# BUSINESS CASE STUDY

# ASSESSMENT

# PROJECT SIGRID

# CONTEXT

# 1. INTRODUCTION

## ABOUT

- HOLIDAY SPECIALIST
- PROVIDES
  - INDOOR AND OUTDOOR ACTIVITY HOLIDAYS FOR ALL AGE
  - ACCOMMODATION FOR PEOPLE BOOKED FOR ACTIVITIES
  - ACCOMMODATION FOR NORMAL CUSTOMERS

## PROBLEMS FACED

- CURRENT BOOKING SYSTEM VERY PRIMITIVE
- INCREASE IN BUSINESS HAS CAUSED THE SYSTEM TO FAIL DUE TO HIGH VOLUME OF BOOKING

## PROPOSED CHANGE

- INTRODUCE CENTRALISED BOOKING MANAGEMENT SYSTEM
- EASILY ACCESSIBLE AND MANAGEABLE CUSTOMER AND BOOKING DETAILS
- SHOULD FACILITATE PULLING OF NECESSARY REPORTS AS PER DEMAND

# 2. PROBLEM STACK

## ACTIVITIES MANAGER

**PROBLEMS :**

- INFORMATION GOING ASTRAY DUE TO BAD PAPER WORK.
- HARD TO TELL IF COURSE VOUCHER IS ISSUED OR PAID FOR.
- UNCLEAR  DEMAND FOR COURSES.

**HE WOULD LIKE TO HAVE :**

- A DAILY BOOKING STATUS REPORT OF EACH HOSTEL.
- A QUARTERLY REVENUE  REPORT OF ALL HOSTELS.

## BOOKINGS MANAGER

**PROBLEMS :**

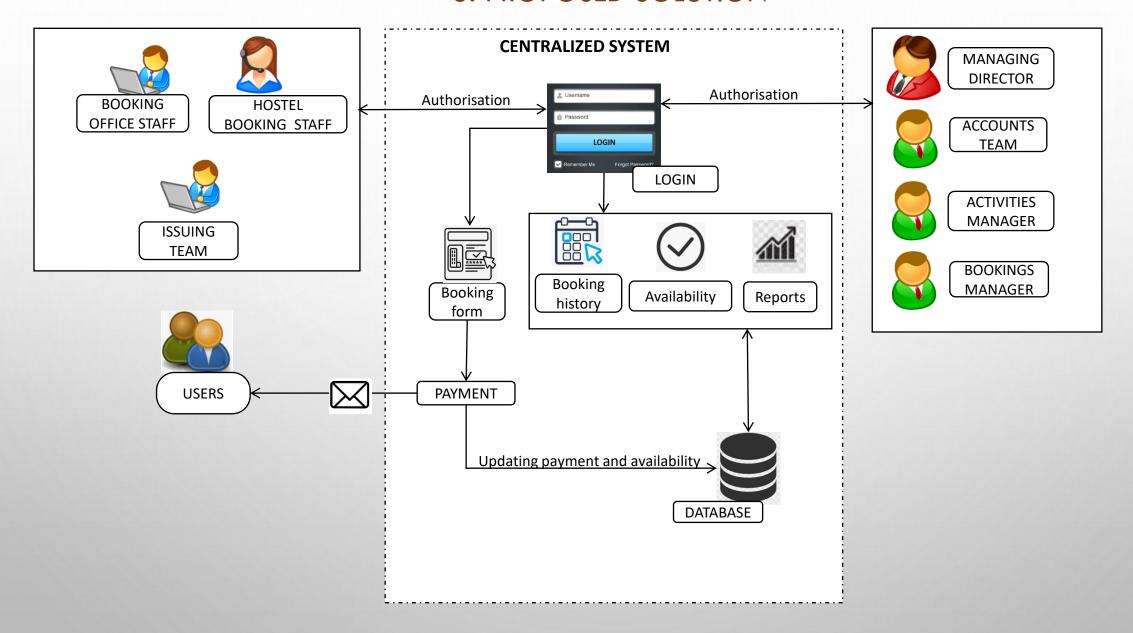- RECORDS ARE STORED IN EXCEL SHEETS AND SEPARATE PAPER FORMS.
- DELAY IN VOUCHERS REACHING THE BOOKING OFFICE
- BOOKING OFFICE UNAWARE OF THE VACANCIES AS CERTAIN BOOKINGS ARE MADE ONLY AT HOSTEL DESK

## HOSTEL DESK STAFF

**PROBLEMS :**

- STAFF NEEDS TO GET DEPOSIT RECEIPTS FROM BANK FOR ALL CASH PAYMENTS RECEIVED.
- DIFFERENT FORMS FOR EACH CUSTOMERS [**COURSE AND ACCOMMODATION OR EITHER OF IT**]
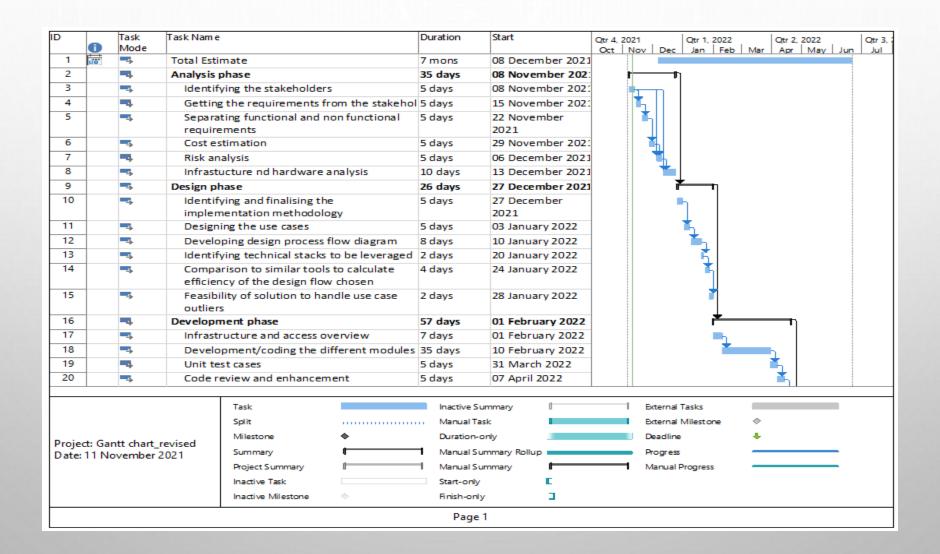
# 3. PROPOSED SOLUTION

# 4. BENEFITS

- EASE OF ACCESS FOR EVERYONE AND CAN GET UPDATES REGARDING BOOKINGS AND ACCOUNTS REALTIME.

- THE REPORTS INTRODUCED WILL GIVE AN OVERVIEW OF THE BOOKINGS AND REVENUE

- A DIGITAL PAYMENT ONLY SYSTEM WILL HELP KEEPING TRACK OF THE PAID AND UNPAID VOUCHERS.

- THE CHANCE OF MISSING CUSTOMER/BOOKING DETAILS WILL BE ELIMINATED.

# 5. ARTIFACTS

## 5.1. GANTT CHART

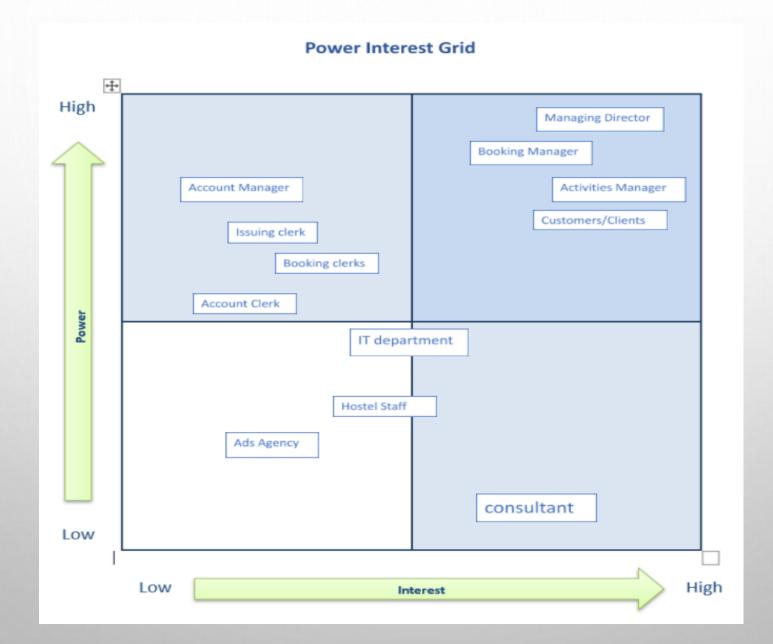| ID | Task Mode | Task Name | Duration | Start | Qtr 4, 2021 Oct Nov Dec | Qtr 1, 2022 Jan Feb Mar | Qtr 2, 2022 Apr May Jun | Qtr 3, Jul |
|----|-----------|-----------|----------|-------|---|---|---|---|
| 1 | | Total Estimate | 7 mons | 08 December 2021 | | | | |
| 2 | | **Analysis phase** | **35 days** | **08 November 2021** | | | | |
| 3 | | Identifying the stakeholders | 5 days | 08 November 2021 | | | | |
| 4 | | Getting the requirements from the stakehol | 5 days | 15 November 2021 | | | | |
| 5 | | Separating functional and non functional requirements | 5 days | 22 November 2021 | | | | |
| 6 | | Cost estimation | 5 days | 29 November 2021 | | | | |
| 7 | | Risk analysis | 5 days | 06 December 2021 | | | | |
| 8 | | Infrastucture nd hardware analysis | 10 days | 13 December 2021 | | | | |
| 9 | | **Design phase** | **26 days** | **27 December 2021** | | | | |
| 10 | | Identifying and finalising the implementation methodology | 5 days | 27 December 2021 | | | | |
| 11 | | Designing the use cases | 5 days | 03 January 2022 | | | | |
| 12 | | Developing design process flow diagram | 8 days | 10 January 2022 | | | | |
| 13 | | Identifying technical stacks to be leveraged | 2 days | 20 January 2022 | | | | |
| 14 | | Comparison to similar tools to calculate efficiency of the design flow chosen | 4 days | 24 January 2022 | | | | |
| 15 | | Feasibility of solution to handle use case outliers | 2 days | 28 January 2022 | | | | |
| 16 | | **Development phase** | **57 days** | **01 February 2022** | | | | |
| 17 | | Infrastructure and access overview | 7 days | 01 February 2022 | | | | |
| 18 | | Development/coding the different modules | 35 days | 10 February 2022 | | | | |
| 19 | | Unit test cases | 5 days | 31 March 2022 | | | | |
| 20 | | Code review and enhancement | 5 days | 07 April 2022 | | | | |

| Project: Gantt chart_revised Date: 11 November 2021 | Task | | Inactive Summary | | External Tasks | |
|---|---|---|---|---|---|---|
| | Split | | Manual Task | | External Milestone | |
| | Milestone | ◆ | Duration-only | | Deadline | ↓ |
| | Summary | | Manual Summary Rollup | | Progress | |
| | Project Summary | | Manual Summary | | Manual Progress | |
| | Inactive Task | | Start-only | [ | | |
| | Inactive Milestone | ◇ | Finish-only | ] | | |

Page 1

gantt chart

# 5.2. RISK REGISTER TABLE

## Risk Log

| ID | Description | Probability | Impact | Risk Category | Response |
|---|---|---|---|---|---|
| 1 | Introduce a shared IT system between all the offices and hostels | Medium | High | IT | Make a portal that has a user-friendly UI which can be used by all the staffs. |
| 2 | IT scope not well defined | High | High | IT | The strategy docs and BRDs should be written in a clear and concise manner. Discussions should be done before the signoff and meetings should be scheduled whenever there is need for clarification |
| 3 | Delay in obtaining the required hardware | High | High | Procurement | All orders should be made in advance. All approvals from management should be made promptly. |
| 4 | Inadequate training for the staff about the new system | Low | High | L&D | Effective training should be provided for all the staffs so that they can migrate to the new system with ease. All training to be scheduled along with each module implementation. |
| 5 | Transfer of existing data from paper files to digital files can involve chances of data loss if not done properly | Medium | High | Data team | Transfer standards to be maintained? If at all there is a chance of missing data, it can be cross referenced from the old paper documents. |

risk register table

**Power Interest Grid**

power interest grid

# 5.4. COMMUNICATION STRATEGY TABLE

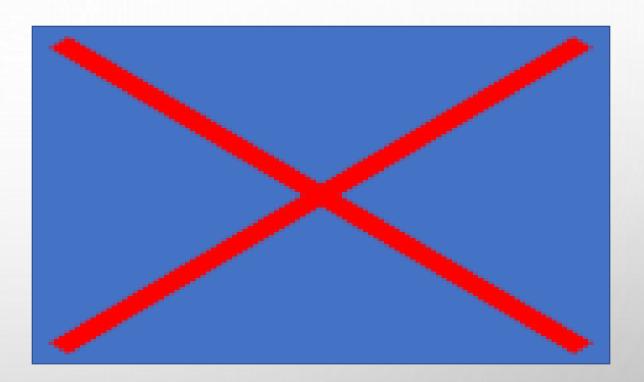| Target audience (stakeholder) | Frequency | Method | Owner |
|---|---|---|---|
| **Managing Director** | Weekly | E-mails, meeting, face2face | IT dep, managers |
| **Booking Manager** | Daily | E-mails, call, face2face | IT dep, booking clerk |
| **Account Manager** | Daily | E-mails, call, face2face | IT dep, account clerk |
| **Activity Manager** | Daily | E-mails, call, face2face | IT dep, hostel manager |
| **Issuing Clerk** | Daily | E-mails, call | IT dep, account clerk |
| **Booking Clerk** | Daily | E-mails, call | IT dep, hostel staff |
| **Account Clerk** | Daily | E-mails, call | IT dep, booking clerk |
| **Clients/Customers** | Monthly | E-mails | IT dep |
| **IT department** | Weekly | E-mails, call | IT dep, clerks, hostel staff |
| **Hostel reception Staff** | Daily | Call, face2face | Hostel manager, instructor |
| **Ads agency** | Quarterly | E-mail | IT dep |
| **Consultant** | Half year / yearly | E-mail | IT dep |

communication strategy

**Software Effort Distribution for RUP/MBASE (Person-Months)**

| Phase/Activity | Inception | Elaboration | Construction | Transition |
|---|---|---|---|---|
| Management | 0.1 | 0.4 | 1.1 | 0.2 |
| Environment/CM | 0.1 | 0.3 | 0.5 | 0.1 |
| Requirements | 0.3 | 0.6 | 0.8 | 0.1 |
| Design | 0.2 | 1.2 | 1.7 | 0.1 |
| Implementation | 0.1 | 0.4 | 3.6 | 0.3 |
| Assessment | 0.1 | 0.3 | 2.5 | 0.4 |
| Deployment | 0.0 | 0.1 | 0.3 | 0.5 |

**Staffing the Project**
https://www.cwjobs.co.uk/browse-it-jobs

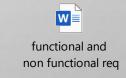| STAFF | Role Salary in year (Pound) | Number of staff | Durations in month |
|---|---|---|---|
| Project Manager | 50,000 | 1 | 7 |
| Senior Software engineering/Team Leader | 50,000 | 1 | 5 |
| Junior software engineering | 30,000 | 3 | 5 |
| Requirement engineering | 45,000 | 2 | 2 |

cost analysis

# 5.6. FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS

## Functional Requirements

1. Online booking by customers.
2. Online booking system that can be accessed from anywhere that can handle customer inquiries, reservation, and booking.
3. The system needs to handle last-minute booking through the booking system.
4. The system must allow users to search customers by booking id or name (when check-in)
5. All Bookings stored at one place hence it is accessible to everyone, ensuring no overbooking

## Non-Functional Requirements

1. Show availability of courses, discounted courses and online payment options.
2. The system needs to be a responsive interface that can adapt to any screen size.
3. Send alerts to related users about the activity by push notification, system alerts or through emails.
4. The system can suggest check-in customers by date or week to narrow down the search.
5. Real-time booking updates.

functional and
non functional req

# 6. KANBAN

THE PROPOSING SYSTEM WILL BE A SMALL-SCALE BOOKING MANAGEMENT SYSTEM WITH A REPORTING SECTION. AS THE CLIENT IS LOOKING FOR A FAST SOLUTION TO HANDLE THEIR BUSINESS, IT IS IMPORTANT TO ADOPT A FLEXIBLE METHODOLOGY TO DELIVER THE PROJECT.

- THE PROPOSED SYSTEM SOLUTION WILL BE AN IN-HOUSE SYSTEM MEANING CONTINUOUS UPDATES AND CHANGES WON'T BE AN OPTION.

- PREVENTS OVERPRODUCTION, LOWERS COSTS, AND MAKES OPERATIONS MORE REFLECTIVE OF THE DEMANDS OF THE MARKET.

- PRODUCING THE EXACT QUANTITY OF PRODUCTS THAT ARE REQUIRED.

- ACHIEVE A STEADY FLOW OF WORK, ALL UNITS WITHIN THE KANBAN SYSTEM SHOULD ONLY PRODUCE THE NUMBER OF TASKS BASED ON THE CAPACITY.

- FINE-TUNE THE DEVELOPMENT / PROCESS OPTIMIZATION.

- STABILIZE AND RATIONALIZE THE PROCESS.

# THANK YOU VERY MUCH!!