



WINTERSON HMS



<u>Stakeholders</u>	<u>Role/Responsibility</u>	<u>Importance</u>	<u>Influence</u>	<u>Interests/Positive impacts</u>	<u>Concerns</u>
<u>Receptionists</u>	Handle check-ins, checkouts, reservations and inquiries	High (daily users)	High (System reliance)	Efficient room assignment, payment processing	System downtime,booking errors.
<u>Hotel Staff</u>	Manage room status , orders , and maintenance tasks.	High (Operations)	Medium (Task execution)	Task automation, real-time updates	Miscommunication, system training required
<u>Management</u>	Monitor business performance, financials , and operations	High (Decision-making)	High (Policy Control)	Data driven insights, revenue optimisation.	System inefficiencies , inaccurate reporting,
<u>Guests</u>	Book rooms, dine, and provide feedback.	High (End users)	Medium (Costumer experience)	Convenient bookings, seamless check- ins / check- outs	Data security, service delays.
<u>Regulators</u>	Ensure compliance with tax laws and safety regulations	Medium (Legal standards)	High (Regulatory enforcement)	Legal compliance, data protection.	Non-compliance , audit failures.

<u>Suppliers</u>	Provide goods and services to the hotel.	Medium (Logistics)	Medium (Inventory Management)	Streamlined ordering, inventory tracking.	Supply delays, contract issues.
<u>Business Clients</u>	Book hotel rooms for employees and events.	Medium (Corporate bookings)	Medium (Revenue resource)	Bulk booking options, invoicing support.	Reservation errors, contract disputes.
<u>Developers</u>	Maintain and upgrade the system.	High (System Stability)	High (Technical control)	Secure, efficient system performance.	Cybersecurity threats, softwares bugs.
<u>The Public</u>	Potential costumers viewing hotel promotions and availability.	Medium (Marketing impact)	Low (Indirect users)	Increased brand visibility, costumer engagement.	Limited interaction, lack of interest.
<u>Consultants</u>	Provide business and technology recommendations	Medium (Optimisation)	Medium (Strategic influence)	Improved workflows, better user experience.	Resistance to change, high implementation costs
<u>Data Security Threats</u>	Cybercriminals and hackers posing risks to the system.	High (Risk factor)	High (Security concern)	Secure transactions, data protection.	Data breaches, financial fraud, system attacks.

