Big Assignment: An Analysis of a Real-World IS Development Case

INFS 720

Abdullah Tanveer

**Question 1: Is the City of Denver Airport Baggage Handling System Development Project successful? Why? Why Not? In answering the question, reflect the different viewpoints as much as you can. Your answer in minimum two Word pages for the full 200 points. You may use more pages if you need.**

The City of Denver Airport Baggage Handling System Development initiative, which began in the 1990s, was an ambitious endeavor to develop an automated baggage handling system for the new airport. The goal of the $189 million initiative was to speed up and shorten the amount of time spent processing bags. However, the system was abandoned after three years of development due to several issues, including delays, cost overruns, and technical issues. In this examination, we will consider many elements to decide if the City of Denver Air terminal Stuff Taking care of Framework Improvement Task was fruitful and why.

The task was a disappointment according to the perspective of the undertaking's partners. The project's initial anticipated cost of $189 million eventually increased to nearly $1 billion, making it one of the most expensive airport construction projects ever undertaken. The project's intended objective of creating an automated luggage handling system was not met. The system was plagued by technical issues like malfunctioning conveyor belts and robotic arms frequently getting stuck. The airport was forced to manually handle baggage because the system was unreliable. This led to long lines for customers and a backlog of lost or delayed bags.

Project stakeholders included the airport's management, contractors, airlines, and passengers. The airport management team considered the project to be a failure because it did not achieve its primary objective, which was to create an automated baggage handling system that would improve efficiency and reduce error. A significant increase in the project's cost was caused by repeated delays and cost overruns that plagued the project. The fact that the contractors were unable to produce a functional automated baggage handling system within the project's allocated price and timetable made the project a failure from their point of view as well. The contractors came under fire for not having the necessary skills to construct sophisticated automated systems.

The project, in the eyes of the airlines, was also a failure since it restricted their ability to handle baggage in a flexible manner, making it challenging for them to adjust to shifting flight schedules and passenger demands. The technology also caused the airlines aggravation because it prolonged the time it took to handle passengers' bags, causing delays. The concept was a disaster from the passengers' point of view because they had to endure lengthy waits and missing or delayed baggage. The lack of openness and information from the airport management team regarding the status and problems of the project also infuriated the travelers.

The project was a failure overall because it failed in achieving its main goal of increasing effectiveness and lowering errors. The project used a significant number of resources, costing over $1 billion, and took three years to complete before it was shelved. The project's failure had wider repercussions for the airport sector since it brought to light the difficulties in integrating sophisticated automated technology into significant construction initiatives.

The project's failure was attributed to several factors. At first, the project was too ambitious, with a short timeline and unattainable objectives. The management team of the airport was under pressure to finish the project quickly so that the new airport could open on time, which resulted in a rushed and poorly planned implementation process. Second, poor coordination and communication among the various stakeholders, including the airport's management team, airlines, and contractors, hampered the project. As a result, there were misunderstandings, delays, and price hikes. Third, the venture was sabotaged by specialized troubles, including the intricacy of the framework and the absence of ability among the workers for hire and air terminal staff.

The City of Denver Airport Baggage Handling System Development Project was, in conclusion, a complete failure. The task was defaced by various issues, including delays, cost overwhelms, specialized challenges, and at last, the framework was deserted following three years of advancement. According to the points of view of the partners in question, the undertaking was a disappointment since it didn't accomplish its essential goals, which were to further develop effectiveness and diminish blunders. The venture was likewise thwarted by lack of foresight, correspondence, and coordination, as well as specialized hardships. Overall, the project highlights the importance of effective planning, communication, and collaboration in project success and serves as a cautionary tale for other organizations considering large-scale automation projects.

**Question 2: Suppose you are hired by the city government as an agile information systems development consultant. For the outcomes the city of Denver desires, what would you recommend to do using an agile development approach? Describe all your recommendations sufficiently and clearly. Dot points alone are not sufficient for the full 200 points. 200 points.**

My essential unbiased as a nimble data frameworks improvement specialist for the City of Denver is make a framework that meets the prerequisites of the city in a successful, practical, and convenient way. An iterative and gradual improvement process that emphasizes adaptability, coordinated effort, and customer loyalty is known as a dexterous advancement approach. For complex tasks like the production of a stuff taking care of framework for an air terminal, this technique is great. In this analysis, I will discuss the recommendations I would make to the City of Denver to implement an agile development strategy to achieve the desired outcomes.

Define precise goals and objectives:

The first step in any agile development project is to clearly define goals and objectives. The scope of the project must be defined, as must the system's functional and non-functional requirements. To ascertain the requirements and expectations that the airlines and contractors have, the city's management team ought to closely collaborate with stakeholders. In addition, the city ought to create a project roadmap outlining the project's milestones, schedule, and budget.

Concentrate on communication and teamwork:

Handy development underlines joint effort and correspondence among accomplices. The city should form a cross-utilitarian group with representatives from the airlines, hire workers, and air terminal staff to collaborate on the project. To ensure that everyone is aware of the project's progress and any potential issues, the team should communicate frequently and openly. A feedback mechanism that allows stakeholders to provide feedback on the system's functionality and usability should also be established by the city.

Make use of a method of iterative and incremental development:

Nimble improvement is a method of continuous and iterative improvement. The city ought to create the system in smaller iterations that build on one another. The city can quickly identify any issues and make any necessary adjustments by using this method. In addition, the city ought to place a higher priority on the aspects that are typically crucial to the partners and cultivate those aspects first.

Lead progressive testing and evaluation:

Agile development emphasizes testing and evaluation all through the development process. To identify any issues with the framework's usefulness or ease of use, the city should lead subsequent testing. To ensure that the framework meets the partners' requirements, the testing should include both computerized and manual testing. Additionally, the city should conduct regular evaluations to ensure that the system is delivering the anticipated outcomes.

Feature adaptability and flexibility:

Flexibility and adaptability are emphasized in dexterous progress. To meet the shifting requirements of stakeholders, the city ought to be prepared to make any necessary adjustments to the system. Additionally, the city should be prepared to adjust the project's budget and schedule as necessary.

Utilize the fitting apparatuses and advancements:

Adroit development necessitates the use of appropriate tools and steps. Technologies and tools that are adaptable, scalable, and simple to use should be used by the city. Additionally, the city must ensure that the utilized developments and equipment are compatible with the airport's current systems.

Make sure you have enough guidance and assistance:

The outcome of the framework is subject to how well the air terminal staff is upheld and prepared. The city ought to provide sufficient instruction to the staff regarding the most effective use of the framework. Likewise, the city should lay out an emotionally supportive network that makes it feasible for staff individuals to get help at whatever point they require it.

Prioritize cybersecurity:

Online security is an essential component of any project to improve data frameworks. The city ought to place a high priority on cybersecurity, and the system ought to be secure and resistant to cyberattacks. The city should spread out an organization insurance structure that consolidates standard security assessments and noticing.

Utilize a Method Based on Prototyping The agile development methodology makes frequent use of prototyping. The city of Denver ought to use a prototyping approach to develop the system. As part of this strategy, a working model of the framework is built and tested with partners to find any problems or areas that need improvement. The city can rapidly distinguish any issues thanks to this procedure.

In conclusion, an agile development approach ought to be used when developing a baggage handling system for an airport. It emphasizes adaptability, collaboration, and customer loyalty. To achieve the results that the City of Denver wants, it is essential to define clear goals and objectives, place an emphasis on collaboration and communication, use an iterative and incremental development approach, frequently test and evaluate, place an emphasis on adaptability and flexibility, and make use of appropriate technologies and tools.

References

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