Business Case

# Executive Summary

A better way to have rooms available for reservation is needed. We will create a better reservation system at little to no cost to Erhvervsakademiet Lillebælt. There is little risk, but because we are second semester students we do not have the knowledge or expertise most professionals do, but the cost benefits are worth the risk.

# Financial Appraisal

The project will have little to no cost for the school because we are completing this project as a school project and thus will not be requiring monetary compensation for the work we do on this specific project. If the school would like to have our group do extra work for them beyond what is in the scope of this project, we may seek monetary compensation. The school may need to pay to have its employees trained to use our solution and to implement the solution.

The purpose of the project is not focused on monetary gain because public schools are not trying to make a profit in the same way that a business is. The school gets money from the government, not the students. The school does, however, need students to continue operating.

Our system will help to make the school a more attractive option for incoming students because it will give it a better reputation as a place to work. Also, the students will be more able to work using the project rooms and this could have a positive effect, albeit small, on the performance of students.

# Background Information

Project rooms are often reserved multiple weeks ahead (especially during the project weeks), yet rooms are often left empty. People reserve rooms and do not use them.

This is quite an annoyance to students, as when they request a room from the reception, their request cannot be fulfilled and the students then must walk around the school searching for rooms not being used.

Students have also experienced attempting to reserve a room via email but having another group of students contact reception, who then assigned these students the room, before checking the email.

The problem occurs on an almost daily basis, and is most prominent during project weeks and close to end of semester.

# Business Objective

Our goal is to have a better way to reserve rooms in the school. We want it to be very simple for anyone to reserve a room and to get the room they need. We also want to solve the problem of rooms being reserved by people who are not using them.

We will need access to various school resources such as: users, system for displaying information on the tablets and information about rooms.

This will allow students to find the rooms they need to work. This is good for the school because it will improve their reputation and bring more students.

# Benefits and Limitations

The benefits of this project include: happier students, more efficient students, remain competitive and improve customer service (with staff and students). We will not be focusing on working with the meeting rooms or administration rooms, our focus will be on the project rooms. Since we are second semester students we may not have the knowledge to complete every part that would be required to make a completed project. Also, we may not have time to complete everything.

# Option Identification and Selection

Problem: Too many unused but reserved rooms

Solution 1: We will make a new reservation system for the school to use. It will have students get notifications about their reservation and have them confirm the reservation when they get to the room.

Solution 2: Have a staff member walk around to all the different rooms to see if the rooms are in use, and if a room is not in use but is reserved, then the staff member will delete that reservation.

Solution 3: We do nothing.

Solution 1 is a relatively cheap solution to the problem. Also, it will cancel the reservations much faster than solution 2 because it does not require a person to walk around to the room. Solution 2 will require an employee to be paid to walk around the school, and this is just a waste of time and money when an IT solution would be much cheaper in the long run. Solution 3 is the cheapest, but it doesn’t solve the problem at all. Therefore, based on this, solution 1 is the best solution for the problem.

# Scope, Impact and Interdependencies

The project will affect all the users that reserve rooms and the reservation system for the school. It has interdependencies with the database of users and rooms. It is possible that it will have other dependencies beyond how we create it.

# Outline Plan

We will be working in one week sprints using the scrum methodology. We will continue doing this until the end of the project in the beginning of June.

# Risk Assessment

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| --- | --- | --- | --- |
| **Incident** | **Impact** | **Vulnerability** | **Threat** |
| Unauthorized access to admin user | High | High | This would be very bad because it would basically make the system useless. It is highly vulnerable as well because there are many computer science students in the school who may be able to do this. |
| Memory leak, exposing reservations | Low | High | This would not be very bad because it will not have any effect on any reservations. It is highly vulnerable though because this is a school with many computer science students who may be able to do this. |
| Natural Disasters | High | Low | The chance of any sort of natural disaster happening in Denmark and damaging our system is extremely low, but if it did happen it would be very bad. |
| An admin user abuses their power to damage the system | Medium | Medium/Low | Since the admin users have a lot of power they could easily do it, but the chance that an admin would want to do this is low. It could cause an annoyance to many users, but it would not have dire consequences. |
| An admin accidentally damages the system | Medium | Low | Since the admin users have a lot of power they could easily do it, but the chance that they could accidentally do it is very low. It could cause an annoyance to many users, but it would not have dire consequences. |
| Power to school cut off | Medium | Low | This would not have any lasting effects, but the system would not work while the power is out. The chance of this happening is low. |

# Project Approach

We will work using the scrum methodology. Our sprints are one week in length and will begin and end on Wednesday. We will begin each day with an informal sit-down meeting where we discuss what we need help with and what we have done and will do. Also, at the end of each sprint the group will have a retrospective to discuss how things worked for that sprint and if there is any way we could improve the sprint for next time. We will rotate the scrum master for each sprint so that each group member can get experience with that position. Since we are working on this for our school project we will not be having anyone else doing any of the work for us. We will be getting guidance and assistance from teachers and other students.

# Project Governance

Scrum Master:

Rotating between group members

Group Members:

Matthew Anthony Peterson

Roxana Ion

Hedviga Arta Gerina

Jonas Amstrup Laursen

Stakeholders:

Jens Mejer Pedersen – Rector

Asger Rabølle Nielsen – Pro-rector/Director of Education

Mette Greisen – Director of Education

Leif Bojesen – Director of Education

Ole Hjort Willatzen – Director of Finance and Resources

Torben Lindegaard Hansen – Director of Research and Development

Rikke Kjærsgaard Budden – Head of Study Administration

Marie Falk Nyboe – Head of Study Guidance and Career Centre

Peter Topp Jensen – IT Manager

All students and staff at EAL

All future students and staff

Future employers of students

# Progress Reporting

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| --- | --- |
| KPI | Less Empty Project Rooms |
| Why measure? | This will show if the system is fixing the problem we set out to solve by doing this project. |
| How measure? | Count the amount of project rooms that are reserved and being used before we implement our system and the amount of project rooms that are reserved and being used after we implement our system. Then, take that value and divide it by the total number of project rooms available for reservation. |
| Who is responsible for the measurement? | Group 1 |
| Expected date for measuring | During the last week of use for the old system around 13:00, and again one month after the implementation of our system around 13:00. |
| Expected values measured | The percentage reserved and used project rooms should be higher after we implement our system |
| Measure |  |
| Plan of action in case the measure is outside the range of the expected measure | Remake or eliminate the system. |
| Responsible for action | Group or IT at school. |