Atlantica Reservation and Management Tool (ARMT)

# Release Plan

Version 1.0

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## Introduction

### Purpose

The purpose of this release plan is to provide all necessary management and control oversight for the development of Atlantica Reservation and Management Tool (ARMT). The ARMT will be developed using latest product development methodologies as elaborated in this document. The intended audience of the ARMT Release Plan (RP) is the Business Sponsor (BS) and the Integrated Project Team (IPT). The release plan also details the roles and responsibilities of both BS and IPT. The project is codenamed ARMT.

### Overview

Hotel Atlantica is one of the well-known hotels on Atlantic coast in Canada. It has always been at forefront among hotels for last four decades. With the changing business environment, Atlantica feels the need to upgrade its technology infrastructure to give superior experience to its customers and maintain its leadership position. Currently, the transactions over the website are limited and provide static information. Customers can send reservation request to the hotel which is generally responded in 24 hours. Now Atlantica wants to provide real time availability information to its customers and give confirmations instantly by connecting the reservation system to the website. It wants to dynamically price the rooms to enhance its revenue, reduce cost of processing requests manually and give custom offers to the customers depending on their relationship with the hotel. This will also include providing online payment system, scheduling airport pick up and drop facilities, access to the restaurant menu, self-service reservation management to customers etc.

This document needs to be read in conjunction with the software requirement specification and detailed design document. Any changes to those documents will affect the release plan.

## Assumptions/Constraints/Risks

### Assumptions

This release plan assumes that the hiring of required human resource and technology infrastructure is made available at the time of execution of the tasks involved in the product. The required permissions to access and modify the current system are granted at appropriate time by the general manager (GM) of Hotel Atlantica who is also the sponsor for the project. The phased rollout of various product features will be done every Wednesday night time in a time slot of two hours when the traffic is least on the system. The time slots for updating the system will be sought from the GM a day in advance.

### Constraints

It should be understood that the time line is strict and has direct implications on the business performance. The funds can flexibly be allocated as required but timeline cannot be compromised. The office is located in third party managed premises so flexibility to use office 24/7 won’t be available. During the rollout of new features on the website the IT administrator of the hotel must be present and must be full awareness of the risks and contingencies involved so the availability and consent in advance is necessary.

### Risks

The risk of the payment service provider not being available at the time of making reservation poses significant risks in terms of business loss and poor customer experience. In such a case, an option to hold reservation for certain time without receiving payment must be provisioned. Other option is to process payment through alternate payment service provider, but it comes with added cost. In order to mitigate any risk of power supply failure during system release it is decided to do any system release over a steady UPS inverter.

## Release Approach

This RP outlines the activities necessary to ensure that the project’s product is available for use by its end-users as originally planned. The assigned tasks shall be reviewed on every bi-weekly basis and the resources working on non-critical tasks may be deployed on critical tasks to ensure that the product is released on scheduled date. The product features are prioritized to ensure that the product is certain critical features are made available online in case of contingency of delays due to external factors. The assessment of risk of failure to meet the scheduled timeline is jointly undertaken with the GM on weekly basis.

### Release Plan

The parts involving core function of transaction through website channel takes priority over the displaying and sharing information through the website channel. The tasks involving any third party shall take precedence over the inhouse tasks. For restaurant menu display can be deferred in case payment choices front end development. Similarly, Payment API is more important than Payment Analytics. Payment Analytics is a function not affecting the customer transaction.

### 

### Release Schedule



Figure 1 – Tasks Gantt Chart

Appendix A: Record of Changes

Table 1 - Record of Changes

| Version Number | Date | Author/Owner | Description of Change |
| --- | --- | --- | --- |
| 1.1 | 11/18/2018 | Bharat | Gantt chart included |
| 1.0 | 11/03/2018 | Bharat | Resource planning included |
| 0.1 | 10/15/2018 | Bharat | Base document |

Appendix B: Acronyms

Table 2 - Acronyms

| Acronym | Literal Translation |
| --- | --- |
| ARMT | Atlantica Reservation and Management Tool |
| GM | General Manager |
| IPT | Integrated Project Team |
| RP | Release Plan |
| UPS | Uninterrupted Power Supply |

Appendix C: Approvals

The undersigned acknowledge that they have reviewed the Release Plan and agree with the information presented within this document. Changes to this Release Plan will be coordinated with, and approved by, the undersigned, or their designated representatives.

Table 5 - Approvals

| Document Approved By | Date Approved |
| --- | --- |
| Bharat Bhushan Verma, Product Manager, Atlantica | 11/18/2018 |
| Mohammed Nawaz, Scrum Master, Atlantica | 11/18/2018 |

Appendix D: Notes to the Author/Template Instructions

This document is a template for creating a Release Plan for the given project ARMT. The final document should be delivered in an electronically searchable format. The Release Plan should stand on its own with all elements explained and acronyms spelled out for reader/reviewers, including reviewers outside CMS who may not be familiar with CMS projects and investments.

This template includes instructions, boilerplate text, and fields. The developer should note that:

* Each section provides instructions or describes the intent, assumptions, and context for content included in that section.
* Some text and tables are provided as boilerplate examples of wording and formats that may be used or modified as appropriate.

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