Simsark

Project Management Document

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Abstract

One of the biggest problems facing expatriate students is the struggle to find accommodation during their college years. They may come from another city or country. The expatriate may be not only a student, but he can be an expatriate due to work conditions, health conditions (due to the availability of hospitals in certain cities), or other reasons. Any expatriate suffers from fraud by brokers, therefor we try to facilitate this process without scam or exertion. The app offers all the available houses, apartments, and hotels with pictures, details and costs. In addition, the app will suggest home-food cookers and nearby restaurants.

Project Charter

# Executive Summary:

Expatriates, especially students have been suffered from house issues and other problems that may face them during the period of their study in another city liked Difficulties in finding suitable housing. Our application focused on this sample of people thus it facilitates the process of brokers by giving them the opportunity to book houses, apartments and hotels through the application. Also, our application offers them all details about the house including pictures, location and cost and helps them to pick the appropriate one for them.

**Project Purpose / Justification**

# Business Need/Case

Expatriates face many problems in immigration that make life difficult for them, and these problems include the difficulty of finding suitable housing and the exploitation of brokers for them in prices and others, so they need a solution that saves their time and effort.

# Business Objectives:

So, our business objectives for this project are to help the expatriates by facilitating the process of brokers to by:

- Solving the problem housing issues that face expatriates by offering them solutions like home-food cookers and nearby restaurants.

-Offering them variety of housing that include the all details to help them to choose the appropriate housing for them.

- To reduce brokerage costs for both the owner and the customer.

# Project Description

Our application will provide and make it easier for expatriate students or any expatriate person to find housing for them by displaying hotels, apartments and houses in a quick way without wasting a lot of time or effort and without any fraud on them

## **Project Objectives and Success Criteria**

The objectives which mutually support the milestones and deliverables for this project have been identified. In order to achieve success on the project, the following objectives must be met within the designated time and budget allocations:

* A complete list of all hotels and residential homes within 20 days and A complete list of all food within 10 days
* The developers will make the entire application within 30 days
* Not to deviate from the budget set for the project by a decision of the sponsor
* Working on adding any new feature during the creation of the application after seeing it and approval of the project manager

## **Requirements**

## This project must meet the following list of requirements in order to achieve success.

* All hotels in the specified area must be added, even small ones
* The sponsor must provide enough money to do big research on home restaurants
* The project should be easy to use in order to suit all members of society

Additional requirements may be added as necessary, with project sponsor approval, as the project moves forward.

## **Constraints**

The following constraints pertain to the project:

* The project must be implemented under the budget specified by the project sponsor, and some expenses can be added if necessary
* The software must be compatible with all current technology platforms
* Only three people will be assigned to search for hotels, houses and apartments

## **Assumptions**

The following are a list of assumptions. Upon agreement and signature of this document, all parties acknowledge that these assumptions are true and correct:

* The purpose of this project will be announced throughout the company before publication
* We will do advertising on social media platforms
* We will do advertising on social media platforms
* This project will be fully supported by all project sponsor departments

## **Preliminary Scope Statement**

Our project will include providing housing for expatriate students or expatriate people in a general way, such as travelers because there are some hospitals in remote places or the presence of a specific job, and all this through an application in an easy way without making any effort or defrauding them

This application offers a collection of available homes and hotels near the place, and all this is explained with pictures, videos, location, rental price and all things in detail

There are also some suggestions for restaurants close to the customer, whether they are international restaurants or restaurants for home food

# Risks

The project is considered to be low risk – high reward but some of the risks are:

1-the system might end up having a lot of bugs and glitches.

2-we might need more time than agreed on as the system might be more complicate than we initially thought.

3-we might need more time or budget for testing the system.

- 4may make inappropriate offers to all students

-5There is more than one seller who sells the apartment at different prices, and this reduces credibility.

-6The user may provide the apartment at high costs.

# PROJECTDELIVERABLES

Deliverable list:

-good apartments to the user.

-suitable costs to the customer which suit his budget.

- providing less time for searching about the apartment at any place by using the application instead of looking for it onsite.

-find a lot of customers and offers easily

-user will get a good profit from the application if any people use it.

# SUMMARY MILESTONESCHEDULE

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|  |  |
| --- | --- |
| Summary Milestone Schedule | |
| Project Milestone | Target Date  (mm/dd/yyy) |
| Project planning | 11/1/2022 |
| Design approval | 11/21/2022 |
| Completing critical tasks | 11/26/2022 |
| Receiving feedbacks from stakeholders | 01/01/2023 |
| Simulation and Testing approval | 02/01/2023 |
| Defect fixing | 03/01/2023 |
| Deploy solutions | 03/15/2023 |
| Project Complete | 04/15/2023 |

# SUMMARYBUDGET

|  |  |
| --- | --- |
| Summary Budget: | |
| Project Component | Component Cost |
| Personnel Resources | $49,000 |
| Hardware | $22,000 |
| Software Engineering | $28,000 |
| licenses | $21,000 |
| Total | $120,000 |

# PROJECT APPROVAL REQUIREMENTS:

Project will Complete in 05/15/2023

Success for the "simsark " project will be achieved when the annual return is greater than the budget.

Success will be determined by the Project Sponsor Ayman Mohamed, who will also

Authorize completion of the project.

# PROJECT MANAGER

## Ziad Waleed named Project Manager for the duration of the Simsark Project responsibility is to manage all project tasks, scheduling, and communication regarding the simsark project. His team:

## Ayman Mohamed Abbas

## Kareem Gouda

## Arwa Mostafa Emam

## Aya Khaled Abd-Ellah

## Rola Alaa Eldeen Mohamed

Project Management Plan

# PROJECT MANAGEMENT APPROACH

The project manager, Ziad Walied, has the overall authority and responsibility for the management and implementation of this project. The project team will consist of employees. Cost Controller, Quality Controller, Technical Writing Group and Testing Group. The project manager will work with all resources to perform project planning. All project management plans will be reviewed and approved by the project sponsor. All funding decisions will also be made by the Project Sponsor and CFO. Any delegation of approval authority to the project manager must be made in writing and signed by both the project sponsor and the project manager.

**PROJECT SCOPE**

The scope of the broker’s project includes planning for ease of access to the owner and saving time for students or expatriates in general. The application offers a group of houses and hotels available near the place, and all this is explained with pictures, videos, location, rental price and all things in detail.

Not responsible for:

Housing malfunctions and we are not responsible for housing rent or damage to any of the expatriates or students.

# MILESTONE LIST

The following chart lists the identification of key milestones for the

”smsark” project.

|  |  |  |
| --- | --- | --- |
| Milestone | Description | Date |
| Complete  Requirements | All requirements must be determined to base design upon | 26/9/xx |
| Complete Coding | All coding completed on time resulting in a prototype  of the software. | 4/10/xx |
| Complet Design | This is the initial conceptual design of the program, its functions and tasks | 11/10/xx |
| Complete Testing and revision | All functions tested and all errors corrected | 15/10/xx |
| Assembly complete | Previous jobs assembled and product created | 28/10/xx |

# CHANGE MANAGEMENT PLAN

The following steps encompass the organization change control process across all projects and will be used in the Smsark project:

**Step 1:**

Identify the need for change (which stakeholder)

The applicant will send his demands that he wants to change to the project manager

**Step 2:**

Conducting an assessment of the change (project manager, project team, applicant) The project manager will assess the impact of the change on the cost, risks, schedule, scope and benefits to the project

**Step 3:**

The project manager will submit the change request and analysis to the sponsor.

**Step 4:**

Sponsor will discuss the proposed change and decide whether or not to approve it based on all information provided

**Step 5:**

Implement Change (Project Manager)

If a change is approved by the sponsor, the Project Manager will update and re-baseline project documentation as necessary as well as ensure that the team and stakeholders are informed of any changes

All change requests will be recorded in the change control log by the project manager and tracked through to completion whether approved or not.

# COMMUNICATIONS MANAGEMENT PLAN

This Communications Management Plan sets the communications framework for this project.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Communic  ation Type | Description | Frequency | Format | Participants/ Distribution | Deliverable | Owner |
| Weekly Status Report | Email summary of project status | Weekly | Email | Project Sponsor,  Team and  Stakeholders | Status Report | Project Manager |
| Weekly Project Team Meeting | Meeting to review action  register and status | Weekly | In Person | Project Team | Updated Action Register | Project Manager |
| Project Monthly  Review (PMR) | Present metrics and status to  team and sponsor | Monthly | In Person | Project Sponsor,  Team, and  Stakeholders | Status and  Metric  Presentation | Project Manager |
| Project Gate Reviews | Present closeout of  project phases  and kickoff next phase | As Needed | In Person | Project Sponsor,  Team and  Stakeholders | Phase completion report and phase kickoff | Project Manager |

Project team directory for all communications is:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Title | E mail | Cell Phone |
| Ziad Walied | Project Manager | Ziad@hubd.com | 010151 |
| Kareem gouda | Project Sponsor | Gouda@hubd.com | 010162 |
| Aya | Senior programmer | Aya@hubd.com | 010173 |
| Ayman | programmer | Ayman @hubd.com | 010184 |
| Rola Alaa | Designer | Rola @hubd.com | 010195 |
| Arwa | Technical writer | Arwa @hubd.com | 010206 |
| Hamdy | Testing specialist | Hamdy@hudb.com | 010217 |

# PROCUREMENT MANAGEMENT PLAN

Purchasing management plan is a term applied to the group of procurement processes that involve proper personnel identification, scheduling, vendor management and contract management. This plan includes specific strategies for carrying out these procurement processes, taking into account the respective stages, from documentation to contract closing.

As an essential component of supply chain management, purchasing management tends to be one of those processes that are a little more tedious than necessary. Manual procurement management processes are particularly prone to snags, such as late approvals and misplaced documentation. As a result of these factors, projects slow down, productivity suffers, and overall business profitability declines. A purchasing management plan serves as a good start for arranging purchases. With proper use, these documents help lower overall purchasing costs and support smoother business operations.

In this article, we discuss the components of an effective procurement management plan and list the steps needed to create a plan for your projects. We'll also go into detail about common procurement management issues so you can prepare accordingly

**Project Scope Management Plan:**

The management of the application scope will be the sole responsibility of the project manager. The scope of this project is determined by the Scope Statement, Work Breakdown Structure (WBS), and WBS dictionary. The project manager and sponsor will create and approve documentation to measure project scope.

Suggested scope changes can be initiated by the project manager. All change requests will be submitted to the project manager who will then evaluate the requested scope change. Upon acceptance of the scope change request, the project manager will submit the scope change request to the project sponsor for approval. When scope changes are approved by the project sponsor, the project manager will update all project documents and communicate the scope change to all stakeholders. Based on comments and input from the project manager and stakeholders, the project sponsor is responsible for accepting the final project deliverables and project scope*.*

**Schedule Management Plan:**

The entire project plan will be made on the MS Project 2016 program, where the entire project will be divided into small parts that can be controlled and the extent of its achievement and progress monitored.

We will divide the project into parts as follows:

- Gathering information about the project idea

- Determining the stages of project creation

- Create WBS

- The entire duration of the project is divided according to WBS

- Determine the resources needed to set up the project

- Determine the sufficient budget to carry out the project

- Presenting all these things to the project manager and sponsor

for approval or modification

- Project execution

- Acceptance of the project in its final form

The project manager will be the one in charge of presenting all the needs necessary to start the project work to the sponsor, and he is the one in charge of communicating directly with the sponsor and informing him of the project and its progress on a permanent basis, as well as participating in setting the duration of the project.

As for the work team, it is divided into two parts:

- The first part is the software engineers who are the specialists in creating the project completely, starting from writing the code until delivering the final form of the project after it has been validated and made sure that it works correctly.

- The second part, which is the marketers of the project and they are responsible for the fame and expansion of the project in order to reach the largest number of target users.

They are strongly obligated to abide by the time frame set for the project and to avoid delays.

As for the sponsor, he is responsible for providing the needs of the project, and he also rejects or accepts any part of the project, and accepts, rejects or amends the specified time period for the project.

# RISK MANAGEMENT PLAN

Every effort will be made to proactively identify risks early in order to implement the mitigation strategy from project inception

The most likely and highest impact risks have been added to the project schedule to ensure that designated risk managers take the necessary steps to implement the mitigation response in a timely manner within the schedule.

The system may end up with a lot of errors and glitches.

We may need more time than agreed because the system may be more complex than we initially thought.

There is more than one seller selling the apartment at different prices, which leads to some confusion.

# STAFFING MANAGEMENT PLAN

Staffing management plan and resource management plans are an important part of project resource management. Each project will require resources to carry out the project activities. It will require both manpower resources and material resources. Resource needs will be estimated for each activity. Resources will be acquired during project implementation according to schedule.

Resource planning, resource acquisition, team development and management team are important activities that must be performed as part of project resource management. The resource management plan will contain all the necessary guidelines for managing the project's resources. The staffing management plan will also be part of the overall resource management plan.

## **Project Manager**

He is responsible for the rest of the group, and he is also considered one of the most important pillars of the project. Through him, we can give approval for any changes. He is also skilled in choosing a team, and he must be distinguished by his future vision.

**Project Sponsor**

It is the main source of money

## **Senior Programmer**

Responsible for supervising general programming as well as large, difficult tasks, he must be distinguished by experience, and he is considered one of the higher departments.

## **Programmer**

responsible for coding and programming for the Project.

## **Designer**

The most important one in the project.

Responsible for designing the external facade of the project, and it is considered the main source of customer attraction for the product

## **Technical Writer**

Considered the elder brother of the Senior Programmer, he is responsible for compiling all project documents and preparing reports in organizational formats. Responsible for assisting the Project Manager in configuration management and audit control of all project documentation.

## **Testing**

## Specialist Responsible for testing and compiling the program

Responsible for assisting in developing test specifications for a project with the assistance of the project manager and programmers. Responsible for ensuring all tests are completed and documented.

# RESOURCE CALENDAR

# COST BASELINE

The following table contains a summary budget based on the planned cost components and estimated costs required for successful completion of the project.

|  |  |  |
| --- | --- | --- |
| • budgeted costs | |  |
| Project Component | | Component Cost |
| • Project manager salary | | 20000 EGP |
| • | System Analyst Salary | 10000 EGP |
| • | Android Developer Salary | 10000 EGP |
| • | IOS developer Salary | 10000 EGP |
| • | UX/UI Designer Salary | 10000 EGP |
| • | Tester Salary | 10000 EGP |
| • | Storage | 10000 EGP |
| • | Store on Google Play and Store | 500 EGP |
| Total |  | 80000 EGP |

# QUALITY BASELINE

THIS PROJECT MUST MEET THE QUALITY STANDARDS DEFINED IN THE QUALITY BASELINE. AND ALSO, THE PROGRAM MUST MEET WHAT IS REQUIRED OF IT IN ORDER TO ACHIEVE SUCCESS.

|  |  |  |
| --- | --- | --- |
| Item | Acceptable Level | Comments |
| SEARCH | RESEARCH LEVEL AT LEAST 98% | SO THAT THERE IS NO OVERLAP IN  THE OFFERED APARTMENTS, TO  FACILITATE THE SEARCH |
| the design | CONVENIENT DESIGN AT THE HIGHEST LEVEL | IN ORDER TO MAKE IT EASIER FOR  THE USER TO TAKE HIS STEPS  WITHOUT DIFFICULTY, WITH HIGH  FLEXIBILITY |

# SPONSOR ACCEPTANCE

Approved by the Project Sponsor:

Date:

Stakeholder Register

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Position** | **Role** | **Contact**  **Information** | **Requireme nt** | **Expectatio ns** | **Influenc e** | **Classificati on** |
| Karem | Business man | Sponsor | karem  [@gmail.com](mailto:ahmed%20aboud@gmail.com) | Sign off on major project  decision | High project involved | High | supportive |
| **Ziad** | Founder | Project Manger | ziad[@gmail.com](mailto:ahmed%20aboud@gmail.com) | Planning and team Managemen t | High project involved | High | leader |
| **Ayman** | CEO | IT Manger | Ayman [@gmail.com](mailto:Ali%20maher@gmail.com) | Lead IT projects monitor performance of it to determine cost Troubleshoot hardware and software issues | High project involved | High | leader |
| **Rola** | Software engineeri ng | Team leader | [Rola @gmail.com](mailto:Rola@gmail.com) | Mobile app developer lead team | Medium projects involved | medium | leader |
| **Arwa** | Data analysis | Is manager | [Arwa @yahoo.com](mailto:Arwa@yahoo.com) | Lead the database on the project | Medium projects involved | medium | leader |
| **Aya** | Web developer | stakehold er | [Aya @yahoo.com](mailto:Aya@yahoo.com) | Website developer and design | High project involved | High | leader |
| **Hamdy** | Database | Develop database design | Hamdy [Mustafa@yahoo.com](mailto:Mustafa@yahoo.com) | Website Develop database  design | Medium projects involved | Medium | leader |

Stakeholders Matrix

1)

High

Power

Low

|  |  |
| --- | --- |
| IT Manger,  Is manger,  Team leader. | Sponsor,  Project manager. |
| User | **D**evelop database design,  Web developer. |



Low Interest High

2)

|  |  |
| --- | --- |
| Is manger,  Web developer. | Sponsor,  Project manager,  Team leader. |
| User. | Testing, Develop database design. |

High

Power

Low

Low Influence grid High

|  |  |
| --- | --- |
| Sponsor,  Develop database  design. | Project manager,  Team leader. |
| Testing. | Data analysis,  User. |

3)

High

Influence

Low

Low Impact grid High

Project Management Scope

# Introduction

The Scope Management Plan provides the scope framework for this project. This plan documents the scope management approach; roles and responsibilities as they pertain to project scope; scope definition; verification and control measures; scope change control.

and the project’s work breakdown structure. Any project communication which pertains to the project’s scope should adhere to the Scope Management Plan.

Our application will provide and make it easier for expatriate students or any expatriate person to find housing for them by displaying hotels, apartments and houses in a quick way without wasting a lot of time or effort and without any fraud on them.

# Scope Management Approach

For our project, scope management will be the responsibility of the Project Manager and assistant project manager.

The scope for this project is defined by the Scope Statement, Work Breakdown Structure (WBS) ,WBS Dictionary and questionnaire. The Project Manager, Sponsor and Stakeholders will establish and approve documentation for measuring project scope which includes deliverable quality checklists and work performance measurements

Any member of the team, such as stakeholders and project owner, can make any suggestions, but the project manager and sponsor are the only ones who have the authority to approve or reject changes.

If the project manager approves the scope change request, the manager will submit it to the board and the project sponsor for approval. Upon approval of this change request by the board or sponsor, the project manager will update all old documents and communicate this update to all stakeholders. the Project Sponsor and project manager is responsible for the acceptance of the final project deliverables and project scope

# Roles and Responsibilities

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Responsibilities** |
| Kareem | Project Sponsor | * the Project Sponsor is responsible for the acceptance of the final project deliverables and project scope * Accept or deny any change in project * Test scope change requests |
| Ziad | Project Manager | * verify project scope * Agree to proposed changes * Update project documents * Organize and facilitate scheduled change control meetings * Make scope change requests much easier |
| Rola | Team Lead | * Validate and verify scope change requests * Notify the results of the last change to members * Participate in defining change resolutions * Make team level change review process easier |
| Ayman | Team member | * Communicate with the project manager when necessary and when changes occur * Participate in defining change resolutions |
| Aya | Team member | * Communicate with the project manager when necessary and when changes occur * Participate in defining change resolutions |

# Scope Definition

A thorough requirements collection procedure was used to establish the project's scope. The company's current software applications were first thoroughly analyzed based on user and employee feedback. The project team used this data to create the requirements management strategy, requirements traceability matrix, and project requirements documentation for the tasks the new software application must perform.

Based on the requirements gathering process and suggestions from subject matter experts in software design, technical support, programming, and business applications, the project description and deliverables were created. This expert judgement process gave recommendations on the best approaches to fulfil the initial criteria of supplying a new software platform from which the business can enhance its internal financial procedures and financial tracking

# Project Scope Statement

Our application will provide and make it easier for expatriate students or any expatriate person to find housing for them by displaying hotels, apartments and houses in a quick way without wasting a lot of time or effort and without any fraud on them.

To achieve our requirements, we follow the below steps:

To make our project easy to use: provide more than one language, divide the sign up into three sections “owner, customer, and restaurant”

Provide more choices to the customer: make deal with owners of the apartments and hotels to offer their real estates in our app

The app will suggest home-food cookers and nearby restaurants: the app contains list of numbers of the restaurants and menus

The following constraints pertain to the project:

The project must be implemented under the budget specified by the project sponsor, and some expenses can be added if necessary

The software must be compatible with all current technology platforms

Only three people will be assigned to search for hotels, houses and apartments

The budget is determined about 80,000

The project must be completed in 5 months.

The following are a list of assumptions. Upon agreement and signature of this document, all parties acknowledge that these assumptions are true and correct:

The purpose of this project will be announced throughout the company before publication

We will do advertising on social media platforms

This project will be fully supported by all project sponsor departments

The stakeholder of the project include: manger, sponsor, senior programmer, designer, develop database design, user, ceo, technical writer, Testing specialist, and developer

# Work Breakdown Structure

Samsark

1.1 planning

1.2 Design

1.3 coding

1.4 finishing

1.2.1 APP Design

1.3.1 APP implementation

1.1.1 Requirements

1.4.1 Test the APP

1.1.2 Cost Req

1.2.2 interface Design

1.4.2 Explain and fixed errors

1.3.2 function

1.1.3 integration Req

1.4.3 Finish the APP

1.4.4 Pushing APP

On google play

And APP store

# Scope Verification

The Project Manager will compare the intermediate project deliverables to the original scope as indicated in the Scope Statement, WBS, and WBS Dictionary as the project progresses. The project manager and sponsor will meet to formally accept the handover after the project manager confirms that the scope meets the specifications outlined in the project plan. The Project Manager will formally present the handover to the Project Sponsor during this meeting. By signing the Project Handover Acceptance Sheet, the Project Sponsor will formally accept the handover. This will ensure that project work remains consistently within the scope of the project throughout its entire lifetime.

# Scope Control

The project team and project manager will collaborate to manage the project scope. The project team will make use of the WBS Dictionary by using it as an outline of the tasks of each WBS component. The project team will ensure that they produce the specific deliverables for each WBS element and that they only perform tasks that are included in the WBS dictionary. The Project Manager will monitor the project team and how it develops to ensure that the scope control.

If a change to the project scope is needed, a process of recommending changes to the project scope should be implemented. Any project team member or sponsor can request changes to the project scope. All change requests must be submitted to the project manager in the form of a project change request document. The project manager will then review the proposed change to project scope. The project manager will then either reject the change request if it does not fit the purpose of the project or convene a change control meeting between the project team and the sponsor to review the change request further and conduct an impact assessment of the change.

If the change request receives initial approval by the project manager and sponsor, the project manager will then formally submit the change request to the Change Control Board. If the change control board approves the scope change, the project sponsor will formally accept the change by signing the project change control document. Upon acceptance of the change of scope by the Change Control Board and the project sponsor, the Project Manager will update all project documents and communicate the scope change to all stakeholders who are members of the project team.

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INTERVIEW NOTS APPROVED

**Person Interviewed: Ahmed Abdelrahman**

**Director: project manger**

**Interviewer: Hamdi soliman**

**Purpose of Interview:**

**Learn more about how the project is run and requirements.**

**To know how to implement the work strategy and plan to achieve**

**the desired goal and administrative tasks that contribute to the**

**success of the project.**

**Summary of Interview:**

**Open Items:**

**• How long is the software update and why?**

**• What are the necessary precautions in case the market stops and how is it dealt with?**

**Detailed Notes:**

-**How do you attract users through your Application ?**

**We have many features on our APP such as:**

**For student housing, the application allows students:**

* **Accommodation close to their places of study to save time, effort and transportation costs**
* **. Research well and do not rush: you will find many apartments available for student housing near universities; Therefore, examine it and record**
* **the defects and advantages of each apartment that you see, so that the choice is easy for you.**
* **Identify a roommate**
* **Cost: There are several factors that affect the rental price of the study accommodation you want. For example, the closer the accommodation is to the university, the higher the rent. as well**

**As for expatriate people, the application allows them to:**

**Search for housing in some of the available hotels or available apartments.**

**Knowing the price, location, and all other options and features**

**The application allows renting or buying housing for the customer**

**-How can you increase sales?**

* **Carrying out advertising campaigns in all its forms such as**
* **Making posters, posters and publications that talk about it**
* **product and market it in a striking way. It is also possible to**
* **And through YouTube, YouTube has become so widespread that**
* **it becomes a pillar for marketing and the search for customers to**

**- What are the reasons for success?**

* **Choosing responsible employees with ambition, hard work, cooperation and honesty**
* **Quick response to any problem or misunderstanding through customer service and good dealings with all customers**
* **Long breath policy: In the first years, some earnings may be delayed. This is part**
* **for the long-term strategy**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Stakeholders | Power/Interest | unaware | Resistant | Neutral | supportive | Leading |
| Karem | high/high |  | C |  | D |  |
| Ziad | high/high |  |  |  | C | D |
| Aya | Low/high |  | C | D |  |  |
| Ayman | Medium/high |  |  |  | CD |  |
| Arwa | medium/medium |  | CD |  | C |  |
| Rolla | high/high |  | CD |  |  | CD |
| Hamdi | high/low |  | C | D |  |  |
| user | Low/high | C |  |  | CD |  |
| Team member | Low/ medium | C |  | D | D |  |

Stakeholder engagement

**Questionnaire**

**Have you ever used any application to book your accommodation before?**

**Yes (40%) No (60%)**

**Do you think it is better to check housing through the application or go to housing?**

**Yes (70%) No (30%)**

**Do you think that the application saves effort and money or not?**

**Yes (90%) No (10%)**

**Would you prefer if we added a feature in the application to allow communication with restaurants?**

**Yes (80 %) No (20%)**

**Do you mind if we add the feature of identifying the roommate for student housing?**

**Yes (60%) No (40%)**