

# Integration of Robotic Process Automation at World Hotels for Event Management

- Advaith Kamath

**Project Identification Number:**

542738913

**Summary:**

This project is undertaken with the vision of increasing efficiency and saving time for WorldHotels. It is being delegated to Blue Prism, Inc. The project aims to automate the Event Management system of WorldHotels. This would include automating events like conferences, corporate meetings, trade shows, etc. This project will be prototyped in only one hotel in the Americas region.

**Project Business Case:**

The project would result in automation of basic operations like accounting and maintaining a customer relationship and loyalty points for a customer, as well as maintaining a calendar for WorldHotels. This would take in information from various existing systems and save immense time and man power. It is also capable of handling last minute changes. With an automated system such as this, customers can be better serviced, which is the main mission of WorldHotels.

**Product Deliverables:**

- Revised Accounting System
- Automated Event Entry in Calendar
- Automated Room Reservation System
- Automated Loyalty Points Allocation
- Improved Customer Relationship Model

**Process Deliverables:**

- Project Kick- off Meeting
- Project Plan & Schedule
- Project Status Reports
- Maintenance Training for End Users
- Prototype Schedule Meeting

**Project Time Constraints:**

- Project Plan & Budget Report Submission Deadline – November 4<sup>th</sup>, 2018
- Board of Directors Meeting – December 1<sup>st</sup>, 2018
- First Implementation Step of Project – January 15<sup>th</sup>, 2018
- Prototype Completion Date – Not Yet Declared

**Cost Constraints:** None (As of Now)

**Scope:**

The scope incorporates automation of the accounting system, event entry in calendar, room reservation system, loyalty points allocation and an improved customer relationship model. All events like conferences, corporate meetings and trade shows will be booked by using an automated system, designed by Blue Prism, Inc. Features such as providing discounts to customers and taking feedback from them is not a part of the scope of this project. It is assumed that all data that would be fed into the system is true.

**Project Team Members:**

Members of WorldHotels Team:

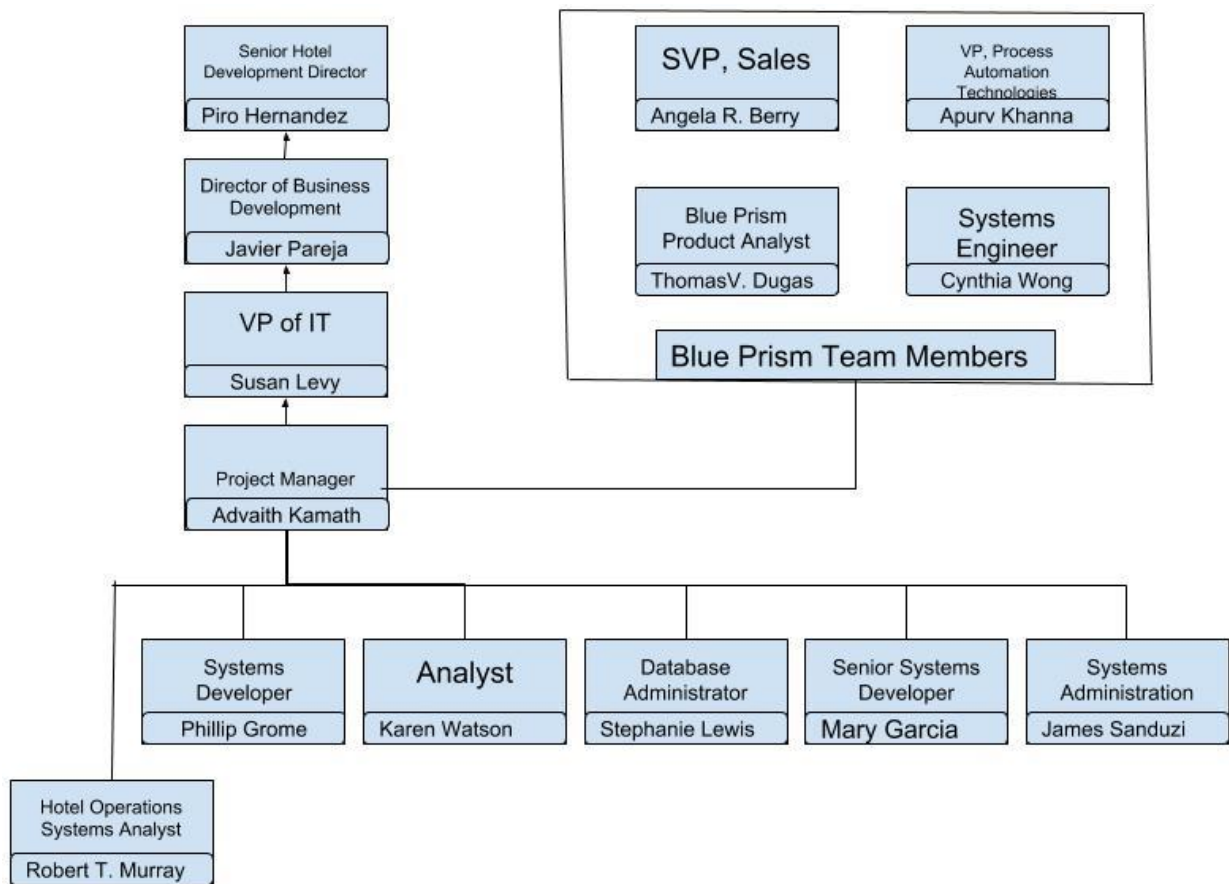
- Robert T. Murray, Hotel Operations Systems Analyst
- Karen Watson, Analyst
- Stephanie Lewis, Database Administrator
- James Sanduzi, Systems Administration
- Phillip Grome, Systems Developer
- Mary Garcia, Senior Systems Developer

Members of Blue Prism, Inc Team:

- Angela R. Berry, SVP, Sales
- Apurv Khanna, PhD, VP, Process Automation Technologies
- Thomas V. Dugas, Blue Prism Product Analyst
- Cynthia Wong, Systems Engineer

The organisation chart for the project is as follows:

### Organisation Chart:



### Milestones:

The project can be completed by achieving the following milestones:

- 1) The project scope is defined, the roles of the team is defined, budget is approved and a timeline is set.
- 2) The automation of a small system like accounting or loyalty system for customers is completed and tested.
- 3) All modules are automated separately by using the required data from the existing systems.
- 4) Testing of individual modules is carried out and status reports are generated.
- 5) Integration of all modules takes place.
- 6) Intensive testing is carried out for all modules of the system.
- 7) Prototype is ready and awaiting deployment
- 8) Prototype is deployed

**General Project Sequence:**

The project sequence is as follows:

1. Project Proposal
2. Planning and Selection of Strategy
3. Establish Time & Budget estimates
4. Defining the scope
5. Project overview discussion and presentation
6. Board of directors meeting
7. Project Commencement
8. Automated Modules are developed
9. Integration of modules takes place
10. Testing by Project Team
11. Testing by End Users
12. Incorporating changes after testing
13. End User training
14. Project closure

**Integration Plan:**

The following are the phases of a project management plan:

1. Formulating the project scope statement.
2. Developing the complete project plan.
3. Estimating project cost and time.
4. Get the project plan and getting an approval for the budget.
5. Meeting with board of directors.
6. Gathering all the project requirements.
7. Assigning roles to team members.
8. Identifying all the milestones.
9. Developing a work break down structure.
10. Conducting regular meetings with all team members.
11. Conducting regular meetings with Blue Prism, Inc team members.
12. Providing status reports to board members.
13. Incorporating all changes.
14. Conduct quality assurance tests.
15. Taking feedback from all stakeholders.
16. Incorporating changes of stakeholders.
17. Test the prototype
18. Launch the prototype.
19. Performing end user testing.
20. Project closure.

**Risks & Responses:**

Risks	Responses
End Users cannot adapt to the new system.	Providing End User Training to all the staff.
Change of Requirements	Being constantly in touch with the management and conducting testing.
Hotel where prototype is to be deployed is not yet identified and its infrastructure does not support the prototype.	Discussing with the upper management and identifying the hotel.

**Project Charter Approval:**

Signature: \_\_\_\_\_

Advaith Kamath

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Susan Levy

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Javier Pareja

Date: \_\_\_\_\_