

Integration of Robotic Process Automation at WorldHotels for Event Management

PROJECT CHARTER

Authored by

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10/28/2018

VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	Sudhanshu Kulkarni	09/23/2018	Art Thomas	10/16/2018	Initial draft
1.1	Sudhanshu Kulkarni	10/28/2018			Revision

Table of Contents

1. INTRODUCTION.....	4
1.1 PROJECT NAME	4
1.2 PROJECT NUMBER.....	4
2. PROJECT OVERVIEW.....	4
2.1 BACKGROUND	4
2.2 OVERVIEW DESCRIPTION	5
2.3 BUSINESS CASE.....	5
2.4 SCOPE	5
2.5 DELIVERABLES	5
2.6 ASSUMPTIONS.....	6
2.7 RISKS AND RESPONSES.....	6
2.8 CONSTRAINTS.....	7
2.9 DEPENDANCIES	7
2.10 MILESTONES.....	7
2.11 GENERAL PROJECT SEQUENCE	7
3. PROJECT PLAN.....	8
3.1 MANAGEMENT AND INTEGRATION PLAN	8
4. PROJECT ORGANIZATION	10
4.1 TEAM STRUCTURE.....	10
4.2 TEAM MEMBERS AND ROLES.....	10
6. PROJECT CHARTER APPROVAL	12

1. INTRODUCTION

1.1 PROJECT NAME

Integration of Robotic Process Automation at WorldHotels for Event Management.

1.2 PROJECT NUMBER

IST645-0001

2. PROJECT OVERVIEW

2.1 BACKGROUND

WorldHotels Collection: For over 40 years, WorldHotel's mission has been to offer business and leisure travelers' easy access to a wide range of accommodation options with a strong emphasis on hotels of character and distinction. WorldHotels is an exclusive collection of the world's most unique independent hotels and it now has almost 500 affiliate properties in more than 250 destinations and 65 countries worldwide. Through state-of-the-art distribution and technology and global marketing campaigns, WorldHotels gives independent hotels the collective strength of a strong, global hotel brand whilst still allowing them to retain their strong individual character and unique identity. The hoteliers within the WorldHotels portfolio create hotels with their own personal soul and touch but before being granted affiliation to the WorldHotels network, each applicant hotel undergoes a rigorous series of tests. Its agents regularly visit affiliate hotels to ensure that its high-quality standards are consistently maintained.

Blue Prism, Inc.: As the pioneer, innovator, and market leader in RPA, Blue Prism delivers the world's most successful digital workforce. The company's software robots automate repetitive administrative tasks while meeting the requirements of the most demanding IT environments, where security, compliance, and scalability are paramount. Blue Prism provides a scalable and robust execution platform for best-of-breed AI and cognitive technologies and has emerged as the trusted and secure RPA platform of choice for the Fortune 500.

2.2 OVERVIEW DESCRIPTION

WorldHotels, in coordination with Blue Prisms Inc., desires to automate the numerous steps involved in Event Management with event customers, such as conferences, corporate meetings, trade shows, etc. These events require entries into the accounting, customer relationship, event calendar, room reservation and loyalty points systems, and each event requires numerous operations of taking information in and out of each of these systems to make an event work. Last-minute updates are challenging, and these only add to the time it takes to make these things happen.

2.3 BUSINESS CASE

It is the mission of WorldHotels to offer business and leisure travelers' easy access to a wide range of accommodation options with a strong emphasis on hotels of character and distinction. Event management covers conferences, corporate meetings, trade shows, etc. and any last-minute changes in event management are challenging and time-consuming. Hence, WorldHotels have decided to go for this automation.

2.4 SCOPE

Automated prototype with the below mechanisms is in the scope of this project:

- Automation of numerous steps involved in Event Management with event customers.
- Entries into the accounting, customer relationship, event calendar, room reservation and loyalty points systems,
- Operations of taking information in and out of each of these systems to make an event work.

Any other automation will not be a part of this project.

2.5 DELIVERABLES

Product Deliverables:

An automated prototype for the below mechanisms are the product deliverables for this project.

- Accounting System.
- Customer Relationship.
- Event Calendar.
- Room Reservation.

- Loyalty Points Systems.

Process Deliverables:

- Project plan estimate.
- Project overview presentation.
- Work request form.
- Requirement specification documentation.
- Statement of Work.
- Testing documentation.
- High-Level Design and Detailed Design documentation.
- Project status reports.
- Project kick-off meeting.
- Project status reports.
- End-user system training.

2.6 ASSUMPTIONS

- No changes or operational impact on the existing systems.
- The system will not fail under any circumstances.
- Any infrastructural changes/needs will be communicated three weeks in advance.
- Approvals will be provided on time.
- 100% schedule adherence.
- Data for testing will be provided on time.

2.7 RISKS AND RESPONSES

Sr. No.	Risk	Response
1.	End users do not adapt in the new system.	There should be a member of the Blue Prism Inc. who should support during the transition.
2.	Hotel identification is not complete.	Hotel identification should be complete before implementation starts.
3.	The scope of the project is not known.	Identify the budget which would clear the scope.

4.	Any delays in deliverables from Blue Prism Inc.	Drafting a robust legal document which will ensure that this does not take place. If it does, there should be a compensation.
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2.8 CONSTRAINTS

- Project plan and a budget document should be submitted by November 4, 2018.
- Project overview presentation should be ready by December 1, 2018.
- First step of implementation of the project should commence on January 15, 2019.

2.9 DEPENDANCIES

- Blue Prism Inc.
- Event Customers

2.10 MILESTONES

- Approval of project plan and budget.
- Kick-off meeting with stakeholders, Blue Prisms Inc. and WorldHotels.
- Requirement specification sign off.
- Implementation sign off.
- Project integration sign off.
- User testing sign off.
- Go live for customers.
- Project sign off.

2.11 GENERAL PROJECT SEQUENCE

- Submission of a work request form.
- Planning the project.
- Estimation of the project.
- Defining the scope of the project.
- Presentation of project plan and estimates with the board of directors.
- Kick off meeting.
- Requirement specification, project charter, SOW sign off.
- Implementation of all modules.
- A short demo to the users, stakeholders with current changes (not everything is expected).

- User testing for individual modules.
- Integration of all modules.
- Integration testing of all modules.
- Testing sign off.
- Implementation sign off.
- Detailed and high-level design document.
- End user testing.
- Project sign off.

3. PROJECT PLAN

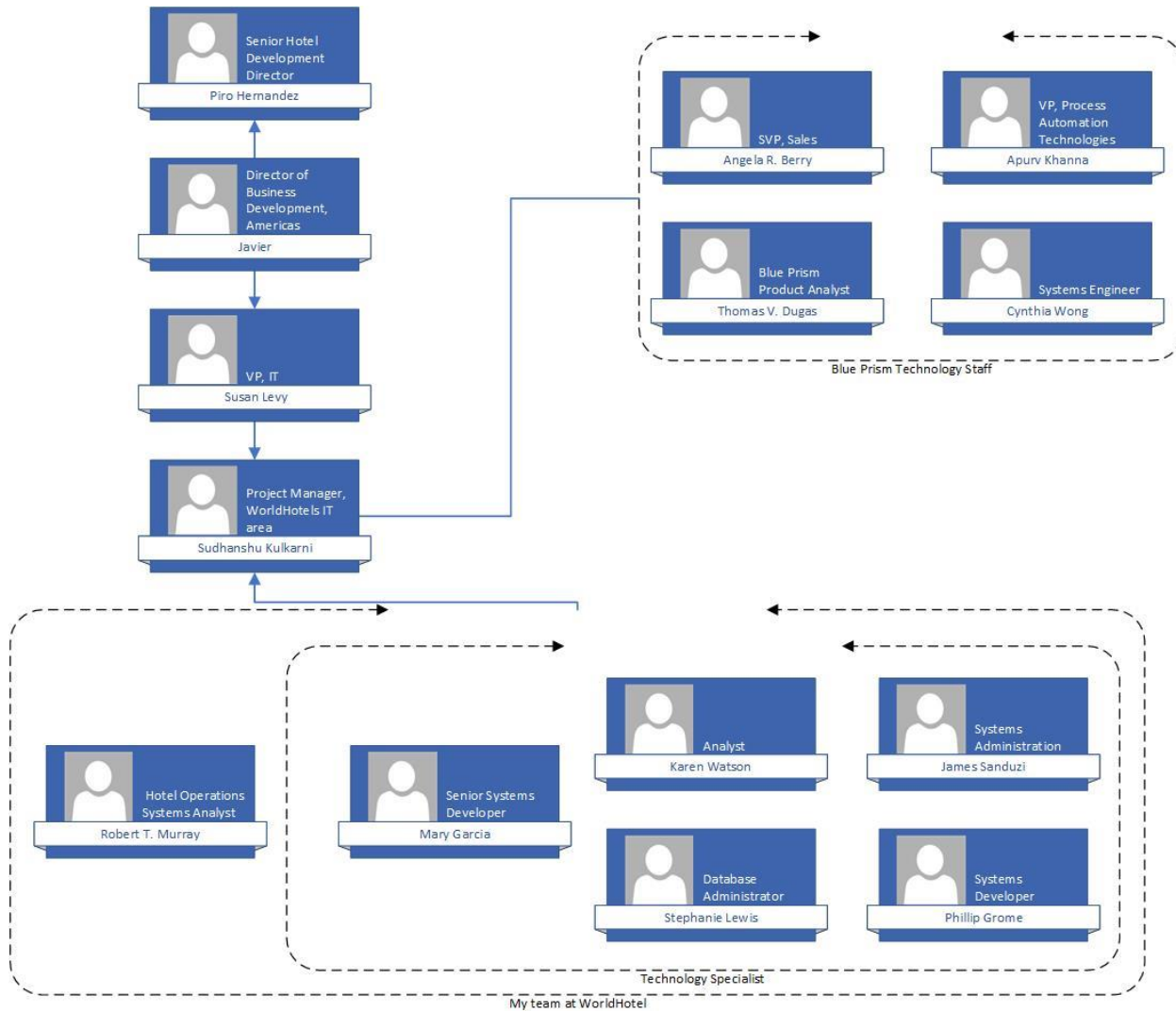
3.1 MANAGEMENT AND INTEGRATION PLAN

- Develop a work request form for the commencement of the project.
- Develop a project charter.
- Save all the required forms (change request form, work request form, issue logs, etc.) in a common repository and share with everyone involved in the project.
- Develop the project plan, estimation and cost of the project and get an approval from the Board of Directors.
- Document the project scope in a Statement of Work (SOW).
- Develop a Work Breakdown Structure (WBS) and identify the milestones.
- Since the project will be done in modules Agile Scrum model will be the best for this project.
- Communication/meetings will be conducted with the Blue Prism Inc. weekly after the commencement of the project. This will be done via video/conference call.
- Communication/meetings will be conducted with the WorldHotels daily after the commencement of the project. This will be done in person or video/conference call.
- Communication/meetings will be conducted with the stakeholders on a weekly basis after the commencement of the project. This will be done in person or video/conference call.
- Begin the implementation of the project module wise.
- Test all the modules individually.
- Manage the project execution by managing resources (allocating the right task to the right individual, not overburdening the individuals) and help to improve their productivity by giving continuous guidance and leadership.
- Ensure that all the milestones are achieved and signed off.
- Conduct quality assurance tests by taking user feedback, tester feedback and stakeholder feedback.

- Ensure that the project is not exceeding the budget by using simple techniques such as return on investment till date.
- If there are any changes in scope, log them in the change requests form and revise the budget, schedule and all the related documents.
- Inform the stakeholders and higher management about any risks, issues which are impromptu in nature.
- Document changes, risks and issues in the appropriate form and get approvals from the stakeholders and update the necessary documents.
- Make reports of the progress and share them with the stakeholders in the weekly meetings.
- Integrate all the modules of the project.
- Perform integration testing along with the users.
- If any issues arise, then document these issues, revise timelines, cost, and all the necessary documents.
- Ensure that all documents are signed-off officially.
- Draft a lessons learned document, final closure report and setup a meeting with the stakeholders for the closure of the project.
- After the approval for closure, close all the contracts and legal obligation and create official files for archiving.
- Finally, appreciate the team, reward them and dissolve the team for their next venture.

4. PROJECT ORGANIZATION

4.1 TEAM STRUCTURE



4.2 TEAM MEMBERS AND ROLES

WorldHotels:

- Robert T. Murray, Hotel Operations Systems Analyst

Technology Specialists:

- Karen Watson, Analyst
- Stephanie Lewis, Database Administrator
- James Sanduzi, Systems Administration

- Phillip Grome, Systems Developer
- Mary Garcia, Senior Systems Developer

Blue Prism Inc.:

- Angela R. Berry, SVP, Sales
- Apurv Khanna, VP, Process Automation Technologies
- Thomas V. Dugas, Blue Prism Product Analyst
- Cynthia Wong, Systems Engineer

6. PROJECT CHARTER APPROVAL

Signature:

Date:

Print Name:

Piro Hernandez

Title:

Senior Hotel Development Director

Signature:

Date:

Print Name:

Javier Pareja

Title:

Director, Business Development, Americas

Signature:

Date:

Print Name:

Susan Levy

Title:

VP, IT

Signature:

Date:

Print Name:

Sudhanshu Kulkarni

Title:

Project Manager, WorldHotels IT