

Project Name: Hotel Property Management System

(HPMS)

Group #6 Iteration 3 (Time to Release)

Members

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Hotel Property Management System Vision Statement

The Hotel Property Management System (HPMS) will be used to manage the core functions of hotel operations. The software will allow for the creation and maintenance of customer reservations such as check-in/check-out, room status changes, and billing-related actions. The system will also keep a record of customer profiles which will be used for repeat business and security purposes. Moreover, the HPMS will also contain a user authentication feature which will set different levels of authorizations for different users of this highly critical system. The HPMS will also maintain the records of employee profiles and their payroll information (e.g., hourly wage, hours worked).

The users of the software will be the employees of the reservations, front desk, housekeeping departments, as well as the hotel managers. Different departments serve different purposes to the hotel operation, therefore, their access within the HPMS will be limited to what they need in order to complete their tasks. For example, the reservations team will only have access to create and make changes to reservations. The front desk staff will only be authorized to check-in and check-out customer reservations, in addition to billing-related tasks and generating reports. The housekeeping department will only have the ability to change the rooms' status and generate in-house customer reports. The managers of the hotel will be given full access to the system. Lastly, access to employee records and payroll will only be approved for the employee and their reporting managers. These authorization measures are not only necessary for the ease of use for the employees of their respective departments, but to maintain a well-organized and smoothly functioning hotel operations.

The system will be designed in such a way that it will be easily expandable to future releases that allows it to have more advance functionalities such as direct online interactions with customers and a web-based interface.

This system will be an improvement over physical records and paper-based bookkeeping. The features bring various aspects of managing a hotel property into a centralized software. This will ensure convenience and efficiency. For example, most existing systems have employee management as a separate entity, therefore, the HPMS will make this a much easier task by combining the two.

There will be three main success criteria that the development team will use to measure the viability of the software. The first is whether the final product achieves the functionalities that were set out at the beginning of the project. The second measure of success will be based on the design of the product, namely how well it follows software design principles and standards. Lastly, the final success criteria will be the feedback received from the clients who will be using this product. Ultimately, it is how they receive the final product that will determine its success.

MAJOR CHANGES FROM ITERATION 2

Iteration 3 has arrived and it's now time to release! There have not been major changes nor violations since Iteration 2. However, we did have some technical debt that we accumulated during iteration 2, due to adding a real database to our persistence layer of our system, which resulted with some user stories being pushed to iteration 3. But with agile planning we were able to pay back this technical debt so that we can release our project. The big user stories that were pushed back but have now been implemented include: Employee profile, Final Invoice, discounts, and promotions, remove a reservation, search rooms, and room management. Details about the big user stories and detailed user stories along with the planned cost and actual cost can be found below.

Iteration 1 Big User Stories

Create Reservations

As a reservation agent, I want to be able to create a new reservation.

Priority: High

Cost: 4 days

Actual Time Took: 4 Days

Update Reservation

As a reservation agent, I want to be able to update existing reservations in the system.

Priority: Med

Cost: 3 days

Actual Time Took: 4 Days

Search Reservations

As a reservation agent, I need to be able to search amongst the existing reservations in the system.

Priority: High

Cost: 6 days

Actual Time Took: 4 Days

Associating Customer Profiles to Reservations

Link customer profiles to the new reservations.

Priority: High

Cost: 2 days
Actual Time Took: 2 Days

Select Date Ranges

Input arrival and departure dates in the reservation.

Priority: High

Cost: 1 day
Actual Time Took: 1 Day

Select Range of Services

Select the room type and services (e.g., wifi, parking, etc.) in the reservation.

Priority: Med

Cost: 1 day
Actual Time Took: 1 Day

Update Customer information

Update information associated with the customer for example phone number, and Credit card information.

Priority: Med

Cost: 1 day
Actual Time Took: 1 Day

Finding reservations

Find a reservation or a list of reservations by searching with a reservation number.

Priority: High

Cost: 3 days

Actual Time Took: 3 Days

Sort Reservations

Sort reservations by date (earliest to latest or latest to earliest) in a selected range.

Priority: Med

Cost: 2 days

Actual Time Took: 2 Days

Filter reservations

Filter reservations that have today as their checkin day.

Priority: Low

Cost: 1 day

Actual Time Took: 1 Day

Iteration 2 Big User Stories

User Login

As a user of the hotel property management system i want to be able to securely register as a user, and be able to log in to the application

Priority: High

Cost: 14 days

Actual Time Took: 10 days

Customer Profile

As a front-desk staff, I need to be able to view and maintain in-house and expected customer's profiles.

Priority: High

Cost: 3 days

Actual Time Took: 3 days

NEW USER STORY REQUESTED BY CLIENT TEAM

Customer Profile

As a front-desk staff i want sensitive customer information such as credit card to be hidden while working with their reservation

Priority: High

Cost: 3 days

Actual Time Took: 2 Days

Iteration 3 Big User Stories

Removing Reservations

As a front desk staff, I want to be able to delete a reservation.

Priority: Med

Cost: 1 days

Actual Time Took: 1 Days

Search Rooms

As a house keeping staff, I need to be able to search for rooms in the hotel.

Priority: High

Cost: 6 days

Actual Time Took: 6 Days

Room Management

As a hotel manager or house keeping employee, I need to be able to manage and manipulate all the rooms in the hotel.

Priority: Med

Cost: 5 days

Actual Time Took: 5 Days

Final Invoice

As a front-desk staff, I need to be able to provide the customers with a final invoice that outlines the details of their stay.

Priority: Med

Cost: 7 days

Actual Time Took: 7 Days

Discounts and Promotions

As a front-desk staff, I need to be able to offer discounts and promotions for certain rooms and services.

Priority: High

Cost: 4 days

Actual Time Took: 4 Days

Employee Profile

As a Employee I want to be able to view my employee profile in which I can get details on my wage, pay, and hours worked, along with personal information.

Priority: High

Cost: 14 days

Actual Time Took: 5 Days

Iteration 3 Detailed User Stories

Room Management

As a manager or housekeeping employee I want to be able to search for a room based on room type and availability to maintain a room

Priority: High

Cost: 2 days

Actual Time Took: 2 Days

Check In

As a front desk employee I want to be able to check in a customer who has arrived to the hotel.

Priority: High

Cost: 1 days

Actual Time Took: 1 Days

Check out

As a front desk employee I want to be able to check out a customer who is looking to depart from the hotel.

Priority: High

Cost: 1 day

Actual Time Took: 1 day

Filter reservations

As a front desk employee I want to filter reservations based on arrival or departure so that I can either check in or check out a customer.

Priority: Med

Cost: 1 day

Actual Time Took: 1 Day

Employee profile

As an employee I want to be able to edit certain information such as phone number or email, but not edit any information relating to my pay

Priority: High

Cost: 1.5 days

Actual Time Took: 1.5 Days

Employee profile

As a manager I want to be able to input the amount of hours an employee has worked for the week,

Priority: High

Cost: 1.5 days

Actual Time Took: 1.5 Days

Customer profile

As a front desk employee given a reservation number I want to be able to view the customer attached to that reservation

Priority: High

Cost: 1 day

Actual Time Took: 1 Day

Final invoice

As a front desk employee when checking providing an invoice for the customer I want it to give details on what they're being charged

Priority: High

Cost: 1 days

Actual Time Took: 1 Day