**QUESTION 1**

***QUESTION 1.1***

**Agile development:** is an approach to software development that is based on the principles of constant iteration and continuous improvement of project features, as well as including customer interaction.

**The key features of Agile Development Approach are:**

* **Simplicity:** It is an important part of Agile and it helps keep things simple and reduce workload. In terms of the airport system this will focus on user-friendly interfaces and features that are easy to use and this will help meet the passenger’s needs.
* **Cross-Functional Teams:** These are the team members that have different and unique skills that come together to work together. In terms of the airport system the developers, operation experts of the airport and medical staff work together to create a fully functional system that will solve the issues that are faced in the airport.
* **Stainability:** Agile needs a very sustainable working pace because this helps reduce burnouts and it maintains a high-level productivity. This makes sure that the development team can be able to deliver high quality work on the airport projects.
* **Adaptability:** Agile always has room for changes at any stage of the development stage so this is very important to be able to handle frequent changes done by the stakeholders. This allows the project to have less disruptions and this flexibility ensures that the system can change in response to real time feedback from stakeholders.
* **Increment delivery:** The system is built and delivered in small, functional increments. This gives value to the customers early and continuously. In terms of the airport, this means initial releases could include important features like flight information and navigation, with more complicated features added in later increments, making sure passengers can benefit from new functionalities as soon as they are ready.
* **Iterative Development:** Agile is a method that uses short repetitive cycles that are known as sprints and this makes it easy to have regular assessments and ability to adapt in the project. In terms of the airport system this means that important aspects such as information of flights, updates about flights and the emergency services can be produced, tested and improved.
* **Customer Collaboration:** Agile focuses on the communication with customers to be able to make sure that the product meets their desire and needs so in terms of the airport system this involves the airport employees, passengers and providers of medical services giving regular feedback which helps the system to match their needs meaning improvements are done based on their feedback.

**IMPACT OF AGILE ON PROJECT MANAGEMENT APPROACH:**

* **Regular Feedback:** Frequent reviews make sure that the stakeholders can give constant feedback which keeps the project balanced with their needs and wants. And for the airport this means that there will be regular updates in order to ensure that needs are met.
* **Management of risks:** Early and frequent deliveries help find risks and any issues earlier in the process, which makes it easier to address them sooner. This approach is important for the high-stakes airport project where any failure can highly impact operations and passenger safety.
* **Flexibility in planning:** The tasks are defined in detail and put into the project plan which is changed throughout the project in response to the feedback and possible changes to the requirements. This flexibility is very great in handling any change to operating systems because the team is able to adjust to the changes required by the stakeholders. For the airport, this makes certain that the system is still functioning or performing its intended function of adapting to the current operations and customers’ expectations.
* **Feature Prioritization:** Features are developed based on their priority and value to the customers. This makes sure that important components like medical emergency services and real-time flight updates are developed first, improving passenger safety and convenience from the outset.
* **Improved Communication:** Agile encourages better communication between team members and stakeholders, ensuring everyone is balanced and working towards the same goals. For the airport system, this means coordinated efforts between developers, airport staff, and external service providers like medical teams, ensuring a well-integrated and functional system.

**HOW WELL AGILE FITS THE EDEVELOPMENT OF THE AIRPORT CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM.**

* **Handling Changing Requirements:** Despite being mutable, Agile is perfect, given the fact that the executive is notorious for being indecisive. This means that there will be possibilities of adjusting the final result at any stage of the process, and this guarantees that the final product will meet the changing expectations of the executive and other stakeholders. For the airport, this flexibility is vital in addressing the varying operational requirements and further customer inputs.
* **Timely Deliveries and Bonuses:** Also, Agile, through allowing incremental deliveries, affords an early and sustained release of functional segments of the system. This helps in enhancing the probability of completing the work before time, thus being able to capture the large bonus that usually comes with early completion of projects. In the case of the airport, being able to release functional increments early on frees the passengers and the staff of the airport to enjoy the new features mostly as they enhance the general airport experience.
* **Customer Satisfaction:** Ongoing feedback and constant revisions as well as updates guarantee the system is of excellent quality for passengers to appreciate. This complements what the airport focuses on, to ensure visitors are happy with the services provided to them. For instance, the first for rapid prototyping of features such as the navigation assistance capability is quite helpful in improving passenger comfort.
* **Risk Mitigation:** This is due to the fact that testing and reviews that are done in iteration can help in the early detection of problems that, if not addressed, may cause a project to fail. This proactive risk management is essential when it comes to the airport project, especially because ensuring the reliability of the systems is a key issue. For instance, making sure that the connection to the emergency services function operates without any hitches can be a question of life and death, and of safety.
* **Scalability and Complexity Management:** It also minimizes the work of incorporating features such as real-time information update, GPS navigation, and emergency services, which could otherwise be quite complex. Splitting up the project into smaller manageable sub-projects enables each of them to be addressed and completed and then integrated into the main project. In proportion to the overall architecture of the airport, this suggests that each new feature can be implemented in a flexible manner, which allows it to be integrated into the system without interfering with the rest of the established features.  
    
  All in all, it must be pointed out that the Agile methodological approach, with its focus on flexibility, iterative nature, and customer involvement, seems to be very applicable to the development of the Airport Customer Relationship Management System. where it stands in regard to the project objectives to revise requirements, deliver high-quality increments early, and satisfy the customer.

***QUESTION 1.2***

**System Vision Document for the Airport Customer Relationship Management System**

**System Vision Document**

**Project Name:** Airport Customer Relationship Management System (ACRMS)

**Project Overview:**

The ACRMS serves to improve the flow of information to assist customers real time and immediate access to medical services especially in an airport setting via online kiosks and a dedicated application. It is crucial to standby and help bolster the airport new position as an international airport and respond to high customer expectation.  
  
**Problem Statement:**  
There are still considerations with its expanding to support the airport for the incoming International flights and this will mean a boost in tourist traffic. Existing options are incapable of supporting the amount and type of information, the directions, and the emergency services essential for efficient and satisfactory customer experience on the website.

**Solution Statement:**The ACRMS will provide:

* This refers to information on flights, services and amenities available and that are relevant at the time of use.
* Such basic directions to several services of the airport together with boarding passes.
* To access medical and ambulatory facilities in cases of emergencies.

**System Capabilities:**  
  
**1.Information Updates:**  
  
- Arrivals – The data on incoming flights together with necessary information, like delays; Departures – The data on the outbound flights with relevant information in regard to the same.  
  
- Now let’s get acquainted with the offers of target services (restaurants, shops, lounges) at the airports.  
  
- Wednesday were presented with announces the services of the organization and the latest changes.  
  
**2. Navigation Capability:**  
  
- Coordinate navigation with the use of GPS technology especially within the airport.  
  
- They explain how to get to amenities such as restaurants, bars, shops, and lounges, the boarding gates, check-in counters, and baggage claim.  
  
**3. Emergency Services Connection:**  
  
- On-site medical care was made accessible through immediate attention offered by an on-site medical facility or through an ambulatory service.  
  
- Link to access support services: PUSH THIS BUTTON IF YOU NEED HELP.  
  
**Business Benefits:**  
  
- Enhanced Customer Experience: Ensuring timeliness, accuracy, convenience, and relevance of its supplied information and services will increase the satisfaction level and reputation of the airport.  
  
- Operational Efficiency: Efficient flow of people in airports through well designed mobility plans will help to ease congestion and enhance airport operations in terms of the provision of information.  
  
- Safety and Security: Availability of medical services will increase safety to those visiting the compound suggesting that timely medical attention be provided.

**Stakeholder Descriptions:**

**Airport Management:** Coordinating the managers and supervising the project to ensure achievement of strategic objectives and goals of the airport.

**Customers/Passengers:** Direct beneficiaries are the primary users who will benefit from the enhanced services and information available from this program.

**Airport Staff**: Secondary users who will directly be inviting the system for delivering information and handling customer inquiries.

**Medical Services:** The kind of emergency medical personnel who will be interfaced into the proposed system.

**Vision Statement**:

It has remained as our vision to design and develop the most efficient Customer Relationship Management System that facilitates the knowledge access and navigation of the passengers by providing the best, easily accessible information and emergency services to create a competitive and internationally acclaimed airport.

**Conclusion:**

The ACRMS is a strategic resource that will go a long way into enhancing the growth of the airport to be able to accommodate the increasing number of international passengers it is likely to attract in the future. This will act as a new benchmark for the provision of customer services and performance in operations in the aviation industry.