

# **Hotel Management System Requirements Specification**

**Version 1.0**

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# **1. Executive Summary**

## **1.1 Project Overview**

The tourism industry in Albania has experienced rapid growth due to an ever increasing number of foreign tourists seeking to explore the cultural and archaeological heritage, as well as indulge in the numerous breathtaking landscapes. Our goal is to provide the albanian hotel industry with a flexible solution for their needs, hence we are keen on constructing a robust Hotel Management System capable of rising to the challenges of the market. Our project is principally focused on providing a management system for hotel managers and employees with the goal of facilitating the management of their daily operations. Additionally, possible clients can book rooms, and see reviews of previous clients. The problems that this management system will solve are:

- The management of the room reservations by the receptionist.
- The management of the restaurant and beach by the service staff manager.
- The possibility of managing all the systems of the hotel by the managers.
- A user-friendly webpage displaying hotel services and the bookings for the clients (in this case, the clients are the tourists).

## **1.2 Purpose and Scope of this Specification**

The purpose of our web application is to facilitate the way a hotel works in Albania. Although we are in the Information Age, many records are being stored manually in papers, which makes the data unsafe, and very difficult to process. There is not an actual functional digital management system to help them manage the staff updates, bills and reservations. Since the number of tourists in the summer in Albania is significantly high, many foreign tourists face the problem of not being able to book a hotel room in advance, and they have to go hotel by hotel till they find an empty room.

# **2. Product/Service Description**

Nowadays many hotels in our country face many difficulties in managing the booking, rooms and staff. This is where HMS comes to help.

## **2.1 Product Context**

How does this product relate to other products? Is it independent and self-contained? Does it interface with a variety of related systems? Describe these relationships or use a diagram to show the major components of the larger system, interconnections, and external interfaces.

## **2.2 User Characteristics**

There are four types of users - the manager, the receptionist, services staff, and clients - each with their own access level and privileges:

### 1. Manager

- Add, remove employees
- Check, verify, and update employee information
- Access to hotel expenditures, profit, and financial balance
- Create and manage hotel inventory
- Public relation

### 2. Receptionist

- Keep guest records
- Make clients' reservations
- Enter guests payment
- Check room availability status

### 3. Client

- Does not have access to management system
- Can book reservations
- Can check for availability of rooms or tables
- Can find information about the facilities of the hotel, location nearby tourist attractions
- Can add a review

### 4. Services Staff

- Enter bill records in the management system
- Keep track of his own tables

## 2.3 Assumptions

- It is assumed that each user has Internet access in order to have access to the web application
- It is assumed that each hotel employee is able to use the Internet and Hotel Management System effectively and efficiently

## 2.4 Constraints

- Every hotel employee

## 2.5 Dependencies

List dependencies that affect the requirements. Examples:

- This new product will require a daily download of data from X,
- Module X needs to be completed before this module can be built.

## 3. Requirements

- Describe all system requirements in enough detail for designers to design a system satisfying the requirements and testers to verify that the system satisfies requirements.

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- Organize these requirements in a way that works best for your project. See [Appendix D, Organizing the Requirements](#) for different ways to organize these requirements.
- Describe every input into the system, every output from the system, and every function performed by the system in response to an input or in support of an output. (Specify what functions are to be performed on what data to produce what results at what location for whom.)
- Each requirement should be numbered (or uniquely identifiable) and prioritized. See the sample requirements in Functional Requirements, and System Interface/Integration, as well as these example priority definitions:

### Priority Definitions

The following definitions are intended as a guideline to prioritize requirements.

- Priority 1 – The requirement is a “must have” as outlined by policy/law
  - Priority 2 – The requirement is needed for improved processing, and the fulfillment of the requirement will create immediate benefits
  - Priority 3 – The requirement is a “nice to have” which may include new functionality
- It may be helpful to phrase the requirement in terms of its priority, e.g., "The value of the employee status sent to DIS **must be** either A or I" or "It **would be nice** if the application warned the user that the expiration date was 3 business days away". Another approach would be to group requirements by priority category.
- A good requirement is:
    - Correct
    - Unambiguous (all statements have exactly one interpretation)
    - Complete (where TBDs are absolutely necessary, document why the information is unknown, who is responsible for resolution, and the deadline)
    - Consistent
    - Ranked for importance and/or stability
    - Verifiable (avoid soft descriptions like “works well”, “is user friendly”; use concrete terms and specify measurable quantities)
    - Modifiable (evolve the Requirements Specification only via a formal change process, preserving a complete audit trail of changes)
    - Does not specify any particular design
    - Traceable (cross-reference with source documents and spawned documents).

### 3.1 Functional Requirements

In the example below, the requirement numbering has a scheme - BR\_LR\_0### (BR for Business Requirement, LR for Labor Relations). For small projects simply BR-## would suffice. Keep in mind that if no prefix is used, the traceability matrix may be difficult to create (e.g., no differentiation between '02' as a business requirement vs. a test case)

The following table is an example format for requirements. Choose whatever format works best for your project.

For Example:

Req#	Requirement	Comments	Priority	Date Rvwd	SME Reviewed / Approved
BR_LR_05	The system should associate a supervisor indicator with each job class.	Business Process = "Maintenance"	3	7/13/04	Bob Dylan, Mick Jagger

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BR_LR_08	The system should handle any number of fees (existing and new) associated with unions.	Business Process = "Changing Dues in the System" An example of a new fee is an initiation fee.	2	7/13/04	Bob Dylan, Mick Jagger
BR_LR_10	The system should capture and maintain job class status (i.e., active or inactive)	Business Process = "Maintenance" Some job classes are old and are no longer used. However, they still need to be maintained for legal, contract and historical purposes.	2	7/13/04	Bob Dylan, Mick Jagger
BR_LR_16	The system should assign the Supervisor Code based on the value in the Job Class table and additional criteria as specified by the clients.	April 2005 – New requirement. It is one of three new requirements from BR_LR_03.	2		
BR_LR_18	The system should provide the Labor Relations office with the ability to override the system-derived Bargaining Unit code and the Union Code for to-be-determined employee types, including hourly appointments.	April 2005 – New requirement. It is one of three new requirements from BR_LR_04. 5/11/2005 – Priority changed from 2 to 3.	2 3		

### 3.2 Non-Functional Requirements

In here try to use the Structure given at slide 13 in Requirements Engineering Lecture Slides, with main categories of:

**Product Requirements**

**Organizational Requirements**

**External Requirements**

And their sub categories, try to arrange them in a proper visible way.

#### 3.2.1 User Interface Requirements

In addition to functions required, describe the characteristics of each interface between the product and its users (e.g., required screen formats/organization, report layouts, menu structures, error and other messages, or function keys).

#### 3.2.2 Usability

Include any specific usability requirements, for example,

##### Learnability

- The user documentation and help should be complete
- The help should be context sensitive and explain how to achieve common tasks
- The system should be easy to learn

(See <http://www.usabilitynet.org/>)

#### 3.2.3 Performance

Specify static and dynamic numerical requirements placed on the system or on human interaction with the system:

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- Static numerical requirements may include the number of terminals to be supported, the number of simultaneous users to be supported, and the amount and type of information to be handled.
- Dynamic numerical requirements may include the number of transactions and tasks and the amount of data to be processed within certain time period for both normal and peak workload conditions.

All of these requirements should be stated in measurable form. For example, "95% of the transactions shall be processed in less than 1 second" rather than "an operator shall not have to wait for the transaction to complete".

### **3.2.3.1 Capacity**

Include measurable capacity requirements (e.g., the number of simultaneous users to be supported, the maximum simultaneous user load, per-user memory requirements, expected application throughput)

### **3.2.3.2 Availability**

- The application is going to run in 24/7
- It is going to cover all geographical areas in the world which have access to the Internet.

### **3.2.3.3 Latency**

Include explicit latency requirements, e.g., the maximum acceptable time (or average time) for a service request.

## **3.2.4 Manageability/Maintainability**

### **3.2.4.1 Monitoring**

Include any requirements for product or service health monitoring, failure conditions, error detection, logging, and correction.

### **3.2.4.2 Maintenance**

Specify attributes of the system that relate to ease of maintenance. These requirements may relate to modularity, complexity, or interface design. Requirements should not be placed here simply because they are thought to be good design practices.

### **3.2.4.3 Operations**

Specify any normal and special operations required by the user, including:

- periods of interactive operations and periods of unattended operations
- data processing support functions
- backup and recovery operations
- safety considerations and requirements
- disaster recovery and business resumption

## **3.2.5 System Interface/Integration**

Specify the use of other required products (e.g., a database or operating system), and interfaces with other systems (e.g., UWHires package interfaces with PubCookie and ODS, HEPPS system interfaces with Budget system). For each interface, define the interface in terms of message format and content. For well-documented interfaces, simply provide a reference to the documentation.

Outline each interface between the product and the hardware or network components of the system. This includes configuration characteristics (e.g., number of ports, instruction sets), what devices are to be supported, and protocols (e.g., signal handshake protocols).

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### 3.2.5.1 Network and Hardware Interfaces

Specify the logical characteristics of each interface between the product and the hardware or network components of the system. This includes configuration characteristics (e.g., number of ports, instruction sets), what devices are to be supported, and protocols (e.g., signal handshake protocols).

### 3.2.5.2 Systems Interfaces

Example systems interface requirements:

#### A. *System1-to-System2 Interface*

The <external party> will create and send a fixed length text file as an email attachment to [System2mail@u.washington.edu](mailto:System2mail@u.washington.edu) to be imported into the System2 system for payroll calculation. This file must be received on EDIT day by 4:00 PM in order to be processed in the EDIT night run. The requirements below document the file specifications, data transfer process, and specific schedule. This file is referred to as "FileName" in this document.

#### ***File Structure and Format***

A1. The FileName file is a fixed length text file.

A2. The FileName file is an unformatted ASCII file (text-only).

A3. The FileName file contains a batch totals record and several detail records.

#### ***File Description: Batch Totals Record***

A4. The batch totals record can be placed at the beginning, in the middle, or at the end of the file.

A5. The batch totals record contains the following:

- Record Type (value: XA)
- Process Type (value: A)
- Batch Number (3 digit number assigned by Payroll Dept)
- Origin Code (AIG)
- Total number of detail records
- Total deduction amount

#### ***File Description: Detail Records***

A6. The FileName file contains a row for each record meeting xxx criteria.

A7. Each row in the FileName file contains the following fields, comma-delimited and encased in double-quotes where the data includes commas or spaces:

- Employee Id
- Record Type
- Process Date (MMDDYY)
- XYG Number
- Element Code
- Amount
- Amount Sign
- Year Flag
- Total Amount
- Total Amt Sign

## 3.2.6 Security

### 3.2.6.1 Protection

Specify the factors that will protect the system from malicious or accidental access, modification, disclosure, destruction, or misuse. For example:

- encryption
- activity logging, historical data sets
- restrictions on intermodule communications



- data integrity checks

### 3.2.6.2 Authorization and Authentication

Specify the Authorization and Authentication factors. Consider using standard tools such as PubCookie.

### 3.2.7 Data Management

Specify the requirements for any information that is to be placed into a database, including

- types of information used by various functions
- frequency of use
- data access rules
- data entities and relationships
- integrity constraints
- data retention
- valid range, accuracy, and/or tolerance
- units of measure
- data formats
- default or initial values

### 3.2.8 Standards Compliance

Specify the requirements derived from existing standards, policies, regulations, or laws (e.g., report format, data naming, accounting procedures, audit tracing). For example, this could specify the requirement for software to trace processing activity. Such traces are needed for some applications to meet minimum regulatory or financial standards. An audit trace requirement may, for example, state that all changes to a payroll database must be recorded in a trace file with before and after values.

### 3.2.9 Portability

If portability is a requirement, specify attributes of the system that relate to the ease of porting the system to other host machines and/or operating systems. For example,

- Percentage of components with host-dependent code;
- Percentage of code that is host dependent;
- Use of a proven portable language;
- Use of a particular compiler or language subset;
- Use of a particular operating system;
- The need for environment-independence - the product must operate the same regardless of operating systems, networks, development or production environments.

### 3.2.10 Other Non-Functional Requirements

Please provide all necessary non-functional requirements, similar to the requirements explained in the lesson slides or in the textbook.

## 3.3 Domain Requirements

Everything related to the domain that might be needed in the project shall be mentioned in here. Sometimes the domain Requirements might be thought as part of either functional or non-functional requirements.

## **4. User Scenarios/Use Cases**

Provide a summary of the major functions that the product will perform. Organize the functions to be understandable to the customer or a first time reader. Include use cases and business scenarios, or provide a link to a separate document (or documents). A business scenario:

- Describes a significant business need
- Identifies, documents, and ranks the problem that is driving the scenario
- Describes the business and technical environment that will resolve the problem
- States the desired objectives
- Shows the “Actors” and where they fit in the business model
- Is specific, and measurable, and uses clear metrics for success

## APPENDIX

The appendixes are not always considered part of the actual Requirements Specification and are not always necessary. They may include

- Sample input/output formats, descriptions of cost analysis studies, or results of user surveys;
- Supporting or background information that can help the readers of the Requirements Specification;
- A description of the problems to be solved by the system;
- Special packaging instructions for the code and the media to meet security, export, initial loading, or other requirements.

When appendixes are included, the Requirements Specification should explicitly state whether or not the appendixes are to be considered part of the requirements.

### **Appendix A. Definitions, Acronyms, and Abbreviations**

Define all terms, acronyms, and abbreviations used in this document.

### **Appendix B. References**

List all the documents and other materials referenced in this document.

### **Appendix C. Requirements Traceability Matrix**

The following trace matrix examples show one possible use of naming standards for deliverables (FunctionalArea-DocType-NN). The number has no other meaning than to keep the documents unique. For example, the Bargaining Unit Assignment Process Flow would be BUA-PF-01.

For example (1):

Business Requirement	Area	Deliverables	Status
BR_LR_01 The system should validate the relationship between Bargaining Unit/Location and Job Class.---Comments: Business Process = "Assigning a Bargaining Unit to an Appointment" (Priority 1)	BUA	BUA-CD-01 Assign BU Conceptual Design	Accepted
		BUA-PF-01 Derive Bargaining Unit-Process Flow Diagram	Accepted
		BUA-PF-01 Derive Bargaining Unit-Process Flow Diagram	Accepted
BR_LR_09 The system should provide the capability for the Labor Relations Office to maintain the job class/union relationship.---Comments: Business Process = "Maintenance" (Priority 1)	BUA	BUA-CD-01 Assign BU Conceptual Design	Accepted
		BUA-PF-02 BU Assignment Rules Maint Process Flow Diagram	ReadyForReview

For example (2):

BizReqID	Pri	Major Area	DevTstItems DelivID	Deliv Name	Status
BR_LR_01	1	BUA	BUA-CD-01	Assign BU Conceptual Design	Accepted
BR_LR_01	1	BUA	BUA-DS-02	Bargaining Unit Assignment DB Modification Description	Accepted
BR_LR_01	1	BUA	BUA-PF-01	Derive Bargaining Unit-Process Flow Diagram	Accepted
BR_LR_01	1	BUA	BUA-UCD-01	BU Assign LR UseCase Diagram	ReadyForReview

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BR_LR_01	1	BUA	BUA-UCT-001	BU Assignment by PC UseCase - Add Appointment and Derive UBU	Reviewed
BR_LR_01	1	BUA	BUA-UCT-002	BU Assignment by PC UseCase - Add Appointment (UBU Not Found)	Reviewed
BR_LR_01	1	BUA	BUA-UCT-006	BU Assignment by PC UseCase - Modify Appointment (Removed UBU)	Reviewed
BR_LR_09	1	BUA	BUA-CD-01	Assign BU Conceptual Design	Accepted
BR_LR_09	1	BUA	BUA-DS-02	Bargaining Unit Assignment DB Modification Description	Accepted
BR_LR_09	1	BUA	BUA-PF-02	BU Assignment Rules Maint Process Flow Diagram	Accepted
BR_LR_09	1	BUA	BUA-UCD-03	BU Assign Rules Maint UseCase Diagram	Reviewed
BR_LR_09	1	BUA	BUA-UCT-045	BU Assignment Rules Maint: Successfully Add New Assignment Rule	Reviewed
BR_LR_09	1	BUA	BUA-UCT-051	BU Assignment Rules MaintUseCase: Modify Rule	Reviewed
BR_LR_09	1	BUA	BUA-UCT-053	BU Assignment Rules MaintUseCase - Review Assignment Rules	Reviewed
BR_LR_09	1	BUA	BUA-UCT-057	BU Assignment Rules MaintUseCase: Inactivate Last Rule for a BU	Reviewed
BR_LR_09	1	BUA	BUA-UI-02	BU AssignRules Maint UI Mockups	ReadyForReview
BR_LR_09	1	BUA	BUA-TC-021	BU Assignment Rules Maint TestCase: Add New Rule (Associated Job Class Does Not Exist) - Success	ReadyForReview
BR_LR_09	1	BUA	BUA-TC-027	BU Assignment Rules Maint TestCase: Modify Rule - Success	ReadyForReview
BR_LR_09	1	BUA	BUA-TC-035	BU Assignment Rules Maint TestCase: Add New Rule (Associated Job Class Does Not Exist) - Error Condition	ReadyForReview
BR_LR_09	1	BUA	BUA-TC-049	BU Assignment Rules Maint TestCase: Modify Rule - Error Condition	ReadyForReview

For example (3):

BizReqID	CD01	CD02	CD03	CD04	UI01	UI02	UCT01	UCT02	UCT03	TC01	TC02	TC03	TC04
BR_LR_01			X		X		X			X		X	
BR_LR_09	X			X		X			X		X		X
BR_LR_10	X			X					X		X		
BR_LR_11		X											

## **Appendix D. Organizing the Requirements**

This section is for information only as an aid in preparing the requirements document.

Detailed requirements tend to be extensive. Give careful consideration to your organization scheme. Some examples of organization schemes are described below:

### **By System Mode**

Some systems behave quite differently depending on the mode of operation. For example, a control system may have different sets of functions depending on its mode: training, normal, or emergency.

### **By User Class**

Some systems provide different sets of functions to different classes of users. For example, an elevator control system presents different capabilities to passengers, maintenance workers, and fire fighters.

### **By Objects**

Objects are real-world entities that have a counterpart within the system. For example, in a patient monitoring system, objects include patients, sensors, nurses, rooms, physicians, medicines, etc. Associated with each object is a set of attributes (of that object) and functions (performed by that object). These functions are also called services, methods, or processes. Note that sets of objects may share attributes and services. These are grouped together as classes.

### **By Feature**

A feature is an externally desired service by the system that may require a sequence of inputs to affect the desired result. For example, in a telephone system, features include local call, call forwarding, and conference call. Each feature is generally described in a sequence of stimulus-response pairs, and may include validity checks on inputs, exact sequencing of operations, responses to abnormal situations, including error handling and recovery, effects of parameters, relationships of inputs to outputs, including input/output sequences and formulas for input to output.

### **By Stimulus**

Some systems can be best organized by describing their functions in terms of stimuli. For example, the functions of an automatic aircraft landing system may be organized into sections for loss of power, wind shear, sudden change in roll, vertical velocity excessive, etc.

### **By Response**

Some systems can be best organized by describing all the functions in support of the generation of a response. For example, the functions of a personnel system may be organized into sections corresponding to all functions associated with generating paychecks, all functions associated with generating a current list of employees, etc.

### **By Functional Hierarchy**

When none of the above organizational schemes prove helpful, the overall functionality can be organized into a hierarchy of functions organized by common inputs, common outputs, or common internal data access. Data flow diagrams and data dictionaries can be used to show the relationships between and among the functions and data.

### **Additional Comments**

Whenever a new Requirements Specification is contemplated, more than one of the organizational techniques given above may be appropriate. In such cases, organize the specific requirements for multiple hierarchies tailored to the specific needs of the system under specification.

There are many notations, methods, and automated support tools available to aid in the documentation of requirements. For the most part, their usefulness is a function of organization. For example, when organizing by mode, finite state machines or state charts may prove helpful; when organizing by object, object-oriented analysis may prove helpful; when organizing by feature, stimulus-response sequences may prove helpful; and when organizing by functional hierarchy, data flow diagrams and data dictionaries may prove helpful.