

# **5BUIS021C.2 Agile Project Management and Professional Experience.**

## **Group Assessment**

### **Heritage Luxe Resort**

**Date: 07/ 04/ 2025**

**Group Number: - Group A04**

<b>IIT ID</b>	<b>UoW No</b>	<b>Student Surname</b>	<b>Student First Name</b>
20230772	W2087736	Kaththota Ralalage	Mineth
20230591	W2087737	Pussewala Kankanange	Heshan
20221297	W2087738	Men Menda Arachchige	Uvindu
20233122	W2087727	Godamune Withanage	Sithila
20231313	W2051987	Rathnayaka	Nethmi

**School of Computer Science & Engineering  
University of Westminster**

## ✓ **Acknowledgment.**

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# 1. Introduction and RACI

## ✓ Introduction.

The Heritage Booking System project is a collaborative initiative aimed at developing a user-friendly digital platform to streamline reservations for heritage sites. Our team, structured with clearly defined roles, operates like a real-world software development team to ensure efficiency and professionalism. Heshan, as the Project Manager, oversees timelines and coordination, ensuring all deliverables align with our objectives. Sithil, the Business Analyst, focuses on requirement analysis and user research, translating stakeholder needs into actionable insights. Mineth, our Solution Developer, brings the prototype to life through iterative design and development, while Nethmi, the Solution Tester, rigorously evaluates usability and functionality to guarantee a seamless user experience. Uvindu, the Technical Coordinator, manages tools and documentation, ensuring smooth collaboration across the team. Following a structured approach from discovery and development to final delivery, this project not only delivers a functional prototype but also serves as a practical example of agile teamwork in a real-world context. Through role-specific accountability and iterative improvements, we aim to create a system that enhances accessibility and efficiency for heritage site visitors and administrators alike.

## ✓ RACI

In project management, a RACI Register is a chart that indicates who is in control of each task, preference, or project milestone. It helps everyone understand their roles by making it clear who is responsible for what. A variety of teams, including the management, business, and development teams, use the chart.

Each task has four primary roles defined by the RACI Register:

- **Responsible:** The person who does the work or makes the decision.
- **Accountable:** The person who checks and approves the work when it's done.
- **Consulted:** People who give advice or share their opinion about the task.
- **Informed:** People who need to be kept updated on the task, but don't give input.

**R Responsible****A Accountable****C Consulted****I Informed**

## Tasks

	Heshan (Project Manager)	Sithila (Business Analyst)	Mineth (Solution Developer)	Nethmi (Solution Tester)	Uvindu (Technical Coordinator)
Define project scope.	I	A	R	C	C
Conduct stakeholder analysis	I	A	R	C	C
Create Personas	C	A	C	I	C
Gather requirements (User Stories)	C	A	R	C	C
Create User Story Map	I	A	R	C	C
Define MVP scope	I	A	R	C	C
Manage product backlog	I	A	R	C	C
Facilitate sprint planning	I	A	R	C	C
Conduct daily stand-ups	I	A	R	C	C
Conduct sprint review/demo	I	A	R	C	C
Conduct sprint retrospective	I	A	R	C	C
Develop Risk Register	C	A	R	C	C
Design prototype (UI/UX)	A	C	I	C	R
Create wireframes	A	C	I	C	R
Develop MVP (Minimum Viable Product)	I	C	A	C	R
Test prototype and gather feedback	I	C	C	A	R
Perform usability testing	I	C	C	A	R
Ensure accessibility compliance	A	C	I	C	R
Document feedback and improvements	I	C	R	A	C
Preparing final report	I	C	R	C	A
Record and edit video walkthrough	I	C	R	C	A
Prepare and deliver final presentation	I	C	R	C	A
Write acceptance criteria for user stories	I	A	R	C	C
Address technical debt	I	C	A	C	R
Ensure GDPR/data privacy compliance	I	C	R	A	C
Monitor team progress (e.g., Burndown chart)	I	A	R	C	C

## **2. Problem Statement and Positioning statement for the product.**

### **✓ Problem Statement**

Heritage Luxe Resort is a luxury eco-friendly resort in Dambulla, Sri Lanka. Currently, the resort is facing problems in managing customer bookings because there is no online booking system. All reservations are handled manually through phone calls and emails. This manual process causes booking mistakes, double bookings, and takes a lot of time for the staff to make reservations properly.

To solve this problem, the resort needs a web application that allows customers to check room availability and make bookings online. The system should also send booking confirmation messages to customers through email or SMS. Additionally, an admin panel is needed for the resort staff to view, manage, and update bookings easily. This system will help the resort to save time, avoid booking errors, and provide a better service for customers.

### **✓ Positioning statement**

We are building a smart and friendly mobile app to transform the way customers book chalets and resorts at the hotel. The current booking method of calling or visiting in person feels slow, messy, and old-fashioned. Our goal is to bring a modern, fast, and easy booking experience right to the customer's fingertips! With our app, customers can explore beautiful chalets, check availability in real-time, and book their perfect stay in just a few taps. They can filter by location, price, and facilities to find exactly what they need. Special features like instant booking confirmation, safe online payments, and the option to send special requests will make their experience smoother and more enjoyable. Customers can even chat directly with the hotel staff for quick help and updates.

For hotel staff, this app will be a powerful tool. They can easily update chalet availability, manage check-ins and check-outs, handle customer requests, and view reports all in one place. This will save time, reduce mistakes, and make their work much easier. We also care deeply about safety and privacy. That's why our app will use secure logins, encrypted data, and trusted payment

systems to protect everyone's information. Overall, this solution will bring efficiency, reliability, and better service for both customers and hotel staff.

Behind this exciting project is a passionate team working together with clear roles and responsibilities. The Project Manager keeps everything on track and ensures the project runs smoothly. The Business Analyst focuses on understanding the hotel's needs and gathering important requirements. The Solution Developer carefully builds the app with attention to detail. The Solution Tester checks and tests everything to ensure the app works perfectly without any errors. Finally, the Technical Coordinator takes care of the technical environment and ensures all parts of the system work well together. With this strong teamwork, we are confident our mobile app will create a faster, smarter, and happier chalet booking experience for everyone.

### 3. Persona.

#### ✓ Admin Proto-Persona

Photo:



Name: David Perera  
Role: Admin (Resort Manager)

**Age:** 40

**Occupation:** Operations Manager at Heritage Luxe Resort

**Location:** Dambulla, Sri Lanka

**Tech Proficiency:** Moderate-High (comfortable with dashboards and analytics).

**Work Priorities:** Focused on optimizing booking efficiency, reducing cancellations, and increasing revenue.

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Struggles with manual booking management and double bookings.</li> <li>• Needs a dashboard to quickly see occupancy rates, booking trends, and financial reports.</li> <li>• Lacks an automated system for processing refunds and handling special requests.</li> <li>• Wants to reduce fraud risks in online transactions.</li> <li>• Needs better communication tools with guests and support staff.</li> </ul> | <ul style="list-style-type: none"> <li>▪ Centralized admin dashboard to track active, past, and cancelled bookings.</li> <li>▪ Automated pricing and discount system for peak/off-peak seasons.</li> <li>▪ Fraud detection &amp; payment verification to minimize chargebacks.</li> <li>▪ Staff management panel to assign and track support tickets &amp; guest inquiries.</li> <li>▪ Real-time notifications &amp; reports to improve decision-making.</li> </ul> |
|--|---|



## ✓ Guest Proto-Persona



Photo:

Name: Sarah Thompson

Role: Guest(traveler)

**Age:** 30

**Occupation:** Marketing Manager

**Location:** London, UK

**Tech Proficiency:** Moderate (comfortable with online bookings but not highly technical).

**Travel Preferences:** Prefers eco-friendly luxury stays, books vacations 2-3 times a year.

- Finds it difficult to check real-time room availability on some hotel websites.
- Prefers fast & secure booking with flexible cancellation options.
- Wants personalized recommendations based on preferences (e.g., spa, activities).
- Expects instant booking confirmation via email or SMS.
- Needs an easy way to request late check-out or special services (e.g., airport pickup).
- Real-time room availability updates to avoid overbooking issues.
- Secure and seamless booking process with multiple payment options (credit card, crypto, PayPal).
- Loyalty rewards system to encourage repeat bookings.
- Personalized dashboard that remembers past bookings & preferences.
- Live chat & support tickets for quick issue resolution.

## 4. User Story Map and Delivery Plan.

### ✓ User Story Map.

A User Story Map is a visual tool that organizes and prioritizes user stories based on the user journey. It helps teams focus on the most important features and tasks, ensuring the project aligns with user needs.

User story #	User story title <specify title>	User role as a <specify the user role>	Feature I want to <specify the feature using 2 or 3 sentences>	Goal So that <specify the goal>	Priority Priority (e.g., you can use MoSCoW)	Effort (e.g. Must have feature 400 points)
S1	view available chalets	Guest	As a guest, I want to be able to browse available chalets with images and details online	So that I can choose me accommodation easily	Must have	400
S2	Search chalets by Date and occupancy	Guest	As a guest, I want to search for chalets by selecting dates and number of guests	So that I can find available resorts that match my dates	Must have	400
S3	Filter resorts by the price	Guest	As a guest, I want to filter resorts based on price range	So that I can refine my search and find a suitable resort	Should have	300
S4	View guest reviews and ratings	Guest	As a guest I want to read guest reviews and ratings of chalets	So that I can make inform decision before booking	Could have	200
S5	Book a chalet via online	Guest	As a guest, I want to complete an online booking by selecting a chalet,	So that I can secure my reservation	Must have	400

			entering my details and confirming my reservation	without visiting physically the resort		
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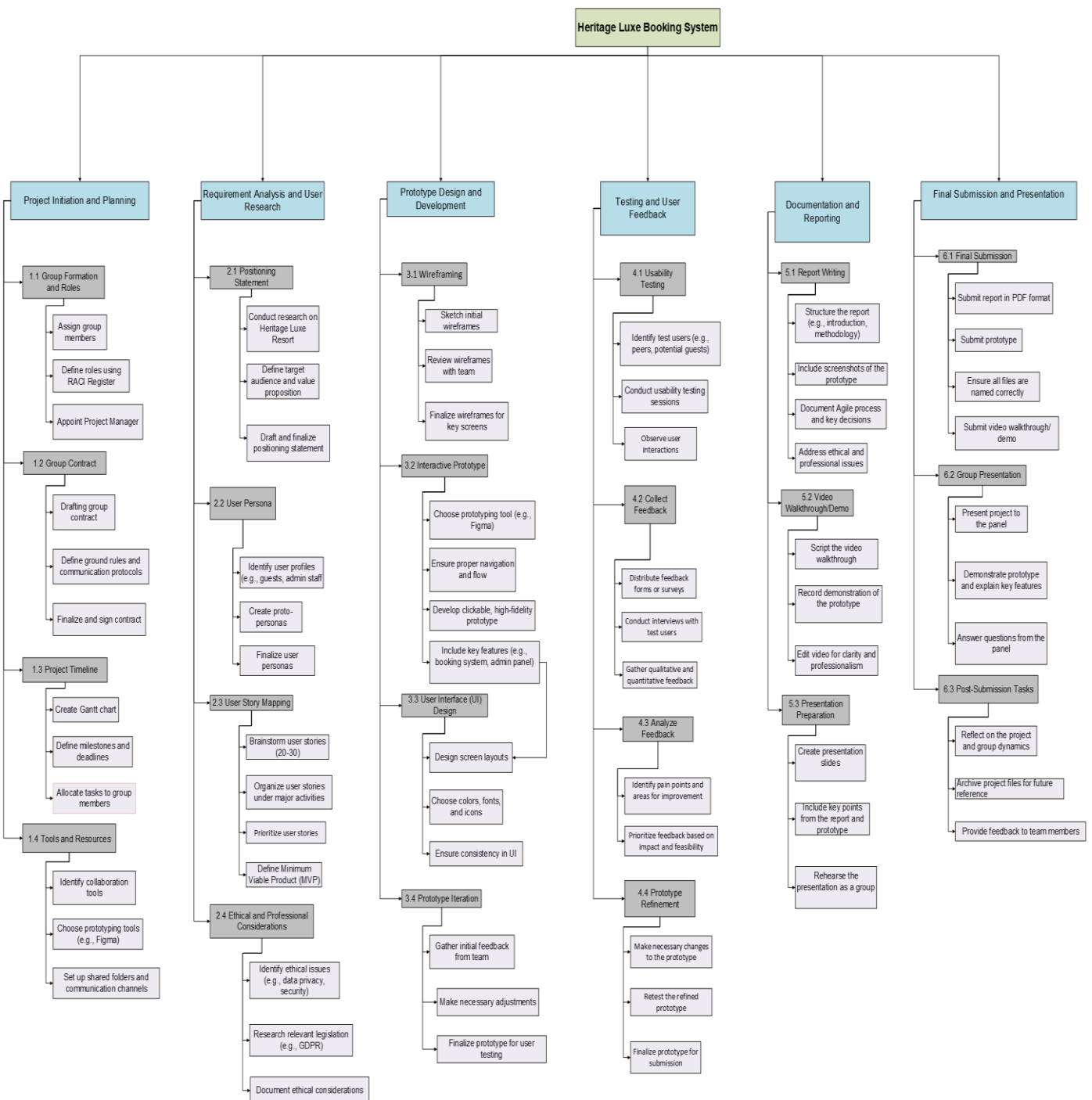
S6	Change or cancel the booking	Guest	As a guest, I want to change or cancel my reservation through my online account	So that I can make changes if my plans change	Should have	400
S7	Booking multiple resorts in one reservation	Guest	As a guest, I want to book multiple chalets at once	So that I can arrange multiple bookings easily	should have	300
S8	View all reservations in dashboard	Admin	As an admin, I want to view and manage all reservation in a dashboard	So that I can track bookings and ensure availability	Must have	400
S9	Special Requests	guest	As a guest I want to add special requests (e.g., extra bed, airport pickup) during booking.	So that I can customize my stay to meet my needs.	Must have	400
S10	Generate booking and revenue reports	Admin	As an admin, I want to generate reports on booking and revenue end of the month	So that I can analyze business performance and make date driven decision	must have	400
S11	Personalized Recommendations	Guest	As a guest I want to receive room and activity recommendations based on my past bookings.	So that I can easily find options that match my preferences.	could have	200

S12		Guest				400
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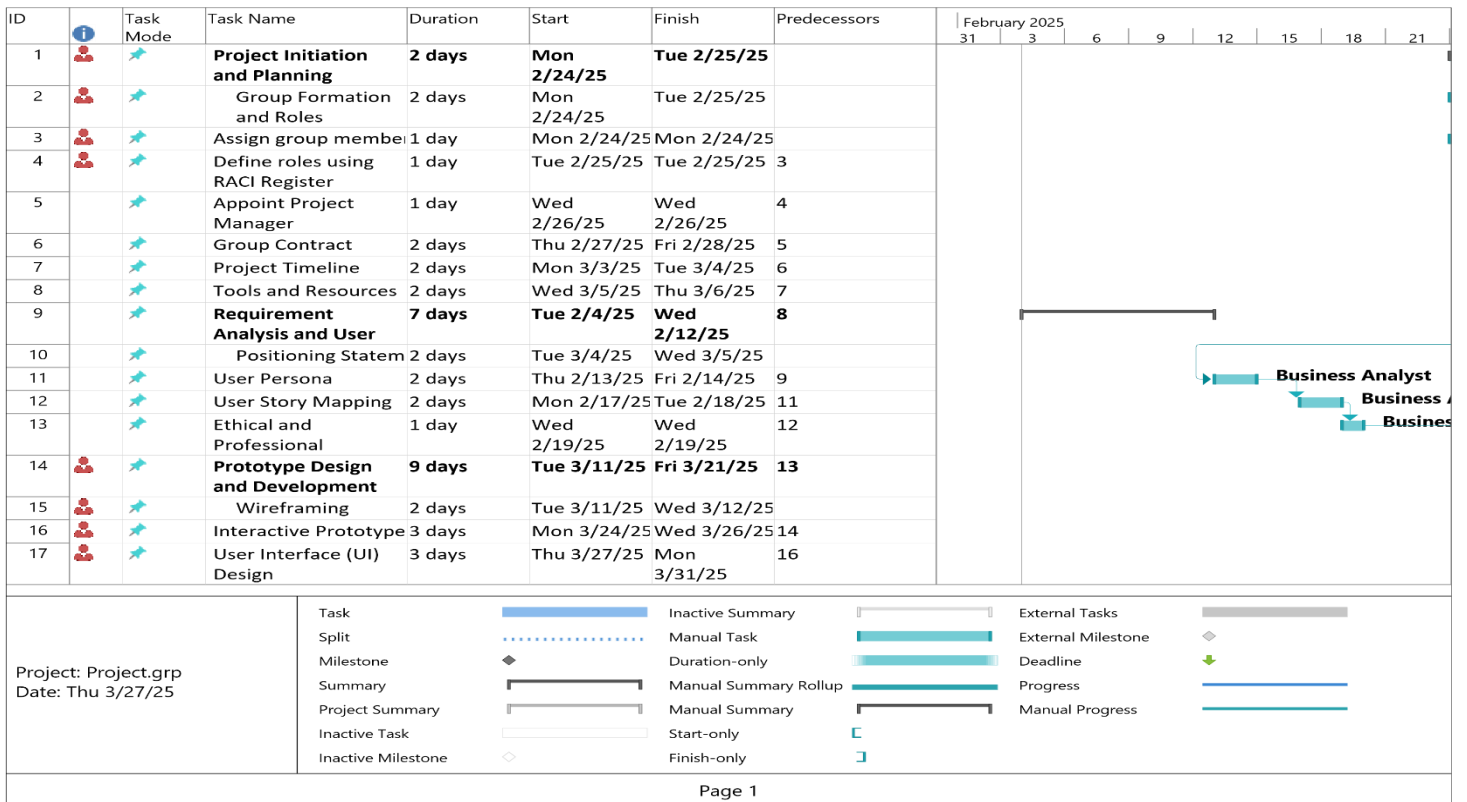
	Make secure online payments		As a guest, I want to make a secure payment through online via credit card or debit card	To confirm my booking instantly	Must have	
S13	Apply discount codes and promotions	Admin	As an admin, I want to create and apply discount codes and promotions	To attract more bookings and increase sales	should have	300
S14	Receive SMS check-in Reminder	Guest	As a guest, I want to receive an SMS reminder a day before checking - in	To be reminded by my upcoming stay	could have	200
S15	Send promotional Emails to past guests	Admin	As an admin, I want to send promotional Emails to past guests	To encourage repeat bookings and customer retention	Could have	200
S16	Check-in Notification	Guest	As a guest, I want to receive a reminder before my check-in date.	So that I don't forget my reservation details and can prepare accordingly.	Should have	200
S17	Review & Ratings	Guest	As a guest I want to leave a review and rate my stay.	So that I can share my experience with future guests and provide feedback to the resort.	Must have	400
S18	Late Check-Out Request	Guest	As a guest I want to request a late check-out through me	So that I can extend my stay without calling the front desk.	Should have	300

			booking dashboard			
S19	update prices	Admin	As an admin I want to set room and addons prices dynamically.	So that I can adjust prices for peak and off-peak seasons to maximize revenue.	Must have	400
S20	Guest Feedback Dashboard	Admin	As an admin I want to track guest reviews and ratings.	So that I can identify service improvement areas and enhance guest experience.	Must have	400
S21	Staff Management	Admin	As an admin I want to add and remove support staff accounts.	So that I can control user access and maintain security.	Must have	400
S22	Booking Cancellation	Admin	As a guest I want to cancel my booking with a refund policy.	So that I can plan my stay with flexibility and get a refund according to the cancellation policy.	Must have	400
S23	Assign Support Tickets	Support Agent	As a support agent I want to assign guest queries to the right department.	So that I can ensure issues are resolved efficiently by the appropriate team.	Must have	400
S24	Live Chat Support	Support Agent	As a support agent I want to chat with guests in real time	So that I can assist them quickly and improve customer satisfaction.	Should have	300
S25	Interactive Resort Map	Guest	As a guest I want to explore an interactive map of the resort and its facilities.	So that I can familiarize myself with the amenities before my visit.	Could have	200

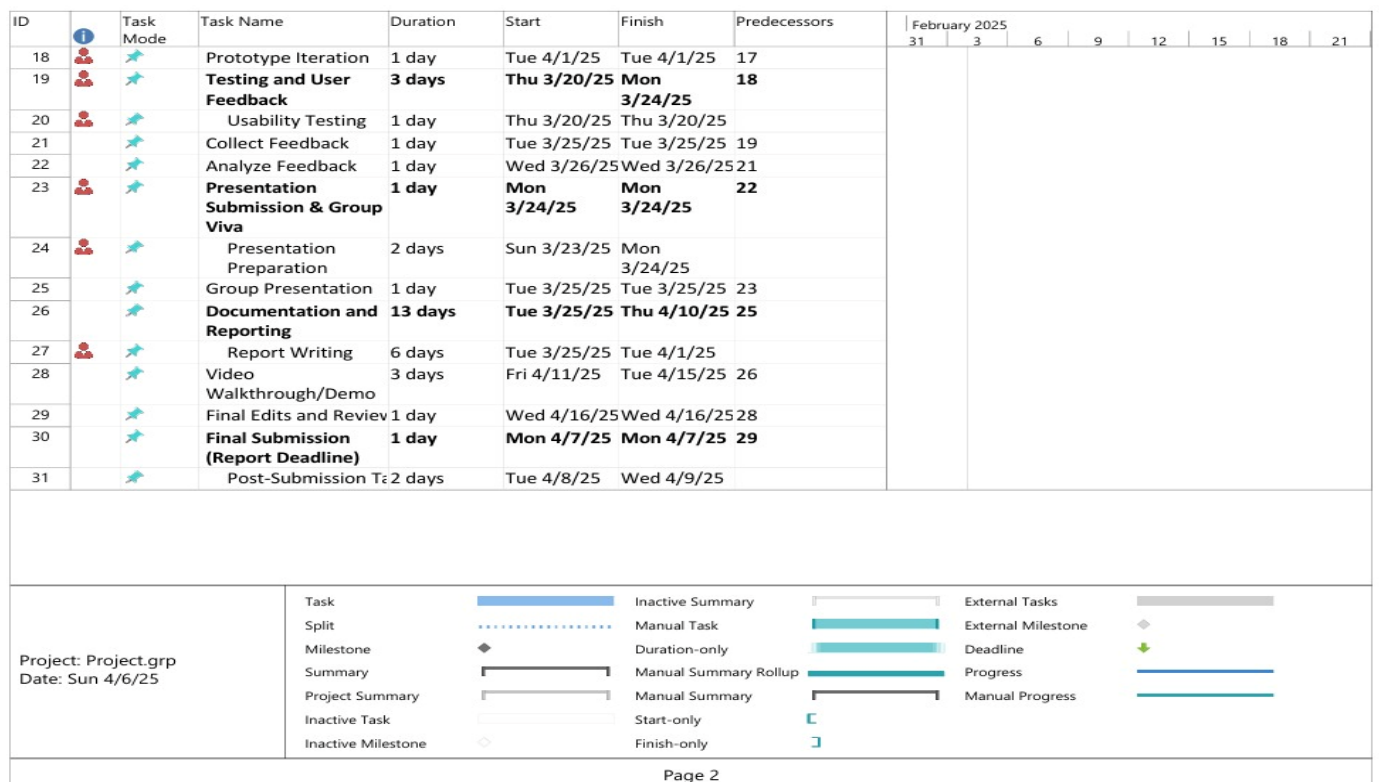
## ✓ WBS



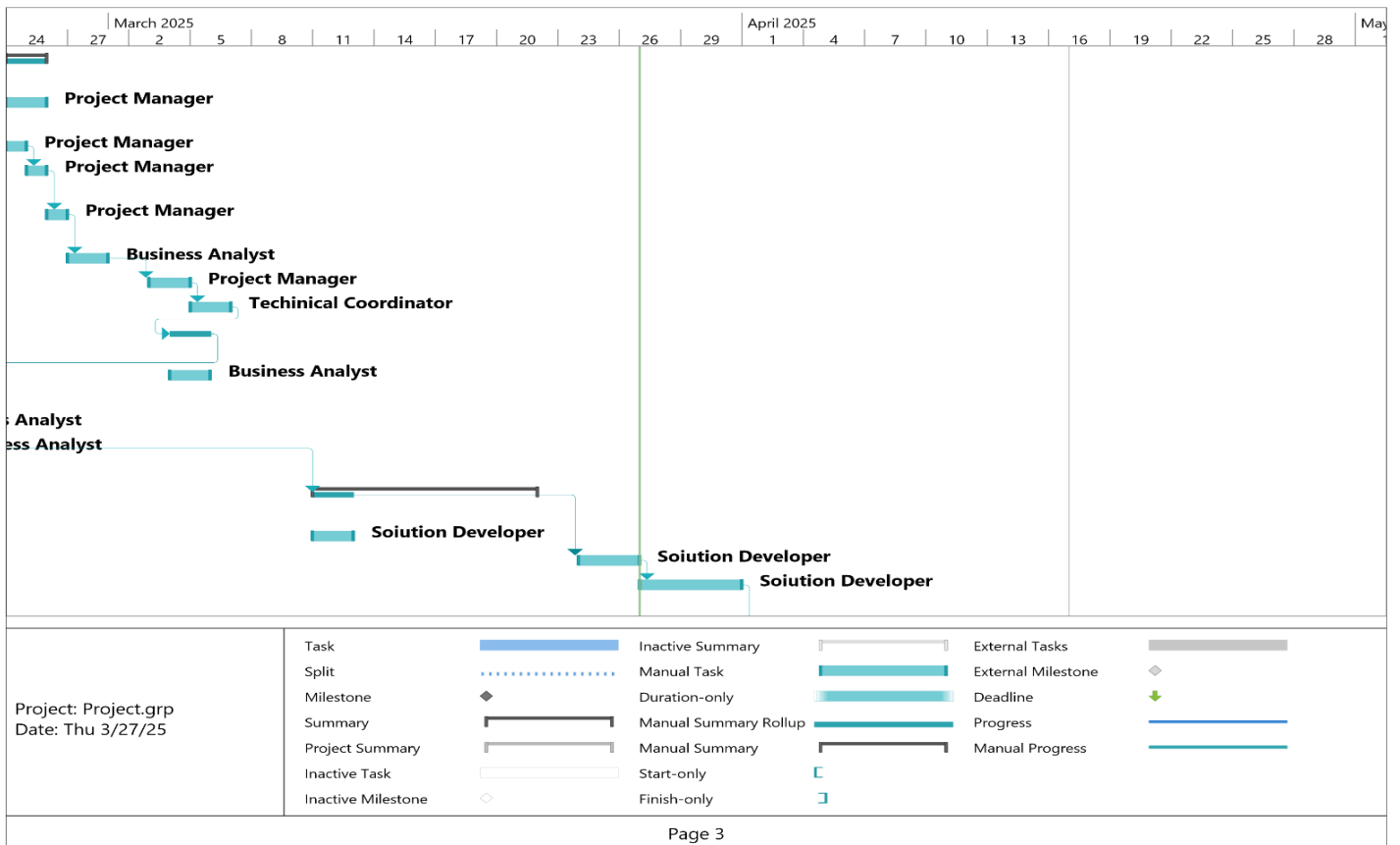
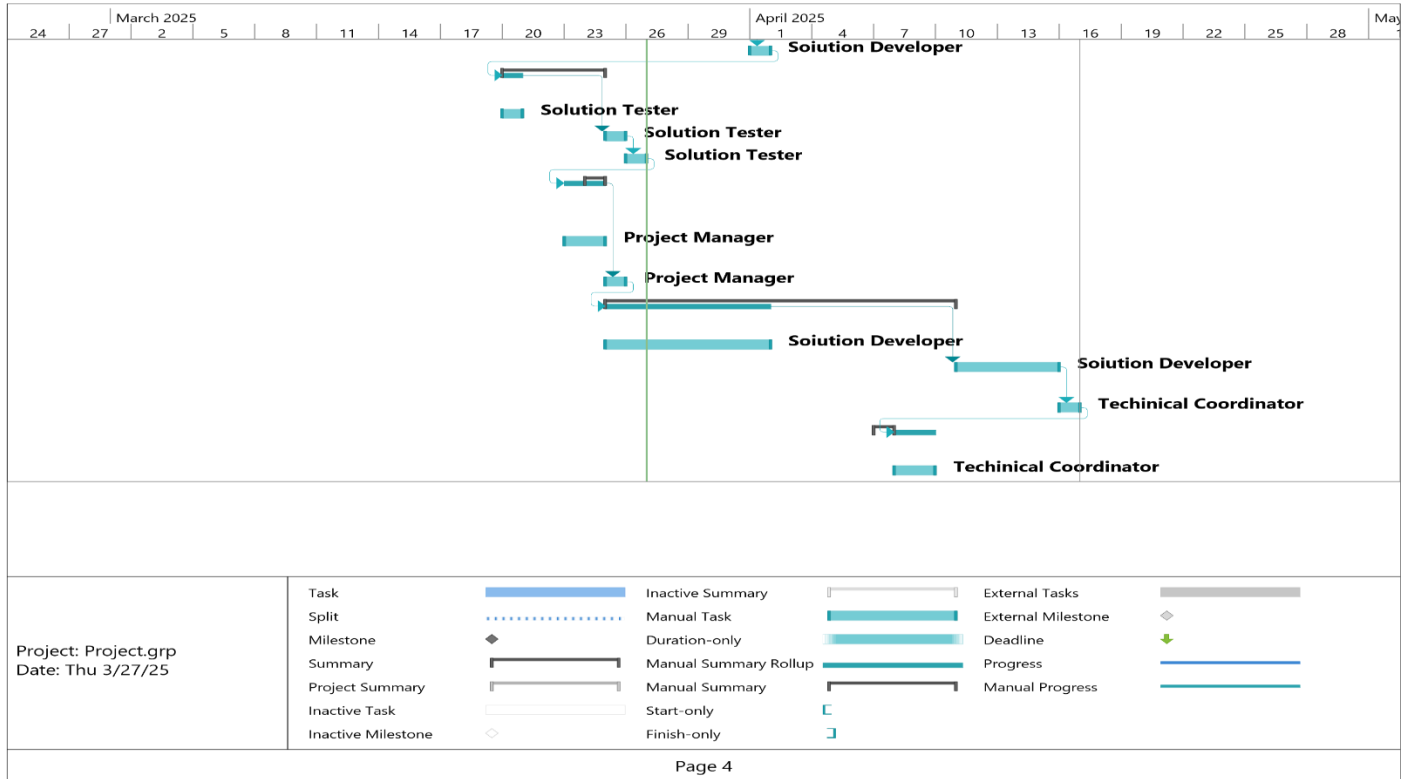
# ✓ Gantt Chart



Page 1



Page 2





## ✓ Risk Register

Risk identifier e.g. R1	Risk category	Risk description	Risk impact: time e.g. high, medium or low	Risk impact: costs e.g. high, medium or low	Probability of occurrence e.g. high, medium or low	Risk owner	Contingency/mitigation recommended actions
R1	project	Scope creep results in longer development schedules and higher expenses.	High	High	Medium	Product Manager	Define clear objectives, deliverables, and timelines. Use Agile for flexibility, iterative progress, and collaboration. Conduct frequent reviews to refine and improve efficiency.
R2		Project completion is being delayed by a lack of resources (developers, testers, and designers).	High	High	Medium	Business Analyst	Plan resources in advance, utilize professionals, and guarantee backup team members
R3		Poor project communication that results in miscommunications and delays	Medium	Medium	High	Business Analyst	Establish transparent lines of communication and schedule frequent stand-up meetings.
R4		Lack of knowledge caused by inadequate	Medium	Medium	High	Business Analyst	Maintain clear records for transparency and encourage

		documentation					open communication for better collaboration.
R5	Marketing Risks	Low user adoption relates to a poor digital marketing approach	Medium	High	Medium	Product Manager	Design targeted campaigns, employ SEO, place advertisements on social media, and work with experts.
R6		Terrible customer reviews brought on by an unacceptable user experience harm an organization's reputation.	High	Medium	High	Solution Tester	Evaluate usability, collect feedback, and refine UI/UX for better user experience. 40
R7		Reduced market shares due to competition from other online booking platforms.	Medium	High	Medium	Product Manager	Identify unique selling points, offer promotions, and improve customer service
R8		Multinational customer participation is limited by a lack of multilingual assistance.	Medium	Medium	Medium	Solution Developer	Enable multiple languages and adapt content to fit cultural and regional preferences, ensuring seamless user experience in target markets.
R9		Reduce speed growth in clients due to	Medium	Medium	Medium	Product Manager	Increase public relations (PR) activities to

		low visibility of the brand					improve brand awareness, collaborate with influencers to reach a larger audience, and create engaging content to attract and retain customers.
R10		The retention of clients is negatively impacted by low customer engagement.	Medium	Medium	Medium	Product Manager	Introduce loyalty programs to reward repeat customers and use personalized marketing to better connect with their interests and needs.
R11	Requirements Risks	Insecure or transforming business needs that require rework	High	High	High	Product Manager	Gather detailed requirements to understand project needs clearly and finalize the scope before development begins to avoid changes and delays.
R12		In addition, existence up to customer expectations because feature priorities aren't aligned	Medium	Medium	High	Product Manager	Research the market to understand customer needs and prioritize features that are most in demand for better user satisfaction.
R13		The implementation errors caused by incomplete or inaccurate requirement	High	High	Medium	Scrum Master	Hold regular meetings to review requirements and involve stakeholders in discussions to

		documentation					ensure alignment and avoid misunderstandings.
R14		unrealistic deadlines that result in rushed and insufficient development	High	High	Medium	Business Analyst	Plan sprints realistically to ensure achievable goals and manage stakeholder expectations to maintain clarity and alignment throughout the project.
R16	Venue Risks	Natural occurrences (storms, floods) affecting resort operations	High	High	Low	Product Manager	Create disaster recovery plans to restore operations quickly and establish emergency response procedures to handle crises effectively.
R17		Problems with internet access at the resort that impact online reservations and visitor satisfaction	High	High	Medium	Solution Developer	Use backup internet providers to ensure continuous connectivity and install redundant network systems to prevent downtime.
R18		Power outages affect system availability and customer satisfaction.	High	Medium	Medium	Solution Developer	Use backup power solutions to prevent disruptions and improve energy efficiency to reduce costs and environmental impact

R19	Financial Risks	Budget overruns brought on by unknown expenses	High	High	Medium	Product Manager	Monitor the budget consistently and set aside a contingency fund to handle unexpected expenses.
R20	Technical Risks	Integration issues between different systems cause delays	High	High	Medium	Technical Coordinator	Establish integration standards early and conduct frequent system integration testing.
R21	Infrastructure Risks	Server downtime impacts application availability	High	High	Medium	Technical Coordinator	Use redundant servers, monitor system health, and implement automatic failover solutions.
R22	Security Risks	Vulnerabilities found in system architecture	Medium	High	Medium	Technical Coordinator	Conduct regular security audits and penetration testing; apply patches quickly.
R23	Technical Documentation	Lack of technical documentation leads to maintenance challenges	Medium	Medium	Medium	Technical Coordinator	Maintain up-to-date technical documentation and review it periodically.
R24	Deployment Risks	Errors during deployment causing rollback and downtime	High	Medium	Medium	Technical Coordinator	Create rollback plans, automate deployment, and conduct staging environment tests.

## 5. Interactive Prototype.

✓ **Prototype Link: -**

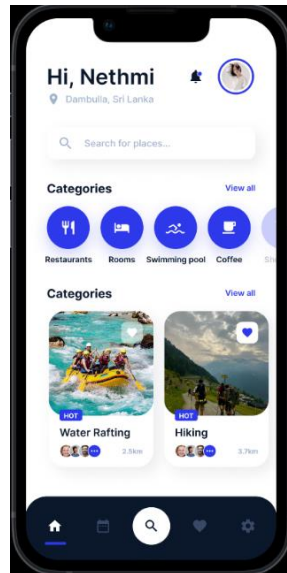
<https://www.figma.com/design/kvyU1l82dzvXrM09oUS5X2/Heritage-Luxe-Resort-Web-App?node-id=0-1&t=i13jAmBN9gGKHeta-1>

### User Console

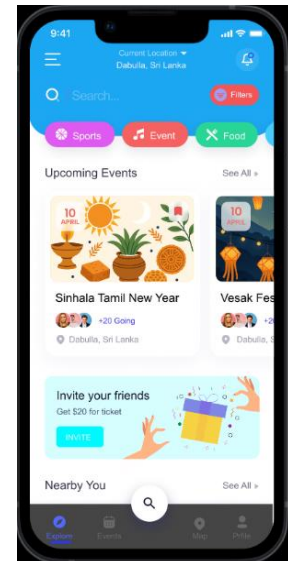
Welcome Screen



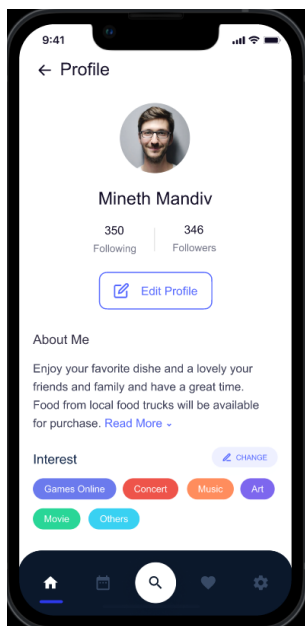
Home Screen



Home Event Page



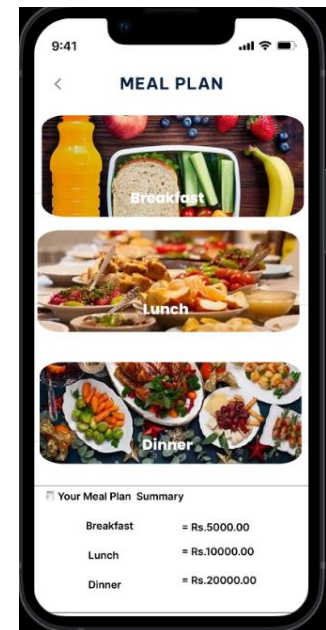
Profile Page



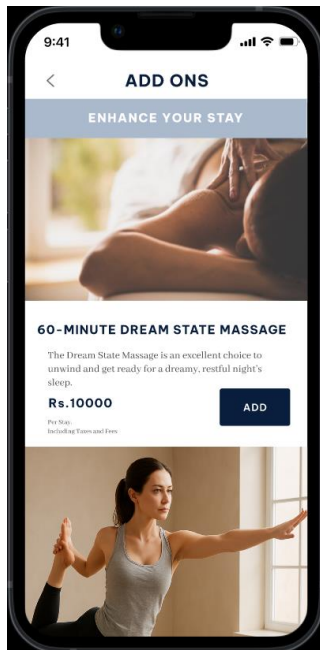
Hotel Booking Page



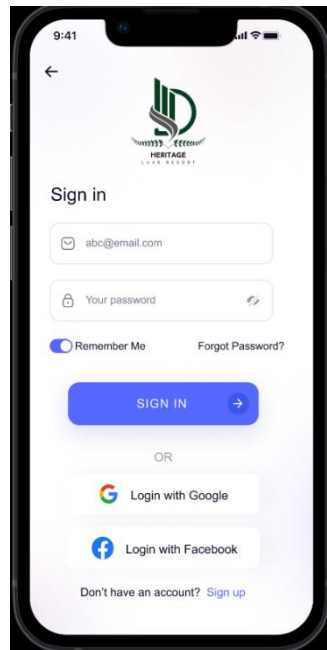
Meal Planning



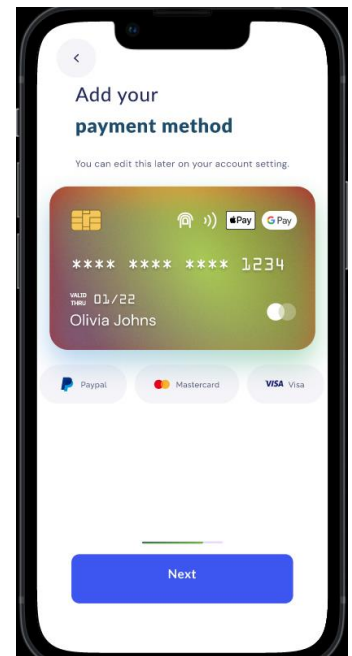
## Extra Features



## Sign in Page

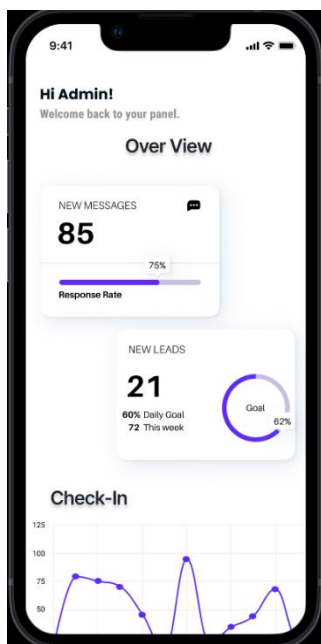


## Payments



## Admin Console

## Admin Overview



## Admin Review

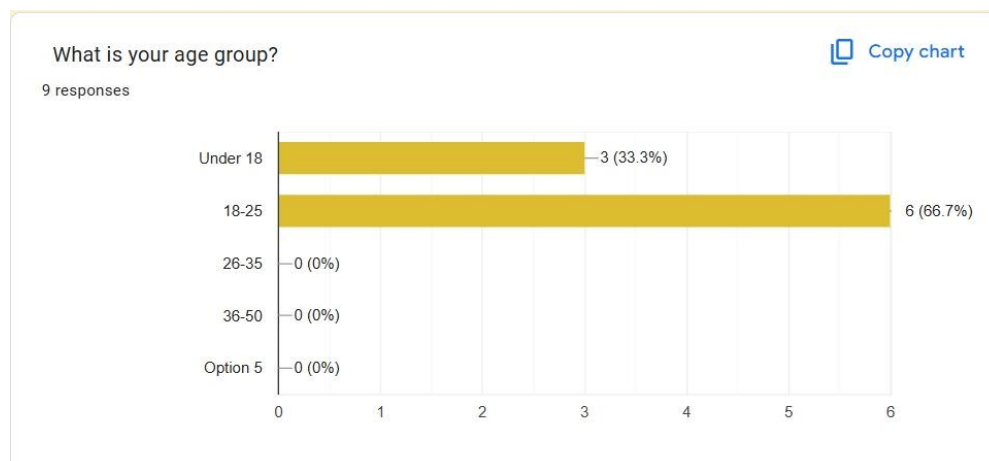


## 6. Summary of user feedback.

The hotel booking app received largely positive feedback from users, with 66.7% rating navigation as "very easy" and all respondents (100%) describing the booking process as smooth and hassle-free. The app's visual design scored highly, with 77.8% giving it 4 out of 5 stars, while key features like room booking (55.6%) and online payments (33.3%) were particularly well-received. However, the analysis revealed several improvement opportunities, including technical issues reported by 44.4% of users and loading speed concerns from 11.1% of respondents. While 77.8% would recommend the app, the 22.2% who rated overall satisfaction at just 2 out of 5 stars indicated room for enhancement.

Demographic data showed most users (66.7%) fell in the 36-50 age range, with 55.6% being infrequent hotel guests, suggesting that the app should maintain its simplicity while addressing the needs of occasional users. Professional handling of the feedback process ensured anonymous data collection and GDPR compliance, though the small sample size of nine respondents warrants cautious interpretation of results.

Key recommendations include prioritizing bug fixes to address technical issues, optimizing loading speeds, and considering feature additions like loyalty programs as suggested by users. These improvements, combined with expanded user testing across more diverse demographics, will help build on the app's existing strengths in usability and design while addressing current limitations to deliver an even stronger user experience. The feedback provides valuable, actionable insights to guide the app's continued development and refinement.

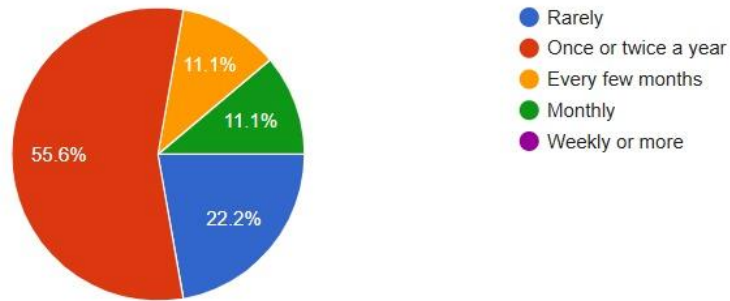




How often do you stay at hotels?

9 responses

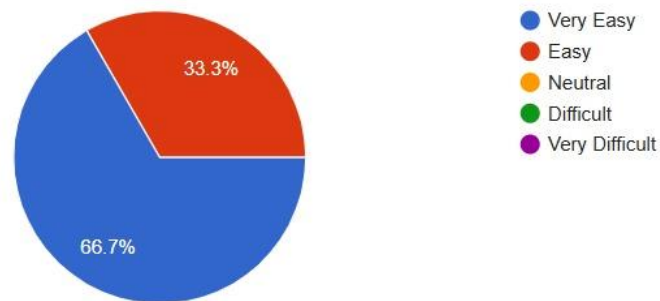
 Copy chart



How easy was it to navigate the hotel app?

9 responses

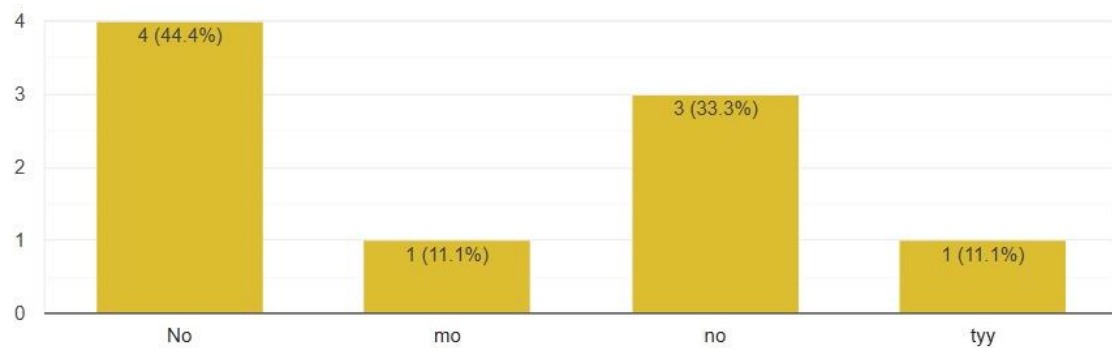
 Copy chart



Did you face any technical issues or bugs while using the app?

9 responses

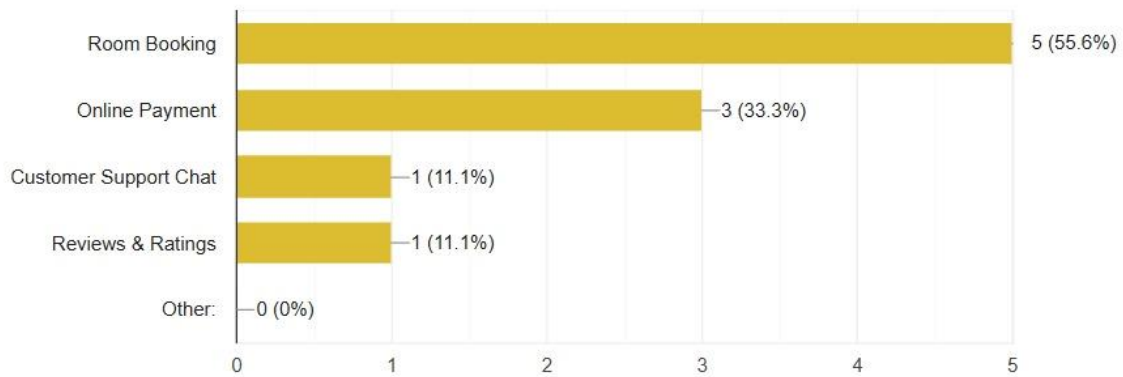
 Copy chart



Which features did you find most useful?  
(Check all that apply)

 Copy chart

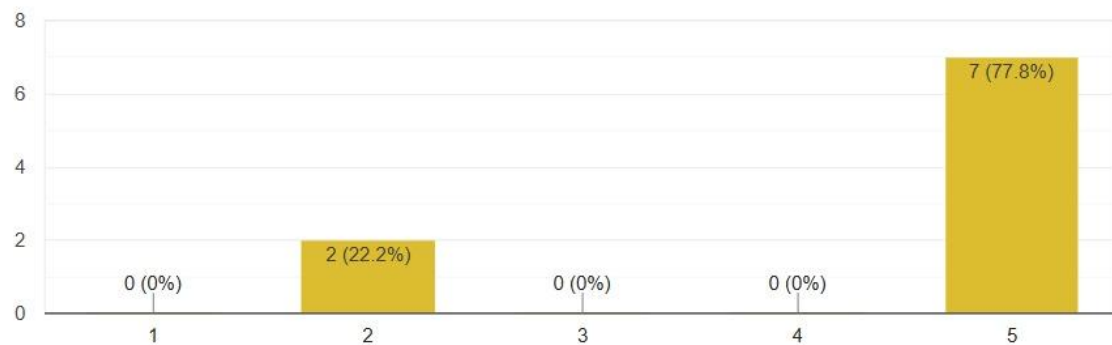
9 responses



How would you rate the app design and appearance?

 Copy chart

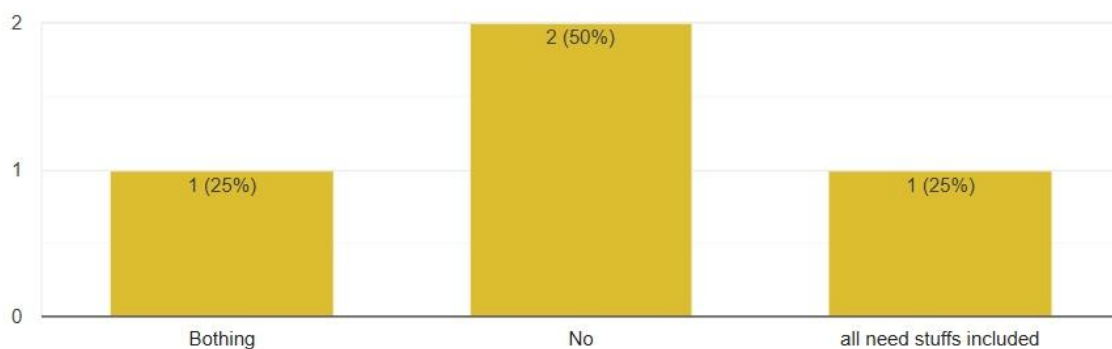
9 responses



Are there any features you wish the app had?

 Copy chart

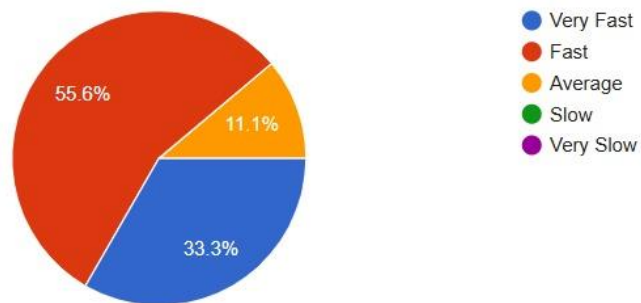
4 responses



How was the app's loading speed?

9 responses

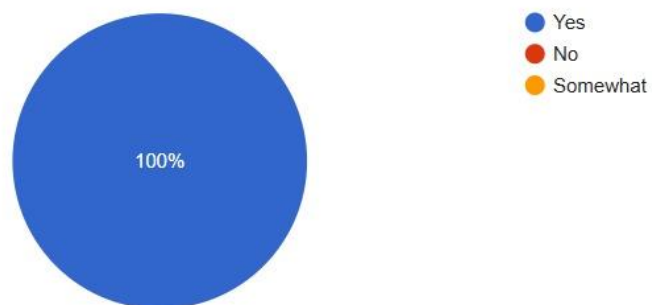
 Copy chart



Was the booking process smooth and hassle-free?

9 responses

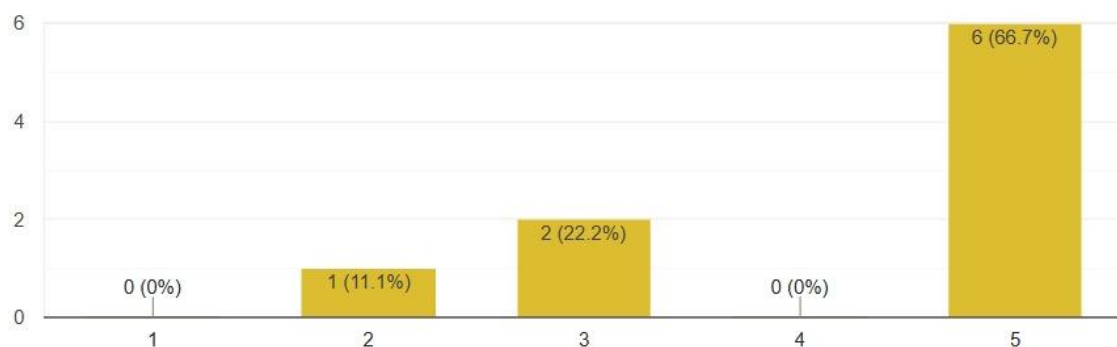
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How satisfied are you with the app overall?

9 responses

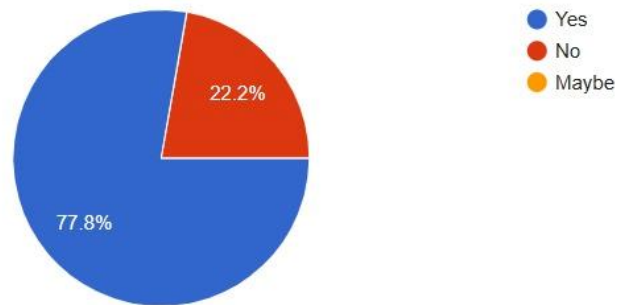
 Copy chart



Would you recommend this hotel app to others?

9 responses

 Copy chart



## 7. Video Walkthrough/demo.

This prototype demonstrates the user interface for both guests and administrators at Heritage Luxe Resort. For guests, the interface allows easy exploration of the resort's luxury accommodations, dining options, and eco-friendly features. For administrators, the interface provides a backend system to manage bookings, amenities, and sustainability initiatives, ensuring smooth operations and a seamless guest experience. Both sides are designed for ease of use while reflecting the resort's commitment to luxury and sustainability.

✓ **Drive Link: -**

[https://drive.google.com/file/d/1RqQN5KmFQtXc6xdGTEp4p5HQNhcVih0S/view?usp=drive\\_link](https://drive.google.com/file/d/1RqQN5KmFQtXc6xdGTEp4p5HQNhcVih0S/view?usp=drive_link)

## 8. Conclusions.

The hotel room booking prototype effectively demonstrates a streamlined and user-friendly booking experience, guided by Agile principles and user-centered design. The use of user stories allowed the team to prioritize key user needs, while prototyping methods—such as storyboarding and wireframes—enabled early feedback and iterative refinement. Although the prototype is currently focused on front-end design without real-time functionality, it serves as a strong foundation for future development and enhancements.

### Group Strengths

- We collaborated effectively and shared responsibilities fairly.
- Regular meetings helped us stay on track and aligned.
- We clearly defined the booking process flow based on user's needs.
- Our use of storyboards and wireframes made it easier to divide design tasks.
- Everyone contributed to different skills  
e.g. research, design, documentation.

### Group Weaknesses

- In the beginning, we had unclear task assignments, which slowed progress.
- There were occasional miscommunications about design decisions.
- Not all team members were equally familiar with prototyping tools, which caused delays.
- Time management was sometimes difficult, especially when balancing with other coursework.
- We received limited external feedback, which could have helped improve the design earlier.

## 9. References.

- ✓ Zao-Sanders, M. (2018). How Timeboxing Works and Why It Will Make You More Productive. [online] Harvard Business Review. Available at: <https://hbr.org/2018/12/how-timeboxing-works-and-why-it-will-make-you-more-productive>.
- ✓ Agile Alliance (2019). What is Agile Software Development? [online] Agile Alliance. Available at: <https://www.agilealliance.org/agile101/>.
- ✓ Laoyan, S. (2025). What is agile methodology? (A beginner's guide). [online] Asana. Available at: <https://asana.com/resources/agile-methodology>.

## 10. Appendices

### ✓ Appendix A

#### • CW1 Group Contract.

GROUP NAME: ...Synthex ...

DATE: 2025-04-07

Member Surname	Member First Name	Email or Other Contact Information
Kaththota Ralalage	Mineth	<a href="mailto:mineth.20230772@iit.ac.lk">mineth.20230772@iit.ac.lk</a>
Pussewala Kankanange	Heshan	<a href="mailto:heshan.20230591@iit.ac.lk">heshan.20230591@iit.ac.lk</a>
Men Menda Arachchige	Uvindu	<a href="mailto:uvindu.20221297@iit.ac.lk">uvindu.20221297@iit.ac.lk</a>
Godamune Withanage	Sithila	<a href="mailto:nethmina.20233122@iit.ac.lk">nethmina.20233122@iit.ac.lk</a>
Rathnayaka	Nethmi	<a href="mailto:nethmi.20231313@iit.ac.lk">nethmi.20231313@iit.ac.lk</a>

#### PART A (signed when the project starts)

**What do we want to achieve via completing this project**  
**What skills do we want to develop?**

- We want to achieve the design and development of a web-based booking platform for Heritage Luxe Resort. The goal is to improve the resort's operational efficiency and enhance guest experience through an intuitive and automated system.
- The skills we want to develop include Agile methodology (Scrum), team collaboration, UI/UX prototyping, time management, risk assessment, technical planning, and professional communication.

**What do we expect from each other (ground rules) regarding:**

1. Attendance	Attend all scheduled meetings unless prior notice is given.
2. Participation	Contribute equally and actively in every phase of the project.
3. Frequency and duration of meetings	Twice a week, 1–2-hour sessions, with more meetings during deadlines.
4. Frequency, types and tools of communication	Daily updates via WhatsApp and MS Teams. Shared work through Google Docs and Figma.
5. Roles	<ul style="list-style-type: none"> <li>• Heshan: Project Manager</li> <li>• Mineth: Solution Developer / Product Owner</li> </ul>

	<ul style="list-style-type: none"> <li>• Sithila: Business Analyst</li> <li>• Nethmi: Solution Tester (QA)</li> <li>• Uvindu: Technical Coordinator</li> </ul>
6. Responsibilities	Each member completes their assigned tasks and helps in collaborative work
7. Due dates	Tasks completed at least 1 days before university deadlines.
8. Assignment of specific assessment tasks	Slide and section assignments agreed upon during sprint planning.
9. Peer feedback (how, what agreed method)	Weekly verbal check-ins and written feedback through shared documents.
10. Behaviour and values (showing respect, consideration, honesty, ethics)	Treat each other with respect, provide honest feedback, and act professionally.
<b>What rules do we agree?</b>	
We agree to communicate openly, meet deadlines, attend all meetings, and support each other through all phases of the project.	
<b>How will we deal with any problems such as unmet expectations, lack of participation and/or contribution or conflict?</b>	
STEP 1: We will discuss the issue as a team and attempt a resolution. STEP 2: If unresolved, the issue will be escalated to the module leader.	

Name and signature for each member:

Name: **Mineth Mandiv**

Date: **06.04.2025**

Signature: 

Name: **Heshan Shalinda**

Date: **06.04.2025**

Signature: 

Name: **Uvindu Sandasara**

Date: **06.04.2025**

Signature: 

Name: **Nethmina Sithila**

Date: **06.04.2025**

Signature: 

Name: **Nethmi Savindya**

Date: **06.04.2025**

Signature: 



**PART B (to be signed when CW1 is completed and before submission)**

Do we agree that all members contributed equally and as expected? <b>YES</b>	Any comments?
Member Name and signature <b>Mineth Mandiv</b> 	
Member Name and signature <b>Heshan Shalinda</b> 	
Member Name and signature <b>Uvindu Sandasara</b> 	
Member Name and signature <b>Nethmina Sithila</b> 	
Member Name and signature <b>Nethmi Savindya</b> 	

## ✓ Appendix B

- **Summary of the Meeting Schedule**

Meeting No.	Type	Location	Date	Time	Led By
01	Physical	IIT DB Study Area	<b>Mon 2/27/25</b>	1:00 PM	Project Initiation & Group Formation
02	Online	Google Meet	<b>Wed 3/10/25</b>	2:00 PM	RACI Roles & Project Manager Appointment
03	Physical	IIT DB Lab 05	<b>Mon 3/17/25</b>	12:30 PM	Timeline Finalization & Tools Setup
04	Online	Google Meet	<b>Mon 3/31/25</b>	3:00 PM	Prototype Testing & Feedback Analysis
05	Physical	IIT DB Study Area	<b>Mon 4/7/25</b>	10:00 AM	Final Submission & Retrospective

○ **Meeting 1: Project Kickoff & Role Allocation**

**Location:** IIT DB Study Area

**Date:** Mon 2/27/25

**Time:** 1:00 PM

Agenda Item	Discussion Points	Decisions/Actions	Responsible
1. Project Overview	Review project goals, timeline, and deliverables.	Finalize project scope and objectives.	Project Manager
2. Role Clarification	Assign tasks based on RACI Register (e.g., Business Analyst: User Stories).	Roles confirmed: PM (oversight), BA (requirements), TC (tools), Dev (prototype), Tester (feedback).	Project Manager
3. Tools & Resources	Discuss tools (e.g., Miro for user stories, Figma for prototyping).	Adopt Figma for UI design; Miro for story mapping.	Technical Coordinator
4. Group Contract	Agree on communication protocols (e.g., Slack for updates, weekly meetings).	Signed group contract with communication rules.	All

**Meeting Minutes:**

- Attendees: All 5 members.
- Next Steps: BA to draft user personas.
- Technical Coordinator to set up shared drives.

○ **Meeting 2: User Research & Prototype Planning**

**Location:** Online (Google Meet)

**Date:** Thu 3/10/25

**Time:** 2:00 PM

Item	Agenda	Discussion Points	Decisions/Actions	Responsible
1. User Personas		Present findings from user research.	Approve 3 key personas for system design.	Business Analyst
2. User Story Mapping		Prioritize user stories (e.g., "Book heritage tour" as MVP).	Finalize 10 core user stories.	Business Analyst
3. Wireframing		Review low-fidelity wireframes.	Revise navigation flow based on feedback.	Solution Developer
4. Ethical Compliance		Discuss GDPR/data privacy concerns.	Include consent forms in prototype.	Technical Coordinator

**Meeting Minutes:**

- Attendees: All 5 members.
- Blockers: Delay in user interviews; BA to expedite.

○ **Meeting 3: Prototype Review & Testing**

- **Location:** IIT DB Lab 05

**Date:** Mon 3/17/25

**Time:** 12:30 PM

Agenda Item	Discussion Points	Decisions/Actions	Responsible
1. Interactive Prototype	Demo prototype; assess usability.	Add "cancel booking" feature; simplify UI.	Solution Developer
2. Testing Plan	Assign testers and scenarios (e.g., 5 users for usability tests).	Tester to create test scripts.	Solution Tester

3. Feedback Mechanism	Decide on feedback tools (e.g., Google Forms).	Use Google Forms for structured feedback.	Technical Coordinator
4. Risk Mitigation	Identify risks (e.g., low user participation).	Backup plan: Recruit peers as testers.	Project Manager

**Meeting Minutes:**

- Attendees: All 5 members.
- Action: Dev to share updated prototype by end of the day.

- **Meeting 4: Feedback Analysis & Iteration**

**Location:** Online (Google Meet)

**Date:** Tue 3/31/25

**Time:** 3:00 PM

Agenda Item	Discussion Points	Decisions/Actions	Responsible
1. Usability Feedback	Present key findings (e.g., 80% of users struggled with payment flow).	Redesign payment page with fewer steps.	Solution Developer
2. Report Draft	Review report structure (e.g., include methodology section).	Add visuals to explain user journey.	Business Analyst
3. Video Demo Script	Outline video content (e.g., highlight booking feature).	Script approved; record by Mon 4/7.	Technical Coordinator
4. Final Submission Checklist	Confirm all deliverables (report, prototype, video).	Assign roles for submission prep	Project Manager

**Meeting Minutes:**

- Attendees: All 5 members.
- Note: Tester to compile feedback report by Wed 4/2.

- **Meeting 5: Final Submission & Retrospective**

**Location:** IIT DB Study Area

**Date:** Mon 4/7/25

**Time:** 10:00 AM

Agenda Item	Discussion Points	Decisions/Actions	Responsible
1. Deliverable Review	Verify all files (PDF report, prototype link, video).	Submit by end of the day	All
2. Presentation Dry Run	Rehearse group presentation (focus on Q&A).	Assign slides: PM (intro), BA (research), Dev (demo).	All
3. Lessons Learned	Discuss success (e.g., clear roles) and improvements (e.g., better time tracking).	Document insights for future projects.	Project Manager
4. Feedback Exchange	Share peer feedback (e.g. commend BA's detailed personas).	Formalize feedback in shared doc.	All

**Meeting Minutes:**

- Attendees: All 5 members.
- Outcome: Project submitted successfully; celebration scheduled!