BHARATIYA VIDYA BHAVANS
SARDAR PATEL INSTITUTE OF TECHNOLOGY
Bhavan's Campus, Munshi Nagar, Andheri (West), Mumbai

Experiment 1

Group Members:

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Topic: Request for Proposal

RFP: **Resort Property Management System**	Proposal Due By: **September 25, 2022**	**Paradise Resort**
Project Overview: Paradise Resorts is a chain of resorts all over India providing luxury at its finest. A resort management system is requested that consists of all the features and functions required for effectively managing a chain of resorts and to have an online presence that makes the property management and reservation process easier and delivers outstanding customer service. The system should permit users to manage the daily administrative tasks of the resort to ensure smooth functioning of the resort. The system should handle multiple services to take care of customers in a quick manner and manage daily operations and administrative tasks for achieving customer satisfaction that will help to provide reliable and quality service time.		
Project Goals: ● Easy handling of booking and canceling of reservations ● Effective management of rooms ● Effective automatic system to generate bills ● Easy management of spa, gym, restaurant and adventure activities of customers		
Scope of Work: The system should be capable of storing information for reservations on specified dates and times in which the user can also cancel depending on the customer's availability. It should show the occupied and unoccupied rooms. With this the management will not have to physically check every room or the papers. Upon the customers' checkout the system should automatically calculate the bills depending on the length of the		

customers' stay. It should be capable of managing all activities in the resort like spa, restaurant, gym etc. It should overcome the drawbacks of large amounts of file handling happening at the resort. The system user should be able to add bills for food and extra persons and damages.

Current Roadblocks and Barriers to Success

- Increased competition from online sites
- Large amounts of file handling happening in the resort
- Custom coding on current website
- Data security challenges
- Maintaining online reputation
- Lack of business insights resulting in poor business decisions

Evaluation Metrics and Criteria

- Expertise in working with similar customers
- Competitive costs for services

Submission Requirements

- Description of the firm, that includes general overview, names and credentials of the people working in tech team and number of full-time employees
- One page document of strengths of the firms
- Proposal of project with system requirements and all the planned modules
- Project Timeline

Project Due By: **December 8, 2022**		Budget: **5,00,000**
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Questions:

1. Explain briefly difference between project and operations
   Ans.

S. No.	Category	Projects	Operations
1.	Definition	A project is an endeavor that is temporary in nature, that is undertaken to produce a unique product.	Operations are ongoing execution of activities which occur after product is made to produce same result or a repetitive service.
2.	Duration	It is temporary as it does not exist after product is made. This is because phase before a product is made includes a project.	It is permanent as it only exists after product is made and can go on forever. The same product is manufactured as long as it has a demand or as long as it generates profit.
3.	Budget	The budget is Defined for Projects. The stake holders and management, who wish to get a product made, specify a budget for it.	The budget is not defined for Operations as the earning needs to be done to keep operations alive. This is because if there is a great response for or enough revenue and profit from product, more such products can be made.
4.	Newness	It is new (new product). A project is undertaken to create a new kind of product.	It is has nothing new. This is because it is just process of making product in more numbers so as to be distributed among users.
5.	Product	Unique product is created. The project is undertaken for creation of a unique product.	Same product is produced to keep system running. More numbers of the existing product are made for

			end-users.
6.	Risk	It has more risk as it is done for first time. There is a risk of failure attached because specified thing has never been made before.	It has less risk as such products have already been made before and it is only process of creating them in greater numbers.
7.	Focus	Performance is primary focus of projects. The project must be of optimal performance and meeting requirements specified by clients.	Efficiency is primary focus. The entire operation must be carried out in an efficient manner so as to reduce manufacturing time and optimizing processes for better revenue.
8.	Type of Management	Management of project is called Project Management	Management of operation is called Business Process Management.
9.	Reasons for Undertaking	It can be undertaken due to an opportunity or business need, Social need, Technological enhancement, Customer private need, Market demand, Legal requirements etc.	It is done to run business and sustain system.
10.	Basis	Projects are based on achieving objectives that are specified in requirement specification phase.	Operations are based on metrics according to which entire product is measured.
11.	Organisation	The organization that deals with projects is called a Projectized organization.	The organization that deals with operations is called a Functional organization.
12.	Existence	Projects exist before product is made. This is because once project is completed and is out in market, it is called a product.	Operations exist only after product is made. This is so, as only after one product is made, can more such products be developed.

13.	Nature	It is Innovative in nature. The project is undertaken for creation of a new product.	It is Repetitive in nature. The process of making product once is again repeated for several other products manufacture.

2. What are the different phases through which project development passes through?

Ans. Project management is the application of knowledge, skills, tools, and techniques to project activities to meet the project requirements. Accomplished through management processes, which are categorized into five Process Groups.

- Initiating,
- Planning,
- Executing,
- Monitoring and Controlling, and
- Closing.

I.   Conceptualize and Initialize :
- Defining the goals for the project which helps in defining the project's scope and guides decisions throughout the project life cycle and also determines the success of the project.
- Alternatives to meet the goal must be specified and cost and benefits, risk and feasibility of these alternatives are analyzed.
- Goal and analysis are summarized in a deliverable called the business case.
- Senior management then takes the decision whether to fund the project or not based on the business case.

II.   Develop the Project Charter and Detailed Project Plan :
- The project charter defines the project's objectives in terms of scope, schedule, budget, and quality standards.
- Also gives authority to a project manager to begin carrying out the processes and tasks associated with the systems development life cycle (SDLC).
- The project plan provides all the tactical details concerning who will carry out the project work and when.

III.   Execute and Control the Project :
- It is during this phase that the project team uses a particular approach and set of systems analysis and design tools for implementing the systems development life cycle (SDLC).

- In addition, the project manager must ensure that the environment and infrastructure to support the project includes:
    - Acquisition of people with the appropriate skills, experience, and knowledge
    - The technical infrastructure for development
    - IS development methods and tools
    - A proper work environment
    - Scope, schedule, budget, and quality controls
    - A detailed risk plan
    - A quality management plan
    - A change management plan

IV. Close Project :
- After the information system has been developed, tested, and installed, a formal acceptance should transfer control from the project team to the client or project sponsor.
- The project team must prepare a final project report and presentation to document and verify that all project deliverables have been completed as given in the project scope.
- The final cost of the project can be determined at this time.
- The PM and team formally close the project by doing things such as closing all project accounts, archiving all project documents and files, and releasing project resources.

V. Evaluate Project Success :
- A final project review should be conducted by the project manager and the team assessing what went well and what could have been done better on the project.
- The second review is between the project manager and individual team members.
- An outside party must review the project manager and team based on – whether the project met its scope.
- The project must be evaluated to see if the project provided value to the organization.