**Project Information**

Hotel Management System 1.0

**Project Hilsha 2.0**

**Document Version 1.0**

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**Problem Statement**

Hotel Hilsha has to maintain personal and professional details about all its employees and customers who come to the hotel. Currently all these records are paper based. As a result, the Hotel Hilsha record keeping system suffers all the issues related to paper based system - loss/destruction/damage of documents, difficulty in searching for specific records, difficulty in generating any report, necessity of huge areas for storage and more. A digital system must be developed to remedy the current issues of this paper based record keeping system.

From this point onward, the system will be called the Project Hilsha 2.0 Hotel Management System or **PHHMS 2.0** in short.

**Background Information**

As per government requirements, all units of the government must keep complete personal, and professional records of all the employees and customers. The records include, but are not limited to - personal information, customer information and more. But the record keeping system is completely paper based at the moment. Anyone who wishes to find specific records, they have to sort through physical folders and files, which is time consuming and often frustrating. Creating new records on paper manually are also prone to human errors which are difficult to correct.

Often management need to have a report for specific employee , customer or group of employees ,customer based on certain criteria. Creating such report is a very difficult task for anyone, not to mention the time it requires.

So online system will be an efficient way to solve these issues. The system will allow handling records digitally removing much of the issues of the paper based system.

**Related/similar software systems**

Most of the hotel have their own Software system to manage there employees and customers. Our Software System will have much more feathers and easy to operate .

**Justifications**

* Current paper based project is error prone and time consuming.
* The current world is advancing towards technology and we want to make everything digital.
* The system will have more productivity for all.

**Goal**

This project is about Hotel Management System and some key features of Managing the Hotel in a Professional way.

**Objectives**

1. Build an easy to use application for managing employee and customer records.
2. Build a portal that will increase employee productivity by allowing easy searches, record entry and updates.
3. Build a portal to reduce errors in data entry
4. Build a portal to keep records for a long period of time as specified by policies.
5. Build a portal to provide confidentiality to employee and customer records.

**Modules**

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| --- | --- |
| **Modules/**  **Work Items** | **Description** |
| Employee Management | Employee management module will include all operations related to employee accounts – creation, deletion, edits, search and so on. |
| Customer Management | Customer management module will include all operations related to customer accounts – creation, deletion, edits, search and so on. |
| Booking | This module will help book rooms for the customers |
| Checkout | This module will help people to checkout from the hotel |
| Food order | This module will help people to order food |

**Scope**

**\*\*\***if any scope changes are required by the client at a later date, then the scope, the time and budget may also change.

|  |  |
| --- | --- |
| **In Scope** | **Out of Scope** |
| Design and development of employee and customer data management system | Hosting server provision/management |
| Testing of system | Database server provision/management |
| Secure and manageable code | Security for application hosting and/or database server |
| Deployment | Network security |
| Inline Help file generation | Data entry |

**Deliverables**

The complete application along with all its database schemas

Help files

**Risks**

Government policy may change requiring changes in the project or abandonment of the project.

**Plan of work**

A structured project management approach is being followed.

***Note:*** The time allotted here is subject to change based on client availability to give details to project team

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| --- | --- | --- | --- | --- |
| **#** | **Phases** | **Details** | **Duration** | **Cost** |
| **1** | **Initial works** | Define the project in detail based on targeted business case. Stakeholders need to be identified, information should be collected to understand feasibility and business values. | 1 weeks | 10,000 |
| **2** | **Planning phase** | Clearly define specific and attainable goals. We will set a timeline, decide on project milestones and determine project deliverables in this phase. Works will be done in collaboration of all team members. Project will be broken down into smaller parts in this phase for better handling. | 1 weeks | 20,000 |
| **3** | **Execution phase** | Project development team will be created and works will be handed down to appropriate resources. Project progress will be monitored based on the schedule created in the previous phase. Design, development and testing of the product will be done by the development team. | 7 weeks | 1,00,000 |
| **4** | **Closing things up** | Look back at things and determine success level of the project. | 1 week | 5,000 |
| **Total Time** | | | **10 weeks** | **1,35,000** |

**Product development work breakdown (7 weeks)**

Traditional waterfall method is used for this breakdown

***Note:*** The time allotted here is subject to change based on client availability to give details/guidance to the implementation team

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **#** | | **Phases** | | **Details** | | **Duration** | |
| 1 | | Understand requirements | | Requirements will be collected and documented in use case format. | | 1/2 weeks | |
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| 2 | | Architecture and design | | Architecture of the product will be determined. Detailed design will be created to start the actual development. Technology platform will be decided. Design for data storage (database design) will be created. We will also create an initial test plan and test cases in this phase. | | 1/2 weeks | |
| 3 | | Coding/Implementation phase | | Implementation of the use cases will be done based on established practices and standards. Unit testing may be enforced for cleaner code. | | 5 weeks | |
| 4 | | Testing | | Testing will be done based on test plan and test cases. User acceptance testing will be done in closed groups. Bug fixes and regression testing will be done here. | | 1/2 weeks | |
| 5 | | Deployment | | Deploy the system and make it live for general users. | | 1/2 week | |
| **Total Time** | | | | | | **7 weeks** | |

**Signatories**