence	Creating project plans, coordinating team communication, and ensuring deliverables meet quality standards and client expectations. Collaborating with designers, content creators, and developers to design, implement, and optimize website elements, providing regular client updates on progress and changes.
W.E.M.Y.N. Premasinghe	Project Manager, Content Creator, Client Liaison, Full Stack Web Developer	Internal Stakeholder	High influence	Designing and developing the user interface and user experience of the application. Building and maintaining the server-side logic of the application. Managing the database and data storage of the application. Writing and testing code for the application. Integrating third-party APIs and services as needed. Ensuring the security and scalability of the application. Collaborating with other developers and stakeholders throughout the development process.
N.Y.D.W.R. Naduwaththe	Project Manager, Content Creator, Client Liaison, Full Stack Web Developer	Internal Stakeholder	High influence	Design, implement, and maintain website features using technologies like HTML, CSS, JavaScript, Node.js, Express, and databases. Collaborate with other designers and content creators, monitors website performance and security, and ensures the website meets project requirements. Solving problems, and focus on making a high-quality, user-friendly website.

Team and Roles		Description
Development Team	Project Manager	Oversees project, manages resources, ensures timely delivery.
	Web Developers	Build website's UI, functionality, database integration.
	UI/UX Designer	Designs visually appealing, intuitive user interface.
	QA/Testers	Thoroughly test website, identify and fix bugs.
	Security Expert	Implements security measures to protect user data.
Technological Resources	Development Environment	Computers/laptops with necessary software.
	Servers and Hosting	Infrastructure for hosting website.
	Software and Frameworks	HTML/CSS, JavaScript, etc.
	Payment Gateway Integration	Access to payment gateway APIs.
Content Resources	Property Listings	Details, descriptions, images provided by owners.
	Local Area Information	Nearby attractions, restaurants, activities.
	FAQs and Policies	Booking policies, terms of service, FAQs.
Human Resources	Guest House Owners	Collaborate to onboard properties, create listings.
	Support Staff	Customer support representatives.
Financial Resources	Budget	Allocated funds for project-related expenses.
	Payment Gateway Fees	Costs associated with payment gateway services.
Time Resources	Project Timeline	Allocate time for planning, development, testing, deployment.
	Deadlines	Set clear deadlines for milestones.
Training and Education	Continuous Learning	Stay updated with latest web development technologies.
	Training	Enhance skills related to development, security, customer support.
Legal and Regulatory Compliance	Legal Expertise	Ensure compliance with data protection laws, regulations.
	Contracts and Agreements	Formalize partnerships and agreements with stakeholders.