

Planning an Adventure Trip to New Zealand for Nick Edwards

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Project Introduction /background/ Business Objective

The project that our group is tasked with completing is to create a set of travel options for our sponsor, Nick Edwards, for his planned trip to the island country of New Zealand. Nick is fairly inexperienced with international travel, but plans to travel to New Zealand in two years time so there is a lot of prep to do. Which is where our team comes in to help him get all the necessary details gathered, refined, and showcased to him so that he may have an easier time finalizing his overall vacation plan. Each of us will be researching and comparing a multitude of different facets pertaining to the options that are publicly available for tourism from flight plans, hotel options, rentable vehicle plans, local amenities, all inclusive experiences, and more. We also have taken on the responsibility of discovering and sharing any legal thresholds that our sponsor may need to cross in order to properly reside within the country for his stay safely and easily.

Our overall objective as a travel research team will be to create an amalgamation of all of this research and provide our findings to Nick in order to give him a running start in both what to expect along with the options and opportunities that are available to him within New Zealand. It in the end will be entirely up to him on what he decides to choose as his travel path, and from that point forward he will hold the sole responsibility of what the trip entails, we are only providing what we find to be the necessary information to properly construct a good plan/itinerary for an individual looking to spend time in New Zealand for a vacation.

Current situation and problem/opportunity statement

The current situation is that our sponsor has no idea or experience in planning a trip of this scale. He has never done it before, therefore making his wants and needs fairly open-ended and uncertain. Nick has not done a deep dive on all the different options New Zealand provides, simply he just wants a trip that will be a fun, fulfilling adventure.

The opportunity our team has is both one of providing our sponsor with the available information we find in order to better help him achieve his want of an amazing trip, while simultaneously gaining useful knowledge ourselves about both international travel and specifics of New Zealand's culture and tourism scene. None of our team members have ever been to the country before, so for us this is all complete research being done without any influence or bias. We all will have to learn what sources are available, what foreign laws need to be taken into consideration, and what is a reasonable amount of monetary savings to finance for a trip like this one.

Critical assumptions and constraints

There are a list of critical assumptions that can be made regarding this project. The first assumption is that the client is already in possession of a passport prior to this trip. The second assumption is not suffering from any illnesses such as COVID-19 or influenza prior to leaving the United States. The third assumption that can be made is that the client has sufficient funds to pay for the International Visitor Conservation and Tourism Levy, flights, public transportation, food, shelter, and the amenities that have been planned out and arranged for him. The fourth and final assumption that can be made is that the client passes both American and New Zealand airport security checkpoints. These

assumptions will be communicated to the client Nick and we will ensure that he follows the requirements given so that our assumptions are proven true.

Along with the critical assumptions, there are also certain constraints that can also affect the outcome of this project. The first constraint that should be mentioned are the time constraints. The client must not be behind schedule with the itinerary planned out for him. For example, should he miss the check-in time for his hotel booking, he may lose his room and may be forced to find an alternative place to stay. This also includes certain amenities arranged for a certain time that require the client to be punctual, or bus and train stop times. The second constraint is the budget of the entire trip. The client allocated a budget of \$5,000 for the team to research and plan out different aspects of the trip accordingly. Each aspect has a limit of \$1,000 and the team member responsible must ensure that the client is satisfied with the arrangements made while staying under the spending limit. Finally, there were some scope constraints pertaining to this project. There were certain amenities that the team was unable to book for the client; such as the Lord of the Rings Tour, there were issues with booking the tour for the desired date of travel and the costs for this tour would go over budget in the amenities category.

Analysis of options and recommendations/ Preliminary project requirements

We created a few different plans and avenues that our sponsor Nick could take to successfully visit New Zealand. There are a variety of options that Nick currently has that all mostly fit within his five thousand dollar budget. Each option has its own pros and cons and our sponsor can choose whichever plan he feels suits him the best. For example a cheaper flight might be longer, have an unfavorable seat, and also have awkward departure and arrival times will give Nick the opportunity to allocate more funds towards amenities, refinements, restaurants, and residences while he is in New

Zealand. Our sponsor has the option to choose from any of these options and will find satisfaction with whichever option he chooses.

There are three total plans that we created that we believe would be most suitable for Nick. The first option involves an economy flight from Air Tahiti Nui that is \$1,428. The total trip time is 33 hours and 35 minutes with 2 layovers in Tahiti and Los Angeles. The time between getting off the plane in LAX and getting onto another plane is 11 hours. Within this time Nick can go out and absorb the scenes in LA, shop for small souvenirs, and get some food and rest before boarding the next plane. After arriving at the Auckland airport in New Zealand, Nick has the option of any compact to midsize sedan from Wisecar. The rental car will be \$81/day but this plan does provide Nick with the ability to rent a car up to \$125/day which will garner him a nicer more luxurious vehicle if he pleases. We do know Nick will possibly be traveling with others, if he does decide to rent a car along with his partners he should still stick to the \$125/day total that was allocated within this plan. This plan affords for a stay at The Grand By SkyCity, a 5 star resort which offers an assortment of amenities and extras such as daily breakfast and a fitness center all included within the fee of \$249/Night. Nick will have a remaining \$1,500 for any food, shopping, or sightseeing he chooses to do while he is there.

The second option is the quickest flight possible with a total departure to arrival time of 21 hours. United Airlines offers this economy flight for \$1,800, this flight is one of the more efficient options as it only has 1 stop in San Francisco with a layover of an hour. This option however is a little more strict with the itinerary because it involves following a tour specialist. The "Time Unlimited Tour" provides travel to multiple natural sights and locations in New Zealand as opposed to remaining in the main cities like the first plan. The itinerary will consist of a 350+ mile private tour of New Zealand in a plush Mercedes Benz with a few other travelers. The tour is 6 days long and all meals and accommodations will be included in the tour cost. Nick will be given an itinerary that shows him what activities he will

be doing for the day and where he will be headed on the next. The total price of the tour is \$2,500 which will leave Nick with approximately \$700 for any extra money he wants to spend while in New Zealand.

The third plan includes a flight that lands directly in Wellington, the capital of New Zealand. The flight from American Airlines has a total time of 28 hours with 2 total stops for a total price of \$2,100. This option doesn't require a strict itinerary and provides more freedom to explore Wellington freely. The rental car options are completely up to Nick's discretion. We do however recommend that he stays below a \$200/day rental vehicle so funds aren't over allocated towards transportation as there are more viable options. The Wellington Zoo, Wellington Museums, Zealandia Te Mara a Tane are all events that Nick could attend for virtually no cost. This option will also have a list of must-go restaurants from which Nick and his friends can choose from and enjoy some New Zealand Cuisine. The remaining budget for Nick will allow for him to do things that weren't originally planned and do some lone explorations of the country

Schedule estimate/ Budget estimate

So with our project working with 5 people we split the amount of 5000 dollars between us to figure out how much we can use in each area because the scope that the sponsors are willing to pay for is 5000. So we ended up with legality with 1k, flight/ travel 1k, Amenities/Tourism is 1k, Restaurants/Residencies is 1k, and lastly refinement 1k. In these there are some that we might say we don't need because there is no way legality will cost over couple hundreds, so we decided to help out the other areas if they are needed and if we have extra. But the flight might be a little tricky. It might at least cost over 2.5k round trips. If not, we would have to split the flight from one way there and one way back. But the backslash is if we do get the one way we would take a longer time to get to the locations

making the sponsor a little unhappy but we already talked about it to the sponsor and he is completely fine.

We will run with a schedule of signing up for a waiver of visa because he's a citizen which won't cost him any money and also running to cvs to get covid testing to get tested which will cost about 20 dollars. After we finish the waiver and it is accepted we will buy a flight for him one way there around 1k with spirit or low level planes. When he gets to New Zealand we will have many spots we will help him go to and he will decide which is most interesting from fun, food, relaxing and adventure. There are also some extra costs for amenities and travel with getting a rental car or hotel or motel and also getting souvenirs to bring home which will be around 1k which is completely fine in our budget. With eating out and having fun, restaurant alpine will be around 700 dollars for the week and locations to go visit which is mostly free but if there is a price on it it would be around 500. Also we will inform him about the legality of the river in new zealand, he can not trash the river or do it harm or he will go to jail and get over hundreds of dollars of penalty. All of that is because the law in New Zealand is saying the river is considered a living person, so he would need to be mindful or he would lose more money. By a week or two we will get him another flight home that would be around 1400 dollars or more but it will get him home safely. We might be short on money for the flight home and there but because the prices in the other area are lower than expected we can use the extra money from it to put it into the flight/ travel area to reach our limit.

Potential risks

While this project is certainly intended to serve a positive purpose, there are also risks associated with its completion that we must be aware of throughout. One of the first risks that comes to mind relates

to the very recent and relevant topic of global pandemics. With the situation that occurred in 2020 with Covid-19, we certainly would not have been able to have Nick travel to another country due to the obvious health risks as well as the strong policies against international travel. This is a risk that has a low chance of occurring in our estimation but would have a large impact if it did, causing us to cancel the trip altogether. In order to make sure that we don't get caught up in a situation like this, we will be keeping up with international news. A second risk associated with our project is the risk of flights that Nick could potentially book being canceled for any reason. A cancellation would set us back with our budget depending if we could get a timely refund as well as our time-frame if there was a delay to re-book. We see this as having a moderate level of risk because flight cancellations do happen often and would have a high level of negative impact on the project. We plan to mitigate this risk by using specific traveling corporations that come with emergency plans for canceled flights and hotel stays.

Another risk that is present for our project is the risk of going over our estimated budget. This could be an important factor because Nick does not have an unlimited budget and it is critical that we don't cause him to spend beyond his means. We know that there are an abundance of costs associated with this trip and prices are often very high, so we regard this as a high probability risk and one that has a medium level of impact on the project. The reason why it is not a high-impact risk is because of our mitigation strategy, which is to incorporate an emergency fund within the original budget so that Nick would not run out of money in any case. A fourth risk that we see for our project is the risk of amenities being closed or overbooked. We see this risk as one with a moderate level of probability and a moderate level of impact. We think it is possible that this will occur on some level, but do not expect it to be something that Nick will have to worry about often on the trip. The way that we will mitigate this risk is by making sure we have lots of backup options and plans for things to do and check the bookings often to monitor any cancellations.

The final two risks that we outlined as a team directly relate to the sponsor himself. The first risk is that Nick could potentially get injured or have something negative happen to him at any point on the trip. We see this as a low-probability risk because he isn't taking part in anything overly dangerous and is set to stay in nice areas, but the risk is always present when you are in a foreign place. This would clearly have a high impact if it occurred because the safety of the sponsor is the first priority, so we will encourage him to obtain a solid travel insurance plan prior to the trip so that this risk would be mitigated in the case something did occur. The last risk was the risk that the sponsor doesn't enjoy the trip. We figured that this risk was of low probability because of the nature of a fun vacation and a detailed plan, but would have a high impact because the point of the sponsor going in the first place is for his satisfaction. The way in which we plan to mitigate this risk is by figuring out in clear detail what the sponsor likes and is looking for and planning the trip closely around those guidelines. We understand the relevance of all of these risks and the importance of mitigating them. Every project has risk associated with it, and it is what actions you take against those risks that will make or break your project in the end.

Project Communication Management Plan

For this project we will be utilizing a couple different methods of communicating between each of our team members and the stakeholder. First and foremost, we will primarily be using iMessage for direct and efficient communication through a custom group chat that we have created for the group members. In here we will post status updates on what's being worked on, current goals or tasks that need completing, and any and all questions that a team member may have concerning an assignment or section of the project being worked on currently. Along with this we will also be utilizing the various "reactions" that have been added into iMessage. These "reactions" will allow other team members to send a non-text response to the group in order to show that they have read and understood a message without having to

fill up the chat with additional comments or to leave the sender of the message to assume that every team member has read his/her message. These will be important for weekly check-ins in which we see where we are with the current status of the project, who needs to work on what aspects of it, and an estimation of how soon we can expect to complete the section at hand.

We then have a secondary chat with our sponsor in order to give them regular updates on both progress and findings on a once a week basis in the form of a work summary. The reason for the separate chat is so that we don't overload them with all the inner-work communication that we as a group have with each other concerning the current workflow. This way, communication with our sponsor is simple and clearcut both for the ease of them and for easy reference for us. If they have any questions regarding the current state of the project or any changes or input they would like to add, it is within our separate chat that they can streamline that information.

The second primary avenue we will be using for communication are two of Google's built in work environments being Google Docs and Google Sheets. In each of these we will compose shared versions of our documentations and project sections with each other. These are accessible at all times by all team members for editing, refining, and composing. It's imperative that work is constantly accessible as this will allow each of us to be able to check in on our time and be able to see if there are any parts that need to be completed or reworked. Additionally, using these programs has the added benefit of auto-showing which team member is active within each document at any time it is accessed. This is important to show not only who is actively working on the project but also in showing who isn't.

Speaking on those lines, the next topic to cover is resolving any issues regarding escalating disagreements within the group. Simply put, we each have an understanding that everyone within the team has a say and that every opinion needs to be respected. With that said, any escalation will be talked out by the team members and if needed will be taken to a higher level of intervention by other team members. Along those terms, if revising the current plan for communications is necessary due to a change

in team disposition or a drop in productivity due to lack thereof, then our next avenue would be to establish another line of communication through a different medium such as weekly video meetings or weekly in person meetings.

Project Charter

Project Title: Adventure Trip to New Zealand			
Project Start Date: Oct 5th, 2022		Project Finish Date: Jul 22, 2024	
Budget Information: Nick has designated _\$5000____ for his trip to New Zealand. This budget includes ticket fare, living costs, and all other travel expenses.			
Project Manager: Joseph Dimaggio			
Project Objectives: Create a travel itinerary for our sponsor to New Zealand within the outline budget. The itinerary will include flights, amenities and housing options to give our sponsor the best possible trip to New Zealand. Develop several travel plans with different options and packages that the sponsor and his accompanying travelers can choose from.			
Main Project Success Criterion: Nick travels to New Zealand and successfully visits all of the sights while staying within the budget			
Approach: <ul style="list-style-type: none">● Gather budgets and requirements from sponsor and other potential travelers through interviews and questionnaires● Research travel requirements and necessary documentation needed for the trip● Research tourist attractions and interesting sights available for visitation● Create a diagram of potential activities and the cost associated with them, meet with sponsor and narrow down results to their key interests			
Roles and Responsibilities			
Name	Role	Position	Contact Information
Nick Edwards	Sponsor		
Joseph Dimaggio	Leader	438 Travel Consultants	jdimagg1@umbc.edu
Ibrahim Drame	Risk Assessment Manager	438 Travel Consultants	Idrame1@umbc.edu
Gia Bao Vo	Writer	438 Travel Consultants	giabaov1@umbc.edu
Kenny Ton	Quality Assurance	438 Travel	kton1@umbc.edu

		Consultors	
William Lotz	Editor	438 Travel Consultors	wlotz1@umbc.edu

List of Sponsors 20 Questions

1. How long do you plan on staying in New Zealand?
2. What are the main things that attracted you to New Zealand?
3. Do you have a US passport?
4. How many people are traveling with you?
5. What is the budget to spend at the travel spot?
6. What type of scenery would you want to be at? Exciting? Chill? Love?
7. What type of food would you want to try or activities?
8. Are you planning to buy any souvenirs?
9. Why New Zealand?
10. What would be your preferred method of transportation while in the country?
11. Do you have any specific travel needs? (Preferred flight providers, preferred hotels to stay in, etc.)
12. Do you have any medical conditions or physical limitations?
13. Is there anything you specifically DON'T want to do while you are there?
14. Do you want to account for extra emergency cash in your budget?
15. Are you wanting to bring any kind of specialized equipment? (ex. Camera gear)
16. How heavy do you plan on packing?
17. How familiar are you with New Zealand?
18. Is there a specific airline you want to book with?
19. Would you like to have a tour guide show you around?
20. How do you feel about interacting with the locals there?

Stakeholder Analysis

Name	Level of interest	Level of Influence	Potential Management Strategies
Nick Edwards	High	High	Nick is the primary sponsor for this project. He is highly invested in securing his travel plans to New Zealand.
Joe DiMaggio	High	High	Joe is the team leader for this project. He

			knows the sponsor personally, and is prioritizing clear communication between the sponsor's goals and expectations with the team.
Bao Vo	High	High	Bao is the writer of the project and he is participating with group mates. When it's time to communicate, he's always there ready to respond and to fill in whatever is missing or needed. complete the project.
William Lotz	High	High	William is the editor for this project. He is an active team member involved in creating documents for the project and makes sure they are accurately worded and formatted before submission.
Ibrahim Drame	High	High	Ibrahim understands the intricacies involved with a successful vacation. Although he does not personally know the sponsor, he is dedicated to creating the best possible trip for them.
Kenny Ton	High	High	Kenny is the quality assurance of this project. He is responsible for ensuring that certain aspects of the project meet the standards that have been established since its chartering. He is flexible to new ideas, and is adaptable to any change of circumstance.
Tasha Richburg			Tasha Richburg is the project manager for this team and is solely responsible for judging this team's overall performance and success in their cumulative task.

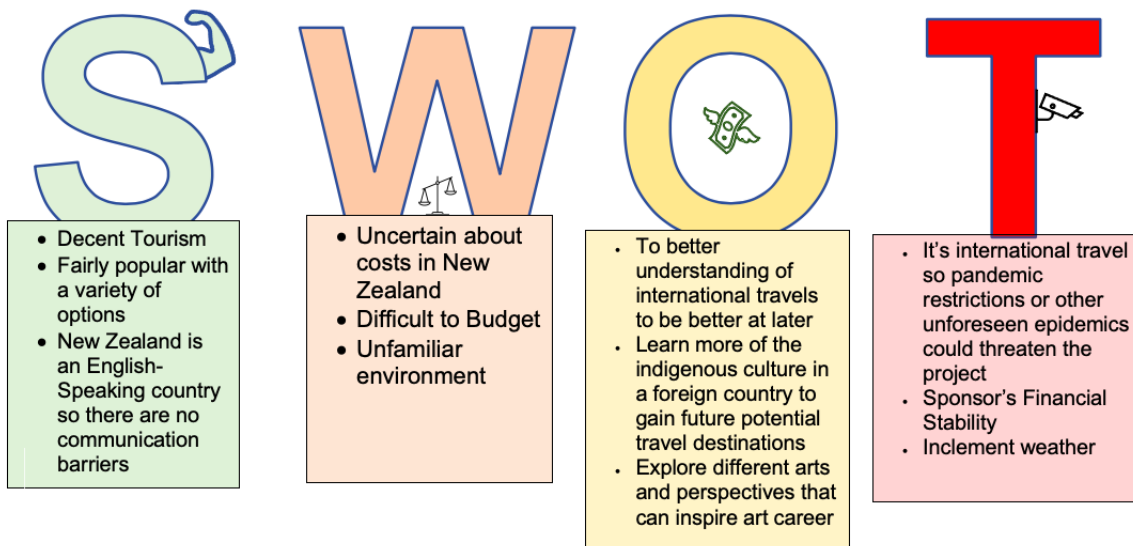
Project Journal

Journal Entries		
Week #1	What We Did	What's Next
9/11-9/17	<ul style="list-style-type: none"> - We got assigned into groups - Decided on what we are going to do for our 	-Next time we will try to get a sponsor

	project - Made a vague draft of communication methods	-Concrete plan of communicating -Project charter
Week #2	What We Did	What's Next
9/18-9/24	- created a rough draft of the SWOT analysis - we did group introduction - created communication plan for the group - completed project charter	-Project communication summary
Week #3	What We Did	What's Next
9/25-10/1	-Bao didn't come due to family emergency -Completed project communication summary -Finished 20 questions for the primary sponsor	-Get answers to our 20 questions
Week #4	What We Did	What's Next
10/2-10/8	-	-Get answers to our 20 questions
Week #5	What We Did	What's Next
10/9-10/15	-Figured out when we have an exam and practiced for it -Missing a teammate Kenny -Joe wasn't feeling well but kept in touch while finishing questions and on his way to answer the questions for primary sponsor	-Exam preparation
Week #6	What We Did	What's Next
10/16-10/22	-Conducted a stakeholder analysis -Organized project weekly journal -Cleaning up SWOT analysis -Kenny missing -Exam prep available at 10PM on 10/17/2022	-Exam on 10/24/22
Week #7	What We Did	What's Next
10/23-10/29	-Exam 1	-Start preparing WBS
Week #8	What We Did	What's Next

10/30-11/5	-WBS prep -Individual research	- Format WBS rough draft into Microsoft Project
Week #9	What We Did	What's Next
11/6-11/12	- Created the official WBS in MS Project - Each team member began research in each of their specific subjects for the trip	- Continue to work on individual research & WBS
Week #10	What We Did	What's Next
11/13-11/19	- Group continued individual research into their different subjects - Modified and refined the WBS document in Microsoft Project - Created a document outline for the budget information	- Continue to research and input findings in the google doc - Complete refinement of WBS
Week #11	What We Did	What's Next
11/20-11/26	- Continued to work on WBS - Created Probability/Impact Matrix chart - Refined budget - Bao was out sick	- Keep researching each individual topics - Start composing findings to create final composition - Start concepting skit ideas
Week #12	What We Did	What's Next
11/27-12/3	-Completed lessons learned -Started on skit ideas -Continued individual research topics	-Exam 2
Week #13	What We Did	What's Next
12/4-12/10	-Exam 2 -Refined Skit -Bundled Project research	-Project Presentations -Final submission
Week #14	What We Did	What's Next
12/11-12/17	-Finalized all project information -Bundled and formatted findings and budget -Initial submission / Final submission	-All tasks completed

Swot Analysis



Work Breakdown Structure

■ IS-438 Team 1- New Zealand Project.pdf

Probability Of Risks

High		Risk #3	
		Risk #4	Risk #2
Medium			

Low			Risk #1 Risk #5 Risk #6
	Low	Medium	High

Risk #1 - Global Pandemic (Disease Outbreak) **Low/High**

Mitigation: Keep up with international news outlets to know of any anomalies within the country

Risk #2 - Flights Getting Canceled **Medium/High**

Mitigation: Use Kayak (or other traveling corporations) that incorporate backup emergency plans for canceled flights or hotels

Risk #3 - Going Over Estimated Budget **High/Medium**

Mitigation: Make an emergency fund within the budget

Risk #4 - Amenities/Destinations Closed or Overbooked **Medium/Medium**

Mitigation: Have multiple options available, check bookings far in advance

Risk #5 - Sponsor doesn't enjoy the trip **Low/High**

Mitigation: Learn what the sponsor likes and try to hold the project as close to what he wants as possible

Risk #6 - Sponsor gets injured **Low/High**

Mitigation: Encourage our sponsor to get travel insurance

Budget/Cost Benefit Analysis**✚ WBS & Budget****Lesson learned:**

Gia Bao Vo - One of the lessons I learned is that communication is the key to having a smooth project. This is because without it we wouldn't know how to talk to each other or the sponsor and everything would be a mess. The other lesson is if there is extra work we need to put in we can just split it or the person that can will just do it and shouldn't panic because we should already have a good communication about if it goes sideways.

Ibrahim Drame - A lesson I learned from this project was the importance of all of the components that make up a project. I also learned strategies on ways to manage each component of the project. Learning how to manage budgets, risks, and stakeholders amongst other things are skills that I can apply to different areas of my life even if they aren't projects. Doing a risk analysis is a good way to mitigate risks and prepare for risks should they actually happen. Properly managing risks greatly reduces the impact that a risk can have. Power interest grids can be used to manage stakeholders in a project. I learned about these strategies and I will apply them to my life and any future projects that I decide to take on.

Kenny Ton - One lesson I've learned from this project is the importance of risk management. It is essential to come up with strategies to mitigate risks and make the progression of the project to be as smooth as possible. I also learned that journal entries are important to have, especially in

the case where we return from a hiatus and need to take a quick skim of where we left off to get back on track.

William Lotz - The main lesson that I learned through the completion of this project was the importance of structure and planning in a project. Without this, there will likely be many errors and mistakes made due to not being thorough. If a project is properly planned, there will not only be timeframes and tasks to be completed, but also risk mitigation strategies in place, in the probable case that mistakes happen. This lesson is one that can be applied in many different areas and will have a positive impact on any project that I am a part of in the future.

Joe DiMaggio - I pondered over this for a bit, the biggest lesson I learned this semester was about leadership. I've had a lot of roles in my years of schooling and in a lot of scenarios I have stepped up to a leadership role without fully realizing that was in fact what I was doing. So when I was selected to be the leader of my team it felt interesting being the designated individual to help keep us on course. I was hesitant in my ability to do so, but my team was solid and it made my job of being the ring leader in the project a lot easier with all of their help and good attitudes. I deeply feel a sense of respect for myself in believing that I took on this role and did it the best I could, and that truly in the end is all I could ask for in a management course.