Project Name: Hotel Property Management System

(HPMS)

Group #6 Iteration 2

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 PREVIOUS PLAN

There have been some major changes from our last planning document, however with agile planning, change is always inevitable! For example, we met with our client team, and they provided us a new user story. The new user story that they wanted us to implement was to hide sensitive information such as the credit card details, in which we did implement. Additionally, we implemented a login screen with proper authentication. However, some of the user stories we had originally planned to complete in iteration 2 have now been pushed forward to iteration 3. Details on which user stories we completed, and which need to be implemented along with the priority and estimated cost of each user story can be found in the index cards below. Additionally, we were able to add a real database with MySQL to our persistence layer of our system architecture, which took longer than we thought, as a result we have a bit of technical dept with implementations of user stories. but with agile planning and the strong team that we have we can pay back this technical dept in the next iteration.

Big User Stories

Iteration 1

Create Reservations

As a reservation agent, I want to be able to create a new reservation.
Question: What is the maximum number of reservations allowed in advance?

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

Iteration 2:

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 previous, 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 hiddent while working with their reservation

Priority: High

Cost: 3 days

Actual Time Took: 2 Days

Iteration 3:

Billing Charges

As a front-desk staff, I need to be able to manage billing operations in the system.

Priority: High

Cost: 4 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

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

Removing Reservations

As a reservation agent, I want to be able to delete a reservation.

Priority: Med

Cost: 1 day

Search Rooms

As a front-desk staff, I need to be able to search for rooms in the hotel.

Priority: High

Cost: 6 days

Room Management

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

Priority: Med

Cost: 5 days

Iteration 1 Detailed User Stories

Associating Customer Profiles to Reservations

Link customer profiles to the new reservations.

Priority:

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 Range of Services

Modify the range of services for an existing reservation.

Priority: Med

Cost: 1 day

Actual Time Took: 1 Day

Update Range of Dates

Modify the range of date for a reservation either by extending or shortening the period of stay.

Question: Should shortening the reservation come with a penalty?

Priority: High

Cost: 1 day

Actual Time Took: 1 Day

Update Guests in a Reservation

Update the number of guests and find available rooms in the system for a reservation.
Question: What if the customer's request could not be satisified?

Priority: Med

Cost: 1 day

Actual Time Took: 1 Day

Finding reservations

Find a reservation or a list of reservations by searcing with a customer name or 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 check-in day.

Priority: Low

Cost: 1 day

Actual Time Took: 1 Day