

# Integration of Robotic Process Automation at WorldHotels for Event Management

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SUDHANSHU KULKARNI

# Overview

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WorldHotels, in coordination with Blue Prisms Inc., will 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. To overcome this, we will be automating this entire process.

## Key facts:

Royal Park Hotel in Detroit, Michigan is the location for the prototype RPA Event Management System.

# Deliverables

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Product Deliverables	Process Deliverables
<p>An automated prototype for the below mechanisms are the product deliverables for this project.</p> <ul style="list-style-type: none"><li>• Accounting System.</li><li>• Customer Relationship.</li><li>• Event Calendar.</li><li>• Room Reservation.</li><li>• Loyalty Points Systems.</li></ul>	<ul style="list-style-type: none"><li>• Project plan estimate.</li><li>• Executive project overview presentation.</li><li>• Work request form.</li><li>• Requirement specification documentation.</li><li>• Statement of Work.</li><li>• Testing documentation.</li><li>• High-Level Design and Detailed Design documentation.</li><li>• Project status reports.</li><li>• Project kick-off meeting.</li><li>• Project status reports.</li><li>• End-user system training.</li></ul>

# Mission, Vision and Technology Outcomes

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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 a broad scope which includes conferences, corporate meetings, trade shows, etc. and any last-minute changes in event management are challenging and time-consuming.

The new automated system will be installed in the Royal Park Hotel in Detroit, Michigan.

With this automation in place the last minute changes can be accommodated hassle free.

The time required to complete either of these processes should go down drastically.

Also, the major concern of human error will not exist.

Additionally, the human resources can be utilized more efficiently. The existing staff will have to undergo reskilling in order to support this automation, if needed.

# Scheduling Assumptions

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All the team members across the teams will be available and no long leaves are planned during the execution of the project.

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. This data will be masked in order to keep it confidential.

# Scheduling Constraints

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Executive overview presentation should be ready with Mr. Piro Hernandez by November 7, 2018.

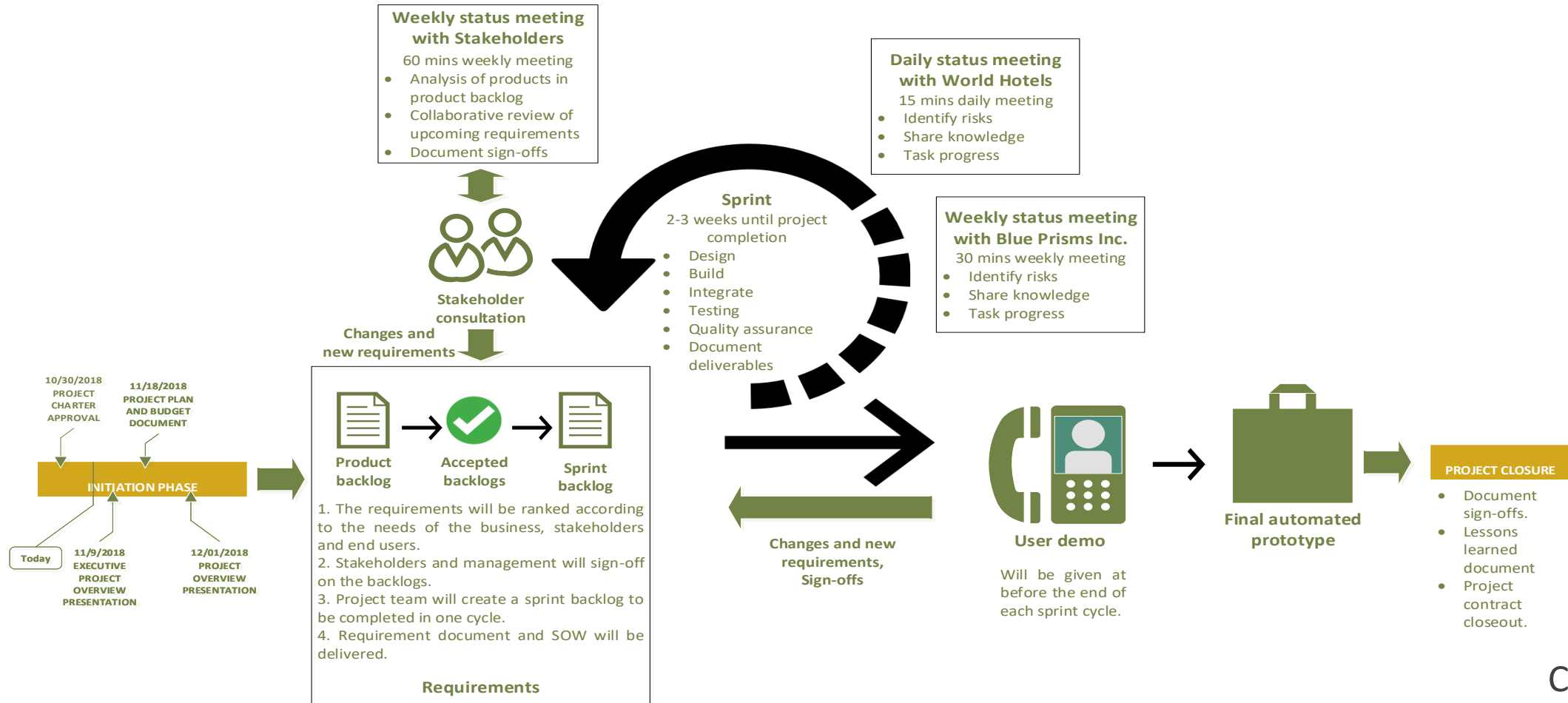
Executive overview presentation with the Board/Industry Advisory Council to be held on November 9, 2018.

Project plan and a budget document should be submitted by November 18, 2018.

Project overview presentation meeting to be held on December 1, 2018.

First step of implementation of the project should commence on January 15, 2019.

# Project Stages



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# Project Stages

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This project will be completed in five sprint modules. Each module will range from 2-3 weeks. Blue Prisms Inc. and WorldHotels project teams along with the stakeholders will coordinate during the entire project of approximately 28 weeks.

The project will begin with the initiation phase where deliverables are:

1. Project charter (already approved),
2. Executive project overview presentation should be ready with Mr. Piro Hernandez by November 7, 2018.
3. Executive project overview presentation meeting to be held on November 9, 2018,
4. Project plan and budget document to be delivered by November 18, 2018, and
5. Project overview presentation to the stakeholders to be completed by December 1, 2018.

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# Project Stages

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This will be followed by each sprint module.

Modules will be split as per the product deliverables viz. Accounting System prototype, Customer Relationship prototype, Event Calendar prototype, Room Reservation prototype, and Loyalty Points Systems prototype.

We will begin with the preliminary steps of implementation from January 15, 2019.

During each module, we will gather the exact requirements and document it in the requirement specification document and a statement of work.

The requirement document and the SOW will be the deliverables during the requirement phase.

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# Project Stages

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In each sprint module, we will take care of the below items:

1. Status meetings with WorldHotels, Blue Prism Inc. and the stakeholders.
2. Design of the module.
3. Build of the module.
4. Testing of the individual module.
5. Integration of the module in the existing system and system testing.
6. Quality Planning, Quality Assurance and Quality Control of each module and the system.
7. Risk management of each module and the system.

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# Project Stages

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8. Deliverables during this phase will be:

- i. Prototype of the module.
- ii. High-Level Design and Detailed Design documentation.
- iii. Testing documentation.
- iv. Project status reports.
- v. End-user demo
- vi. Issue logs

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# Project Stages

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After completion of all the modules, we will continue towards the closure of the project.

Once all the modules are integrated, regression testing will be performed.

Final deliverables during this phase will include:

- i. Final automated prototype for Accounting System, Customer Relationship, Event Calendar, and Room Reservation.
- ii. Lessons learned document.
- iii. Project contract closeout.
- iv. Final meeting with the stakeholders for their sign-off.

# Quality Assurance

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## Quality Assurance:

Below measures will be taken in order to assure the quality of the project.

- i. We will verify all the technical functions implemented during this project.
- ii. We will perform thorough testing of all the functionalities.
- iii. We will perform regression testing after integration of each module.

For ex. After testing module 1, and then integrating module 2 we will test the functionality of module 1 as well; even if the functionality of module 2 is independent of module 1.

- iv. Ensure the validity and legality of the third-party tools used.

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# Quality Management

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## Quality Management:

We will perform **stakeholder-based quality feedback** as of the prime parameter for quality management.

This will be taken care by demonstrating work towards the end of every module, using surveys and UAT.

We will also use a different environment altogether to perform simulation.

**Project audits and procedural reviews** will also be used to ensure quality management.

We will use the lessons learned document.

Also, we will hire an external team for a formal audit of the project quality.

# Executive Involvement and Support Needed

Phase of the project	Person(s)/Team(s) involved	Roles and responsibilities
Project explanation/ summary	Piro Hernandez, Javier Pareja, Susan Levy, Sponsors, Sudhanshu Kulkarni	Sudhanshu Kulkarni - will give an overview of the project, define scope and help understand the need of this automation. Sponsors and Piro Hernandez, Javier Pareja, Susan Levy - will understand the project and raise questions/concerns about the project.
Kick-off meetings	Piro Hernandez, Javier Pareja, Susan Levy, Sponsors, WorldHotels project team, Blue Prism Inc. project team, Sudhanshu Kulkarni	Sudhanshu Kulkarni - will define the scope of the project alongwith the requirements of each module. Piro Hernandez, Javier Pareja, Susan Levy, Sponsors, WorldHotels and Blue Prism Inc. project teams - understand the requirements and scope of the project. Raise questions and concerns about the scope and requirements.
Status meetings	Piro Hernandez, Javier Pareja, Susan Levy, Sponsors, WorldHotels project team, Blue Prism Inc. project team, Sudhanshu Kulkarni	Sudhanshu Kulkarni - will get the progress of the project and draw reports. WorldHotels and Blue Prism Inc. project teams - will explain the progress of the project. Piro Hernandez, Javier Pareja, Susan Levy, Sponsors - understand the progress of the project and raise concerns, if any.
Project Plan	Piro Hernandez, Javier Pareja, Susan Levy, Sponsors, Nikki Platenik, Sudhanshu Kulkarni	Sudhanshu Kulkarni - come up with a risk management plan, schedule management plan, technical plan. Piro Hernandez, Javier Pareja, Susan Levy and sponsors - understand the plan of the project. Raise questions and concerns about the same. Nikki Platenik - to guide Sudhanshu Kulkarni/ team to help devise infrastructural plans and any hotel information.

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# Executive Involvement and Support Needed

Phase of the project	Person(s)/Team(s) involved	Roles and responsibilities
Build	WorldHotels project team, Blue Prism Inc. project team, Sudhanshu Kulkarni	WorldHotels and Blue Prism Inc. project team - develop each module as per the requirements specified. Sudhanshu Kulkarni - coordinate between teams to monitor the status of the project and guide, mentor at any stage as and when needed.
Integration	WorldHotels project team, Blue Prism Inc. project team, Sudhanshu Kulkarni	WorldHotels and Blue Prism Inc. project team - integrate each module in the existing system. Sudhanshu Kulkarni - guide, mentor at any stage as and when needed.
Testing	WorldHotels project team, Blue Prism Inc. project team, End-users, Sudhanshu Kulkarni	WorldHotels and Blue Prism Inc. project team - unit testing of all the modules and system testing. After all modules are integrated perform regression testing. Report and document issues, if any. End-users - to perform UAT as per the test case document provided by the team. Report and document issues, if any. Sudhanshu Kulkarni - ensure that testing is done correctly.
End-user training	WorldHotels project team, Blue Prism Inc. project team, End-users, Sudhanshu Kulkarni	WorldHotels and Blue Prism Inc. project team - train the end-users to help understand the system. End-users - to undergo training as scheduled. Sudhanshu Kulkarni - ensure that training was successful.

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# Executive Involvement and Support Needed

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Phase of the project	Person(s)/Team(s) involved	Roles and responsibilities
Documentation	WorldHotels project team, Blue Prism Inc. project team, Sudhanshu Kulkarni	WorldHotels and Blue Prism Inc. project team - to come up with all the deliverable documents. Sudhanshu Kulkarni - ensure all the documents are in place. Review and understand them.
Documentation sign-offs	Stakeholders, Sudhanshu Kulkarni	Sudhanshu Kulkarni - explain all the documents to the stakeholders. Stakeholders - understand the documents and raise questions/concerns, if any.
Closure	Stakeholders, Sudhanshu Kulkarni	Sudhanshu Kulkarni - explain all the deliverables to the stakeholders. Stakeholders - ensure all the deliverables are working as expected and raise questions/concerns, if any.

# Questions - Integration of Robotic Process Automation at WorldHotels for Event Management

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Thank you for attending Executive Project Overview.

Questions and concerns will be addressed during this period.