Business Requirements Document

(Guide S50 Version 1.0)

for

Cebu Hotels Resource Operations System

Version 1.0

Prepared for

College of Computer Science

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1.   DOCUMENT REVISION LOG

Table 1 Document Revision Log

Date	Author	Version	Reason for Change
September 1, 2024	Estillore, Oppura, Pacaña	1.0.0	Creation of the draft for the Cebu Hotels Resource Operations System Project

2.   DOCUMENT REVIEWERS

Table 2 Document Reviewers

Name & Title	Role	Approval Date	Version

3.   APPROVER & SIGNOFF

Table 3 Client Acceptor (Project Sponsor)

Name & Title	Role	Approval Date	Version
Signature:			

4.   INTRODUCTION (Analysis Description)

4.1   DOCUMENT PURPOSE

The purpose of this Business Requirements Document (BRD) is to comprehensively capture and articulate the stakeholder requirements for the "Cebu Hotels Resource Operations System" in a clear, accurate, and technology-independent manner. Developed during the project's Analysis phase by the Business Analysis team, this document serves as the definitive specification of user requirements, written in business language to ensure clarity and mutual understanding among all stakeholders. The Business Requirements Document aims to streamline and enhance the operational processes within Cebu-based hotels, including reservations, customer management, room availability, and payment processing. This BRD will guide the design and development phases, serving as a critical reference throughout the project lifecycle.

4.2   DOCUMENT SCOPE

As determined during the Analysis phase of the project, this document's scope is limited to describing the business needs for the Cebu Hotel Management System. This includes identifying stakeholder categories such as primary users, which comprise guests who will search for room availability, make reservations, and manage their bookings, as well as hotel staff who will handle room inventory, process bookings, and address customer inquiries. Secondary users include hotel management, who will utilize reporting tools to monitor reservations and revenue, and payment options, who will be involved in processing secure transactions.

The scope also encompasses the business data relationship map, which outlines the data model, including the structure of room information, booking records, user profiles, and transaction details. The event-response table documents key events, such as room bookings and cancellations, and their corresponding system responses and workflows. Additionally, the scope covers business policies, which include rules for booking procedures, room availability management, and payment security, as well as the process map that illustrates use cases and workflows for room booking, reservation management, and user interactions, including notifications and reporting. The approved and signed version of this document will serve as the basis for subsequent phases of the project.

4.3 DOCUMENT AUDIENCE

Table 4 Document Audience

Document Audience	Location
Project Stakeholders	This group includes all individuals or entities with an interest in the success of the "Cebu Hotels Resource Operations System" project. Stakeholders have a vested interest in the project's outcomes and may include executives, department heads, and investors. They must ensure that the documented requirements align with the overall business objectives and strategic goals.
Business Users	These are the individuals who will directly interact with the system daily, such as hotel managers, reservation clerks, and other administrative personnel. Their primary concern is that the system meets their functional needs and streamlines their daily operations. They need to verify that the BRD accurately captures the workflow and usability requirements.
Hotel Staff	This group consists of the employees who will be using the system to manage hotel operations, including front desk staff, housekeeping, and maintenance teams. It is crucial that the system supports their tasks effectively. The BRD should address their operational needs to ensure the system is user-friendly and enhances their productivity.
User Representatives	User representatives act as the voice of the system's end-users, providing input on their needs and preferences. They may include customer service personnel or appointed team members who understand the day-to-day challenges of the hotel's operations. Their role is to ensure that the BRD reflects the actual needs and expectations of the end-users.

Sponsors	Sponsors are typically senior executives or owners who provide the financial backing for the project. Their primary concern is that the system will deliver a return on investment and align with the broader business strategy. They rely on the BRD to confirm that the project scope is clearly defined, feasible, and aligned with the organization's goals.
Interested Parties	This includes any other individuals or groups who have an indirect interest in the project's outcomes, such as regulatory bodies, IT support teams, or external partners. While they may not use the system directly, they need to ensure that the BRD covers all relevant regulatory, technical, and operational considerations to avoid any future compliance or integration issues.

4.4 BUSINESS ANALYSIS APPROACH

The objective of the Analysis phase of the Cebu Hotels Resource Operations System Project was to compile a comprehensive list of business requirements and provide detailed supporting documentation. This documentation will serve as a foundation for the next phase of the project, ensuring that all requirements are accurately translated into the system design and development. The Analysis phase involved a thorough review of existing documentation and the identification of any new or modified requirements to align with the business's evolving needs.

The approach included:

- **Business Analysis Planning and Monitoring:** Planning the business analysis activities, monitoring progress, and ensuring alignment with project objectives.
- **Elicitation:** Engaging with stakeholders through interviews, surveys, Joint Application Development (JAD) sessions, and other methods to gather requirements.
- **Requirements Management and Communication:** Documenting, organizing, and communicating requirements to all stakeholders to ensure understanding and agreement.
- **Requirements Analysis:** Analyzing and refining the requirements to ensure they are clear, complete, and aligned with business objectives.

- **Solution Assessment and Validation:** Assessing proposed solutions against the business requirements and validating that they meet the needs of the stakeholders.

The inputs to this phase included:

- **Business Case:** The rationale for the project, outlining the benefits, costs, and strategic alignment.
- **Master Project Plan:** A comprehensive plan that details the project scope, timeline, resources, and deliverables.
- **Project Charter:** A formal document that authorizes the project and outlines the objectives, stakeholders, and roles.
- **Business Analysis Work Plan:** A detailed plan for conducting business analysis activities, including timelines, resources, and deliverables.

5. System Architecture and Functional Overview

5.1 Platform Overview and System Components

Cebu Hotels Resource Operations System is a comprehensive, web-based platform designed to streamline the management of various hotel operations. This system aims to assist hotel staff and management in efficiently handling core functions such as guest check-ins and check-outs, room reservations, customer profile management, billing, and payment processing. By integrating these components into a single platform, the system enhances operational efficiency, improves guest experience, and ensures data consistency across the hotel's operations.

1. Check-In and Check-Out Management

This component streamlines the check-in and check-out processes, ensuring a smooth experience for both the hotel staff and guests by automating key aspects of room status updates and record-keeping.

Functionalities:

Admin Access:

- Manage guest check-in and check-out processes.
- Update room status based on check-ins and check-outs.
- Record guest details, including check-in and check-out times, for audit and reporting.
- Generate reports on occupancy rates and average stay durations.

User Access:

- None (Only hotel staff and admins can manage this function).

How It Helps:

- For the Hotel: Streamlines the check-in and check-out process, reducing manual errors and improving guest experience.
- For Users: Ensures a smooth check-in and check-out process handled by hotel staff, enhancing the overall guest experience.

2. Room Availability and Reservation

This module manages the hotel's room inventory and reservations, ensuring that room statuses are accurately reflected and easily managed.

Functionalities:

Admin Access:

- View and manage all room statuses and reservations.

- Update room availability based on bookings, cancellations, or maintenance schedules.
- Manage reservations, including modifications and cancellations.

User Access:

- View available rooms for selected dates.
- Filter rooms by type, price, and amenities.
- Make new reservations and modify existing ones.
- Receive booking confirmations and cancellation notices.

How It Helps:

- For the Hotel: Centralizes room management and reservations, improving operational efficiency and reducing double bookings.
- For Users: Provides a user-friendly interface to view room availability and make reservations based on real-time data.

3. Room Type and Pricing Information

This component provides detailed information on room types and pricing, allowing both staff and guests to make informed decisions.

Functionalities:

Admin Access:
- Update room types, descriptions, and pricing information.
- Manage special offers, discounts, and promotional rates.

User Access:
- View detailed information about different room types, amenities, and prices.
- Compare room prices and amenities to make informed booking decisions.

How It Helps:
- For the Hotel: Allows flexibility in pricing strategies and clear communication of room offerings.
- For Users: Provides transparent and detailed information about available accommodations, aiding in the decision-making process.

4. Customer Profile Management

This module manages customer profiles, enhancing personalized service by maintaining detailed records of customer preferences and booking history.

Functionalities:

Admin Access:
- Access and update customer profiles for verification and customer service.

- Manage booking history and customer details for CRM purposes.
- Provide personalized services based on past stays and preferences.

<u>User Access:</u>
- Create and manage their profiles, including personal information and contact details.
- View booking history and manage upcoming reservations.
- Save preferences for future stays and receive personalized offers.

<u>How It Helps:</u>
- For the Hotel: Enhances customer relationship management by providing detailed insights into guest preferences and history.
- For Users: Offers a personalized experience by allowing users to manage their profiles and bookings.

5. Admin Dashboard

The admin dashboard provides a centralized interface for hotel staff to oversee and manage all operations, from reservations to customer profiles.

Functionalities:

<u>Admin Access:</u>
- Access a centralized dashboard to manage all hotel operations, including bookings, room availability, check-ins, check-outs, and customer profiles.
- Generate reports on hotel performance, such as occupancy rates, revenue, and customer satisfaction.
- Manage user roles and permissions for staff members.

<u>User Access:</u>
- None (Only hotel staff and admins can manage this function).

<u>How It Helps:</u>
- For the Hotel: Provides a comprehensive tool for monitoring and managing hotel operations, ensuring efficient management and strategic decision-making.
- For Users: Indirectly benefits users by ensuring hotel operations are efficiently managed, leading to better service quality.

6. Basic Payment Processing

This system ensures secure and efficient handling of all financial transactions related to bookings and services, supporting various payment methods.

Functionalities:

<u>Admin Access:</u>
- Monitor payment transactions for bookings and manage payment statuses.
- Handle refunds and adjustments for cancellations and booking changes.
- Integrate with payment gateways for secure transactions.

User Access:

- Make payments for bookings through various methods (credit/debit cards, e-wallets, bank transfers).
- View payment history and status of past transactions.
- Receive receipts and payment confirmations.

How It Helps:

- For the Hotel: Ensures all financial transactions are processed securely and efficiently, reducing the risk of errors or fraud.
- For Users: Provides a secure and convenient way to complete bookings and view transaction history.

Systems in use:

Guest Management System: Manages guest profiles, check-in/check-out processes, and booking history.

Reservation and Booking System: Handles room availability, reservations, and booking management, ensuring accurate room allocation.

Billing and Payment System: Manages billing and payment processing for room stays and other services.

Admin and User Management System: Provides a centralized dashboard for managing hotel operations and user roles.
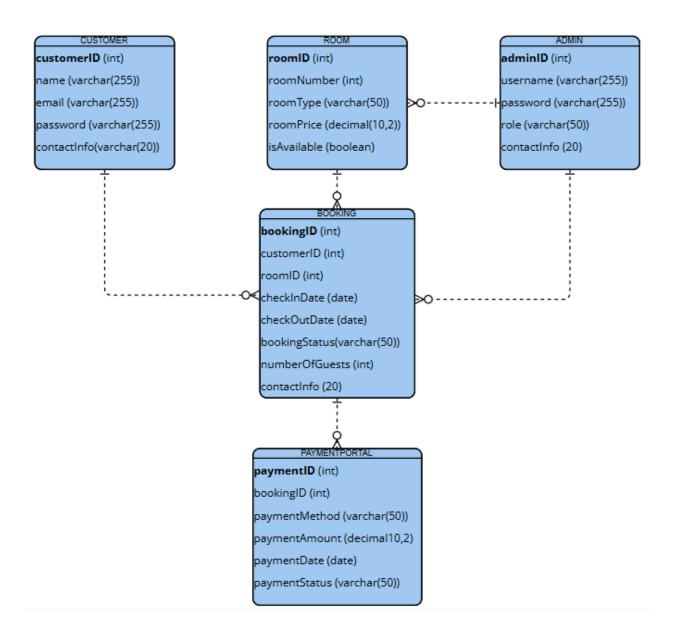
Room and Resource Management System: Tracks and manages room status, pricing, and housekeeping schedules. The Cebu Hotels Resource Operations System integrates these components into a cohesive platform, ensuring that all hotel operations are efficiently managed and providing an exceptional experience for both guests and staff.

5.2 FUNCTION REQUIREMENTS

Function	Description
Check-In and Check-Out Management	Handles guest check-ins and check-outs, updates room statuses, and keeps track of occupancy efficiently.
Room Availability and Reservation	Shows available rooms and allows users to make reservations. Admins can manage room statuses and bookings.
Room Type and Pricing Information	Displays information about room types and prices. Admins can update room details and pricing.
Customer Profile Management	Lets users to create and manage profiles, view booking history, and save preferences. Admins can access and update customer information.
Admin Dashboard	Provides admins with a central place to manage bookings, room availability, and check-ins, streamlining hotel operations.
Basic Payment Processing	Supports secure payment options for bookings and allows admins to manage transactions and refunds.

5.3 LOGICAL DATA MODEL

CUSTOMER
customerID (int)
name (varchar(255))
email (varchar(255))
password (varchar(255))
contactInfo(varchar(20))

ROOM
roomID (int)
roomNumber (int)
roomType (varchar(50))
roomPrice (decimal(10,2))
isAvailable (boolean)

ADMIN
adminID (int)
username (varchar(255))
password (varchar(255))
role (varchar(50))
contactInfo (20)

BOOKING
bookingID (int)
customerID (int)
roomID (int)
checkInDate (date)
checkOutDate (date)
bookingStatus(varchar(50))
numberOfGuests (int)
contactInfo (20)

PAYMENTPORTAL
paymentID (int)
bookingID (int)
paymentMethod (varchar(50))
paymentAmount (decimal10,2)
paymentDate (date)
paymentStatus (varchar(50))