**Project Name: Hotel Property Management System (HPMS)**

**Group #6 Iteration 0**

**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 PMS 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.

**Big User Stories**

**Iteration 1**

**Iteration 2:**

**Iteration 3:**

**Iteration 1 Detailed User Stories**