1. **Project Charter**
   1. **Project Background**

Hotel and Restaurant Management System is an enterprise information system designed and can be modified for the needs of Hotel and Restaurant establishment or any similar business nature. This software helps the front desk officer up to managerial position to operate and manage day-to-day business transaction including reservation, guest check-in and check-out, billing and payment, purchasing, room facilities, housekeeping, payroll and accounting.

Core Transaction Two of current Hotel and Restaurant Management System contains sub modules for business operation including Front office, Billing, Housekeeping and Laundry management, Room Facilities and Supplier Management. Though the HRM solution works on its business scope, it should collaborate other business modules.

The Billing module of Hotel and Restaurant Management System processes the billing procedure of the hotel for the guest’s portfolio. It handle time and billing tracking as well as invoicing customers for services and products. It can support bills regarding even to an aggregated guest consumed products and services within the whole vicinity of the company. It support common terms of payment like cash, card and sent payment via cheque. This billing system is composed of conjunctive manual and electronic hotel billing procedure to reduce the work load of designated officers.

* 1. **Problem description**
* **Outdated pricing and promotions**

Outdated promotions and price adjustment due to unintegrated Accounting and Billing modules.

* **Outdated sales report**

Outdated sales report due to manual input of room reservation from online transaction to a separate offline system. Time consuming for front desk personnel.

* **Outdated SOA**

Billing in guest portfolios are sometimes not updated due to manual recording of requested paid amenities.

* **Unintegrated multiple system**

Restaurant and Hotel works on a separate offline billing systems.

* **Non-cumulated billing**

The current system does not support an automated and cumulated guests’ statement of account.

* 1. **Goals**

The executive sponsor take advantage the use of a company- wide billing system that is flexible for promotions and future price adjustment, securely receives an email update for room reservation via online and provide an updated portfolio upon guests check-out with accurate statement of account in respect to clients’ precious time.

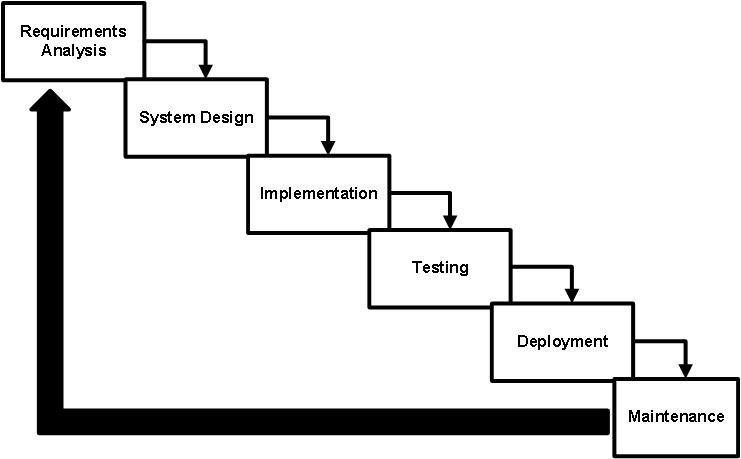
* 1. **Objective**
* To create a billing system that is flexible for future discount, promotions and any price adjustment.
* To make a secured billing system that receives an email update direct from online reservation.
* To reduced manual recording of requested paid amenities.
* To create a billing system that works on Hotel and Restaurant as a whole wide company billing system.
* To make a billing system that support a cumulated and automated statement of account.
  1. **Deliverables**

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| Deliverable | Description |
| Updated promotions and pricing. | The accounting and billing system is integrated so the front desk officer can now view current promotions and pricing. |
| Updated sales reports with data from online reservation. | This can be achieve by adding email receiving features to the system. This reduce the manual input of reservation. |
| Updated guest portfolio with data from consumed products and services of guests. | The billing system include the products and services price offered by the hotel so the front desk can add the requested amenities by the guest directly to SOA of the guests. |
| One company wide billing system for hotel and restaurant. | Billing system that support both hotel and restaurant business needs like sales report, forecasting, payment and discounts. |
| Accumulated guest SOA | The system can generate and updated and accumulated guests’ statement of account. |

* 1. **Benefits**
* The system help the front desk personnel to update the guest portfolio in effective and accurate manner.
* The system help the front desk personnel to generate sales report with updated reservation data from online.
* Hotel and restaurant point of sales directly pass their sales to accounting system in real-time.
* This may lead to high customer satisfaction rate because of fast and accurate transaction upon check-in and check-out.
  1. **Stakeholders and Clients**

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| --- | --- |
| Stakeholders | Description |
| Executive Sponsors | This refers to the Hotel and Restaurant company the requested the system for their business needs. These are the ultimate decision maker. |
| Major Sponsors | These are to the company’s department which are the major source of business process ideas and responsible for holding, storing, transferring and processing of data. |
| Project Manager | The person who manage and monitor the progress of the whole software project. Works as a spokesperson of the developers’ team and update the Executive Sponsors for the status of the project. |
| Members | Understand the user needs and business process of their area.  Identify risks and issues and help in making resolutions in accordance of project completion. |
| Adviser | Lend expertise and guidance as needed. |

* 1. **Out of scope**
* The billing system does not support cheque payment for personal stay in the hotel, only those sent payment or payment charged to company.
* The billing system does not support payments via any forms of crypto money.
* The billing system cannot adjust and only retrieve products and services price from Accounting and Marketing.
* The company uses one billing system but generate separate report for hotel and restaurant respectively.
  1. **Approach and Methodology**

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The proponents uses the Waterfall method of structured analysis SDLC as shown in the diagram above.

* **Requirements Analysis**

The proponents gather and analyse the business needs of Executive sponsors by conducting interviews, observation, comparative analysis and online research.

* **System Design**

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* **Implementation**

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* **Testing**

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* **Deployment**

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* **Maintenance**

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* 1. **Project Timeline**

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| Activity | Start | Finish | Duration |
| Initiation   * Requirements Specification * Interviews and observation * Research and comparative analysis | 02/1/2018 | 02/10/2018 | 10days |
| Planning   * Brainstorming * Designing * Software Architecture | 02/11/2018 | 02/17/2018 | 7days |
| Execution   * Coding * Construction phase * Logic and design implementation | 02/18/2018 | 02/28/2018 | 10days |
| Monitoring   * Testing * Debugging | 03/1/2018 | 02/5/2018 | 5days |
| Close-out   * Installation and Maintenance | To be announce | To be announce | To be announce |

* 1. **Success Criteria**
* The front desk personnel should be able to see promotions and pricing on the front desk User Interface alone.
* The system should be able to generate updated reports with data from online room reservation.
* The front desk personnel should be able add requested amenities and service to guest account effectively and accurate.
* The Executive sponsors should be able to use one billing system that is integrated to accounting.
* The system should generated and support a cumulated guests account and their bills.
  1. **Risk Management Plan**

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| --- | --- | --- | --- |
| Risk Factor | Probability | Impact | Risk Management Plan |
| User Risk | High | High | * Provide input mask in every field and use a high level validation for users input. * Provide an easy to understand tooltip and user manual. * Record scenarios and users input to consider for the next debugging schedule. |
| Technical Risk | High | High | * Conduct training for all the persons directly involve in the project development. |
| Financial Risk | High | High | * Plan ahead the anticipated costs. * Allot at least 10% of total budget for the unexpected cost that may arise. * We can use the contingency fund. |
| Natural Calamity Risk | Low | Low | * This is unexpected but we can reduced its impact if we use online version control system. |

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| Business Risk | Low | Medium | * Review the project plan, analyse the scenarios then apply adjustment as it may needed. * Involve the Executive sponsors in day-to-day progress of the project. |
| Operational Risk | Medium | Medium | * The main reason of this problem is that not all the persons involve are aware of the current strategic plan; so follow the plan that was created. Apply any adjustment when needed. |

* 1. **Technical Features**
* **Recommended**

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| **Hardware Requirements** | **Specification** |
| RAM | 4GB |
| Hard Disk | 32 GB HDD Free Space |
| Processor | Intel® Atom ™ x5-z8300 CPU@ 1.44GHz 1.44GHz |
| **Software Requirements** | **Specification** |
| Operating System | Windows 10 Home |
| Screen Resolution | 1366x768 |
| Front End | Java Netbeans |
| Back End | MySQL |

* **Minimum**

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| --- | --- |
| **Hardware** | **Specification** |
| RAM | 2 GB |
| Hard Disk | 32 GB HDD Free Space |
| Processor | Intel® Atom ™ x5-z8300 CPU@ 1.44GHz 1.44GHz |
| **Software** |  |
| Operating System | Windows 10 Home |
| Application | Java Netbeans |
| JRE | At least JRE 8 for run time environment |

* 1. **Project Organization and Staffing**

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| Role | Name | Responsibilities |
| Project Manager | Dela torre, Nelson | * The person who manage and observed the development of the whole project. * Report to and receive direction from sponsors * Manage, review, and prioritize project work plans * Provide status reports * Manage project team * Recommend changes, escalate issues, and mitigate risks |
| Business Analyst | Raagas, Chelsy  Taña, Marvin | * Assigned to create and check documents which must suit to client and business needs. * The person who know all the business process related to the project. |
| Lead Programmer | Apelido, Joshua Ryan | * Responsible for technical issues; including coding, security of the data and whole logic implementation. |
| Document Specialist | Sacnahon, Arkee | * Responsible for technical documentation of the project. In correct format, grammar, term in related to the business. |
| System Analyst | Nimo, Maica | * Responsible for analysing and making decision related to execution of project ideas and logic. |

* 1. **Project budget**

**\***For 1 month expense of development including deployment.

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| --- | --- | --- |
| One time cost | Software | ₱13,167.00 |
| Hardware | ₱382,454.00 |
| Contingency fund | ₱85,000.00 |
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| On-going cost | Miscellaneous | ₱50,400.00 |
| Salary Expense | ₱291,077.00 |
| Facilities | ₱5,000.00 |
| Services | ₱6,600.00 |
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| Total (Approx.) | | ₱833,698.00 |

1. **Foreign and local studies**
   1. **Foreign Studies**

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  1. **Local Studies**
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  1. **Comparative Analysis Matrix (table)**
  2. **Synthesis**

1. **Project Management**
   1. **Dataflow Diagram**
      1. **As is**
      2. **To be**
   2. **Business Process Diagram**
      1. **As is**
      2. **To be**
   3. **Work Break down Status**
   4. **Use Case Diagram**
   5. **Test Scenario (table)**
      1. **Black box test**
      2. **White box test**
   6. **Screen shots**
2. **Test Results (table)**
3. **Conclusion and Recommendations**