# Final Presentation

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## **Buisness Case**

FlyDreamAir is a major airline that covers a wide range of routes throughout the world, has a large fleet of aircrafts and has a large network of travel agencies and customers across the world. But we found that our company has a lack of IT software system that provide better customer experience and increase customer loyalty.

To modernise Fly Dream Air we must build a system that allows customers to continue booking services in the old way while simultaneously allowing customers to move to a new self serve system.

# Resource Management

# Documentation Devlopment

- Zara Bandukwala
- Oliver Lambert
- Ngai Chun Fu

# Project Manager

Quinn Bruckmann

### **Software Development**

Isaac Bankier

# Scope

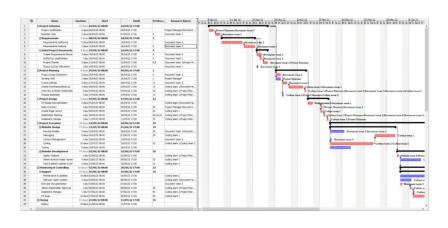
### **Customners**

- Book Flights
- Mangage flight reservations
- Purchase in flight services

### **Employees**

- View available Seats
- View Seats and Services booked by a Particular Customer
- Perform actions on behalf of users

### Wbs



# Costs

Team	# Members	Wage	<b>Days Worked</b>	Total
Project Manager	1	\$70,000.00	14	\$3,920.00
Document Team 1	4	\$70,000.00	15	\$16,800.00
Document Team 2	3	\$60,000.00	17	\$12,240.00
Document Team 3	3	\$60,000.00	14	\$10,080.00
Coding Team 1	6	\$130,000.00	39	\$121,680.00
Coding Team 2	5	\$120,000.00	32	\$76,800.00
				\$241,520.00
Utility	<b>Yearly Cost</b>	Days Applicable	Tota	
Water and sewer	\$485.80	85	\$113.13	3
<b>Electricity and Gas</b>	\$1,500.00	85	\$349.32	2
Garbage disposal	\$464.00	85	\$108.05	5
Telephone	\$1,500.00	85	\$349.32	<u>-</u>
Internet	\$1,680.00	85	\$391.23	3
Rent	\$50,000.00	85	\$11,643.84	L
			\$12,954.88	3

# Cost Benefit Analysis

- The total cost is \$250,000
- The new system reduces barriers to booking with Fly Dream Air
- The new system allows better comparisons to be made between airlines
- The costs of taking bookings no longer raise with the amount of bookings taken

# Risks

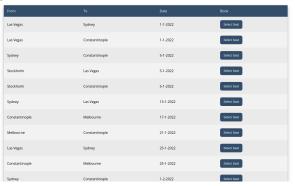
We identified 13 risks that could threaten the completion of the project. More than half of these occured. These had the biggest impact on us:

- Inadequet information on the project requirements
- Issues with communication of decisions
- Slippage in Schedule



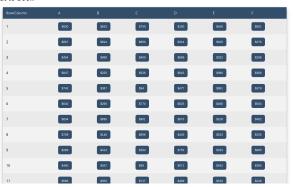
Home My Flights Book Flights Book Services Logout

#### Please select a flight to book



#### Home My Flights Book Flights Book Services Logout

#### Please select a seat to book



#### Home My Flights Book Flights Book Services Logout

### Flights



#### Services



# Questions