# Project Charter

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| Project Name: Hotel Management System Overhaul | | Project Number: 1 |
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| Project Start Date: May 27, 2020 | Project End Date: August 19, 2020 | Executive Sponsor: Dr. Kiumi Akingbehin |
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| Business Issue and / or Opportunity  Purpose:  The client, Tom Steiner, works at a hotel company and has requested for help in creating a better hotel management system. The current system has been deemed by the company to be outdated and ineffective and is thus being decommissioned. As a result, the project team will be starting this project nearly from scratch with exception of what the client requires of the new system in addition to some other supplementary necessities he would also like added. To summarize, the primary end goal of that which is demanded of us is for an updated hotel management system to be utilized by hotel staff and customers alike. Furthermore, a number of new features must also be included as requested by the client in order to sustain and improve the state of their current business.    Current State:  Given the current management system is being decommissioned by the hotel company due to inefficiency and has been deemed too out of date in order to make improvements on, all previously existing functions will need to be rebuilt from the ground up in addition to just as that of the newly requested features as well.  The current state of the hotel management and booking system is currently very slow and outdated. It is not functional for customers and employees anymore. The hotel agents constantly have problems with a slow management system and whenever they are dealing with a customer, they always have to put them on hold. This problem causes more customer irritation causing a bad experience for the customer. The current system also has a problem where employees have trouble interacting with multiple screens. Whenever an employee has to cancel a reservation, for example they have to open multiple screens including the customer’s current reservation, the cancel page, and the new page to book the reservation. This is not only a hassle for the employee, but it also can cause the customer to become inpatient in the waiting process. Lastly, the system is lacking features that many other hotels have implemented, an example being a customer reward system. Overall, the hotel booking and management system is old, slow, and completely outdated and as a large hotel chain, we are looking for something better and more functional for our employees and customers.  High level: Lack of functional system causes impatient customers which causes decline in room bookings  Low level: Slower system for employees to navigate, Multiple screens employees have to view  The client has provided a listing of existing functions and features in the hotel management system:   * User logging and user log-in * Booking and cancelling options * A display showing whether or not a given room is available to stay in along with an established waitlist and calendar system to supplement   What made the original hotel management system particularly inadequate was a lack of features which limited its potential and that it ran slowly with bad performance/speed requiring multiple screens to perform multiple tasks and was especially a hindrance in terms of coordination between phone and computer interactions.  Proposed Future State:  Once the new hotel system has been created, it should present a completely new booking system experience. Customer will now be able to book their stays effectively and smoothly through outside booking websites and hotels will automatically receive these bookings. There will no longer be issues with not having bookings in the reserve system or with a lack of quickness when reservations are processed in the system. The customer will also have the option of gaining reward points through the newly implemented Customer Reward Program. The new hotel system will track their customers’ rewards points through their own customer account.    Employees will have a better management system allowing them to review reservations easier and cancel them all on one computer screen. There will no longer be a delay in the process or a need for multiple screens. They will also be able to receive their own summary reports that allows you to view how much revenue has been brought in from someones stay, the rooms that are most commonly booked, and most stay locations.  The booking system will also be able to keep track of customer bookings through a customer tracker. The customer tracker keeps track of the reservations, most visited customers, rooms most customers’ book, most common hotel locations customers’ visit. Overall, this new booking system will not only be more functional and faster for our employees, but it will also provide customers with a better hotel experience.  High Level Changes: Implementing a Reward System, Summary Reports  Low Level Changes: Creating a faster booking/management system for customers and employees  [fill in details] | | |
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# Project Approval Signatures

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| --- | --- | --- | --- |
| **Name** | **Project Team Role** | **Signature** | **Date** |
| Peter Schubert | Team Lead/ Software Developer | PS | 6/4/20 |
| Jeffrey Fishman | Software Developer | JF | 6/4/20 |
| Khalid Saeed | Software Developer | KS | 6/4/20 |
| Monier Abdullah | Software Developer | MA | 6/4/20 |

# Document Information

## Revision History

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| **Version** | **Date** | **Author(s)** | **Revision Notes** |
| 1 | 5/28/20 | Peter, Jeffrey, Khalid, Monier | Initial project documents and diagrams |