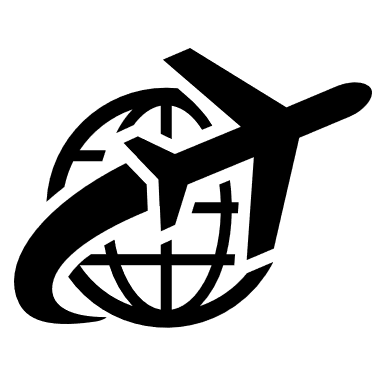
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**TOURISM AND TRAVEL MANAGEMENT**

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## **Tourism and Travel Management**

**Project Description**:

The primary goal of tourism and travel management is to provide high-quality services in order to create positive experiences for tourists and travelers. This includes understanding customers' needs and preferences, identifying and addressing potential travel barriers, and creating unique and memorable experiences.

Using this application users can book tickets to desired locations and suggest the best places to visit. users can filter the prices from high to low or low to high according to their choice.

Here users can also make changes to their reserved tickets based on their travel plan. Also provides accommodations information around the destination.

**Team Name:** Ace Team

**Team Members Names:**

**Student Name SID**

Adithya Varaprasad Muppalla S555485

Sainath Reddy Teneti S556186

Naga Manikanta Chigurupati S555681

Yelamakonda Sushmitha S555058

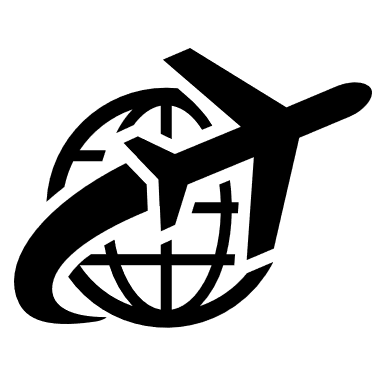
Mohan Varasiddi Sai Potti S554815

Ramu Unnava S554813

Rajashree Bokka SS556127

**Client:** Naga Manikanta Chigurupati

**Team Logo:**

****

**Client:**  Mani Chigurupati

## **Knowledge Areas and their artifacts**

1. Project Integration Management
   * Project Charter: A project charter is the statement of scope, objectives and people who are participating in a project. The charter also identifies the main stakeholders and defines the authority of the project manager.
   * Project Management Plan: A Project management plan is a formal, approved document that defines how the project is executed, monitored, and controlled. This document is used to define the approach project team takes to deliver the intended project management scope of the project.
2. Project Scope Management
   * Requirement Management Plan
   * Requirement’s specifications Document
   * Scope Management Plan
   * Scope Statement
   * Work Breakdown Structure
3. Project Time Management
   * Schedule management plan
     + Gantt charts
4. Project Cost Management
   * Cost management plan
     + Cost estimation and determining budget.
5. Project Quality Management
   * Quality management plan
     + Items included for Quality control.
     + Benchmarking against other products or projects
     + Measurement regarding types of defects
6. Project Human Resources Management
   * Human resources management plan
     + Project organizational charts
     + Responsibility assignment matrices
     + Resource histograms
7. Project Communications Management
   * Communication management plan
     + Stakeholder Communication analysis
8. Project Risk Management
   * Risk management plan
     + Risk register
     + Risk mitigation strategies
9. Project Procurement Management
   * Procurement management plan
     + Statement of Work
     + Request for proposal
10. Project Stakeholder Management
    * Stakeholder management plan
      + Stakeholder register
      + Stakeholder analysis
      + Issue log
    * Final Presentation

## **Project Charter**

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Title**: Tourism and Travel Management | | | |
| **Project Start Date:** 01/11/2023 **Projected Finish Date:** 04/24/2023 | | | |
| **Budget Information:** Total Value: $90000     Project Cost: $65500      Profit**:** $24500 | | | |
| **Project Manager:** Sainath Reddy Teneti, [S556186@nwmissouri.edu](mailto:S556186@nwmissouri.edu), +1 6605285170 | | | |
| **Project Objectives:**   * The main goal of the project is to create an application that allows users to manage their travel plans as required. * To improve efficiency, save time & cost. * To provide high quality service and quick response to customers. | | | |
| **Success Criteria:**   * Ensuring customer satisfaction involves providing high-quality products. responding quickly to customer complaints or concerns and creating positive customer experiences. * Increasing the number of bookings or visitors * Success also depends on engaged and motivated employees who deliver excellent customer service. | | | |
| **Approach:**  The goal is to complete the project on time and within budget, with no client escalations. | | | |
| **Roles and Responsibilities** | | | |
| ***Name and Signature*** | ***Role*** | ***Position*** | ***Contact Information*** |
| Sushmitha Yelamakonda | Scrum Master | Team Lead | S555058 |
| Sainath Reddy Teneti | Project Manager | Team member | S556186 |
| Adithya Varaprasad Muppalla | Stack Holder | Team member | S555485 |
| Ramu Unnava | Developer | Team member | S554813 |
| Naga Manikanta Chigurupati | Client | Team member | S555681 |
| Mohan Varasiddi Sai Potti | Stack Holder | Team member | S555681 |
| Rajashree Bokka | Designer, tester | Team member | S556127 |
|  | | | |
| **Comments:** (Handwritten or typed comments from above stakeholders, if applicable)  Expecting application to be easy-to-use, comprehensive, and customizable travel management application that provides connectivity to various travel-related services while prioritizing data privacy. Will let you know if there is any change in the requirements and in the quality of project. | | | |

## **Stakeholder Register for Travel and Tourism Management**

**Prepared by:** Sushmitha Yelamakonda **Date:** 02/21/2023.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Position** | **Internal/External** | **Project Role** | **Contact Information** |
| Adithya Varaprasad Muppalla | Team member | Internal | Stack Holder | +919052951442 |
| Mohan Varasiddi Sai Potti | Team member | Internal | Stack Holder | +919705292227 |
| Sushmitha Yelamakonda | Team Lead | Internal | Scrum Master | +16605281918 |
| Sainath Reddy Teneti | Team member | Internal | Project Manager | +!6605285170 |
| Ramu Unnava | Team member | Internal | Developer | +918374824989 |
| Naga Manikanta Chigurupati | Team member | Internal | Client | +16605280617 |
| Rajashree Bokka | Team member | Internal | Designer, tester | +16605288905 |

## **Project Management Plan**

**Project Name:** Tourism and Travel Management.

Introduction/Overview of Project:

The tourism and travel industry are highly competitive, with numerous companies vying for the attention of customers. One of the most critical factors for success in this industry is offering affordable prices for transportation, accommodation, and activities. Selling tickets at a reasonable price is crucial for companies to attract customers and remain competitive. In this project, we will focus on developing a strategy for selling tourism and travel tickets at an affordable price without compromising the quality of the services offered.

The primary goal of tourism and travel management is to create and deliver high-quality travel experiences that meet the needs and expectations of travelers while ensuring that the business is profitable and sustainable. This involves managing a range of activities, including marketing, sales, customer service, operations, logistics, and financial management.

Our professionals have a diverse set of skills, including knowledge of travel destinations, marketing and sales, customer service, financial management, and strategic planning. They also have a good understanding of the global tourism industry and the emerging trends and challenges in the field.

In recent years, the tourism and travel industry has faced various challenges, including the COVID-19 pandemic, climate change, and geopolitical tensions. These challenges have highlighted the importance of effective tourism and travel management, including risk management, crisis management, and sustainability.

**Project Organization:**

Designer

Scrum Master

Project Manager

Developer

Tester

**Management and Technical Processes**

**Management Processes:**

**1. Planning:** During the planning phase, the project team identifies what the project will involve, what it is expected to achieve, and how it will be carried out. This phase includes determining project scope, objectives, timelines, and resources required.

**2. Organizing:** In the organizing phase, the project team establishes the project team structure, assigns roles and responsibilities, and defines communication channels. The team also develops a budget and procures any necessary resources.

**3. Executing:** The executing phase involves implementing the project plan by developing pricing strategies, identifying distribution channels, creating marketing plans, and implementing the strategies. The team monitors progress against the project plan and makes any necessary adjustments to ensure that the project stays on track.

**4. Monitoring and Controlling:** During the monitoring and controlling phase, the team tracks project progress, measures performance, and identifies any deviations from the project plan. The team uses this information to make any necessary adjustments to the project plan to ensure that it stays on track.

**5. Closing:** The closing phase marks the end of the project. The team performs a final review to ensure that all project objectives have been met and all deliverables have been completed. The team then releases any remaining resources and documents any lessons learned from the project.

Throughout the management process, effective communication is essential to keep stakeholders informed of progress and obtain feedback. Flexibility and adaptability are also critical, as the team may need to adjust the project plan to respond to changes in the market, competition, or customer preferences.

**Management Objectives and Priorities:**

* **Customer satisfaction**: One of the top priorities of the Tourism and Travel Management project is to ensure customer satisfaction. This means providing high-quality services, including affordable ticket prices, excellent customer service, and memorable experiences for customers.
* **Revenue generation**: Another important objective of a Tourism and Travel Management project is to generate revenue for the company. This involves developing effective pricing strategies, identifying cost-efficient distribution channels, and maximizing profits while maintaining competitive ticket prices.
* **Marketing and promotion**: An essential objective of the Tourism and Travel Management project is to create effective marketing and promotion strategies to attract customers. This may include developing branding, advertising, and social media campaigns that highlight the affordability and quality of services provided.
* **Risk management**: The Tourism and Travel Management project must prioritize risk management to minimize the impact of any potential risks or challenges that may arise during the project. This may involve identifying potential risks, creating contingency plans, and implementing risk management strategies to ensure the project stays on track.
* **Continuous improvement**: Finally, the project team must prioritize continuous improvement to ensure that the company stays competitive and meets the evolving needs and preferences of customers. This may involve monitoring market trends, analyzing customer feedback, and implementing changes to improve the quality and affordability of services.

**Risk Management:**

Global Travelling and accommodation information are needed to build the application and more teams must be involved in the implementation.

**Management:**

Here, we may have risks such as natural disasters, political instability, economic downturns, health emergencies, and other potential events. Evaluate the likelihood and impact of each risk and prioritize the most significant risks to the business.

So, we will be implementing risk mitigation measures such as insurance, emergency response plans, and business continuity plans. Continuously monitor risks and adjust risk management strategies as necessary. This includes monitoring global events, assessing the effectiveness of risk management measures, and updating risk management plans.

The tourism and travel industry are heavily regulated, and compliance with various laws and regulations is critical to managing risks. Businesses must ensure that they comply with all relevant regulations, such as health and safety regulations, environmental regulations, and transportation regulations.

Businesses technology solutions, such as travel management software, can help businesses manage risks more effectively by providing real-time updates on travel disruptions, alerts on potential security threats, and other important information.

By taking these steps to manage risks effectively, tourism and travel businesses can minimize the impact of adverse events and ensure the safety and security of travelers, employees, and stakeholders.

**Staffing Plan:**

The project requires a project manager, scrum master, Developer, Stack Holder, Client Developer, Tester, and other staff. All the staff must be highly skilled and trained.

**Technical Processes:**

* **Booking System:**

Booking systems are used by travel and tourism businesses to manage bookings and reservations for hotels, flights, tours, and other travel services. These systems can be integrated with other systems, such as payment gateways, to streamline the booking process.

* **Customer Relationship Management (CRM):**

CRM systems are used to manage customer data, track customer behavior, and provide personalized services to customers. This includes managing customer inquiries, complaints, and feedback, as well as developing targeted marketing campaigns to increase customer engagement.

* **Payment Processing:**

Payment processing systems are used to manage payments for travel and tourism services. These systems can be integrated with reservation systems to streamline the payment process and ensure the security of customer data**.**

* **Digital Marketing:**

Digital marketing involves using digital channels, such as social media, search engine optimization, and content marketing, to promote travel and tourism services. This includes developing targeted marketing campaigns to reach specific customer segments and drive revenue growth.

**Methods, Tools, and Techniques:**

**1. Project management software**: This includes software tools like Microsoft Project, Asana, Trello, and Basecamp. These tools help with scheduling, task management, collaboration, and reporting.

**2. Market research tools:** These tools help in gathering data about customer preferences, market trends, and competition. Examples include surveys, focus groups, and online analytics tools like Google Analytics.

**3. Financial management tools:** This includes tools for budgeting, forecasting, and financial reporting. Examples include Excel spreadsheets, QuickBooks, and other accounting software.

**4. Customer relationship management (CRM) software:** This includes software tools like Salesforce and HubSpot that help in managing customer interactions, tracking customer information, and automating marketing campaigns.

**5. Social media marketing tools:** This includes tools for managing social media accounts, scheduling posts, and analyzing social media engagement. Examples include Hootsuite, Buffer, and Sprout Social.

**6. Quality management tools:** These tools help to ensure that the products or services offered meet the desired quality standards. Examples include Six Sigma, Lean, and Total Quality Management (TQM) methodologies.

**7. Risk management tools:** This includes tools for identifying, analyzing, and mitigating potential risks in the project. Examples include risk registers, risk matrices, and risk management software.

**8. Performance measurement tools:** This includes tools for measuring and tracking project performance, such as KPI dashboards, performance scorecards, and performance reports.

These are just some examples of the methods, tools, and techniques that can be used in a tourism and travel management project. The specific tools and techniques used will depend on the project's objectives, scope, budget, and timeline.

**Software Documentation:** Includes all the documents produced by every team member by following documentation rules. All these documents need to be reviewed and approved by the project manager.

**Project Support Functions:**The project manager prepares the release plan based on client requirements, time, scope, and budget of the projects. Daily scrums by involving all the stakeholders of the project to know the project progress and to make any changes as per client suggestions. Application performances need to be monitored and controlled changes throughout the project life cycle.

**Schedule Information:** The project starts on 01/11/2023 and ends on 04/24/2023. A detailed schedule of the project is given in the project time management plan.

**Budget Information:** The project budget is $90,000 Project Cost $65500 Profit is $24500 and the project manager allocates all the resources to tasks based on usage, roles and responsibilities.

**Work to Be Performed:**

* The first step in developing a tourism and travel management application is to conduct research and analysis to identify the needs and preferences of potential users. This may include conducting market research, analyzing customer data, and identifying key industry trends**.**
* The next step is to design and develop the application. This includes developing a user interface that is intuitive and easy to use, incorporating key features such as booking and reservation systems, payment processing, and customer relationship management tools.
* After the application has been developed, it is essential to conduct thorough testing and quality assurance to ensure that the application is functioning as intended and is free of bugs and other issues.
* Once the testing and quality assurance phase is complete, the next step is to launch and deploy the application. This may involve developing a marketing strategy to promote the application and attract new users.
* Finally, ongoing data analysis and optimization are essential to ensure that the application meets the needs and preferences of users. This may involve using tools such as data analytics and user feedback to identify areas for improvement and refine the application over time.

We have referred to many documents of successful projects, learned the lessons from the above-mentioned textbook, and selected the best among them for the Tourism and travel management project purpose for the better management of the project and to make the project successful.

## **Scope Statement**

|  |
| --- |
| **Project Title:** Tourism and Travel Management |
| **Date:** April 4th, 2023. **Prepared by:** Team ACE |
| **Project Objectives:**   1. Develop an application that allows users to manage their travel plans, including booking tickets, suggesting destinations, and providing accommodation information. 2. Provide high-quality service and quick response to customers to ensure their satisfaction. 3. Improve efficiency and help customers save time and costs. |
| **Constraints:**   1. The project budget is $65,500. 2. The project timeline is from January 11th, 2023, to April 24th, 2023. 3. The project team consists of seven members, including a project manager, scrum master, designer/tester, developer, and three stakeholders. 4. The application must prioritize data privacy and comply with relevant laws and regulations. |
| **Product Characteristics:**   * User-friendly interface for easy navigation and booking. * Customizable travel plans and preferences * Secure and reliable payment gateway integration * Efficient search and filtering options for flights, accommodations, and activities * Integration with third-party travel service providers for comprehensive travel planning * Real-time notifications and updates on bookings and travel plans * Multi-lingual support for a wider range of users   **Product Requirements:**   * User registration and login system * Search and booking functionality for flights, accommodations, and activities. * Filter and sorting options based on price, location, and other criteria. * Secure payment gateway integration with various payment options * Responsive design for mobile and desktop devices * Dashboard for managing bookings, travel plans, and preferences. * Customer support system for addressing queries and concerns. * Admin panel for managing bookings, customers, and services. * Comprehensive reporting system for analyzing sales, bookings, and customer feedback. |
| **Product User Acceptance Criteria for Tourism and Travel Management Application - Data Management:**   1. The application should allow users to easily create and manage their travel plans, including flight bookings, hotel reservations, and activities. 2. The application should provide users with access to real-time information about flights, hotels, and activities, ensuring that they can make informed decisions. 3. The application should allow users to filter search results based on their preferences, including location, price, and availability. 4. The application should provide users with accurate and up-to-date information about their bookings, including flight status updates and changes to hotel reservations. 5. The application should allow users to easily modify or cancel their bookings, with clear and concise instructions. |
| **Project Deliverables:**   1. A comprehensive and customizable travel management application that connects to various travel-related services. 2. A database of destinations, accommodations, and prices that users can browse and filter according to their preferences. 3. A booking system that allows users to reserve tickets and make changes based on their travel plans. 4. A feedback system that enables customers to provide feedback and report any issues or complaints. |
| **Assumptions:**   1. Users will have access to the internet and a device (computer, tablet, or smartphone) to use the application. 2. Users will be responsible for their physical travel arrangements, such as transportation and accommodation. 3. The project team will have the necessary skills and resources to develop the application. 4. Customers will be willing to use the application and provide feedback to improve its quality**.** |
| **Out of Scope:**   1. Physical travel arrangements, such as transportation and accommodations, are not included in the project scope. 2. The application does not provide travel insurance or other financial services. 3. The application does not provide visa assistance or other legal services. |

## **WBS Excel**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Gantt Chart**   **Cost Estimation** | | | | | | | | | |
| **Project Name:** Tourism and Travel Management | **Date:** 02/06/2023 | | |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  | **Internal** | **$/hour** | **Internal** | **External** | **$/hour** | **External** | **Total** | **Non-labor $** | **Total Cost** |
| **WBS Categories** | **Labor** |  | **$ Total** | **Labor** |  | **$ Total** | **Labor** |  |  |
| 1. Initiating | 65 | $ 30 | **$ 1,950** |  |  | **$ -** | **$ 1,950** |  | $ 1,950 |
| 2. Planning | 50 | $ 40 | **$ 2,000** |  |  | **$ -** | **$ 2,000** |  | $ 2,000 |
| 3. Executing |  | $ 40 | **$ -** |  |  | **$ -** | **$ -** |  | $ - |
| 3.1 Course design and development |  | $ 40 | **$ -** |  |  | **$ -** | **$ -** |  | $ - |
| 3.1.1 Supplier management training | 50 | $ 40 | **$ 2,000** | 50 | $ 50 | **$ 2,500** | **$ 4,500** | $ 10,000 | $ 14,500 |
| 3.1.2 Negotiating skills training | 50 | $ 40 | **$ 2,000** | 50 | $ 50 | **$ 2,500** | **$ 4,500** | $ 5,000 | $ 9,500 |
| 3.1.3 Project management training | 50 | $ 40 | **$ 2,000** | 50 | $ 50 | **$ 2,500** | **$ 4,500** | $ 5,000 | $ 9,500 |
| 3.1.4 Software applications training | 50 | $ 40 | **$ 2,000** | 50 | $ 50 | **$ 2,500** | **$ 4,500** | $ 5,000 | $ 9,500 |
| 3.2 Course administration | 55 | $ 50 | **$ 2,750** | 50 | $ 50 | **$ 2,500** | **$ 5,250** | $ 5,000 | $ 10,250 |
| 3.3.Course evaluation | 80 | $ 30 | **$ 2,400** |  |  | **$ -** | **$ 2,400** |  | $ 2,400 |
| 3.4 Stakeholder communications | 80 | $ 30 | **$ 2,400** |  |  | **$ -** | **$ 2,400** |  | $ 2,400 |
| 4. Monitoring and Controlling | 50 | $ 30 | **$ 1,500** |  |  | **$ -** | **$ 1,500** |  | $ 1,500 |
| 5. Closing | 50 | $ 40 | **$ 2,000** |  |  | **$ -** | **$ 2,000** |  | $ 2,000 |
| Subtotal |  |  |  |  |  |  |  |  | $ 65,500 |
| Reserves |  |  | **$ -** |  |  | **$ -** | **$ -** |  | 6,550.0 |
| **Total** | 630 |  | **23,000** | 250 | 250 | **12,500** | **35,500** | 30,000 | $ 72,050 |
|  |  |  |  |  |  |  |  |  |  |
| **Assumptions** |  |  |  |  |  |  |  |  |  |
| Assumptions: We are expecting our overall budget around 65500$ with reserves at 10 % which accounts to total of 72050$ **Quality Management Plan** **Project Name:** Tourism and Travel Management  **Introduction:**  The purpose of this Quality Management Plan is to ensure that the project meets its objectives and goals in terms of quality, through defining the processes, procedures, and standards to be followed by the project team.  **Quality Standards:**  Quality control procedures will be established to ensure that all deliverables meet the quality standards. Quality assurance procedures will be established to ensure that the project's quality processes, procedures, and standards are being followed. Change control procedures will be established to ensure that all changes are properly documented and approved. A quality checklist will be used to ensure that all deliverables meet the quality standards. All team members will be required to follow the project's quality processes, procedures, and standards.  **Metrics:**  The following metrics will be used to measure the quality of the project deliverables:   1. **Defect Density:**   The number of defects per deliverable will be measured to ensure that the project deliverables meet the quality standards.   1. **Test Coverage**:   The percentage of requirements covered by testing will be measured to ensure that all project requirements have been tested.   1. **On-Time Delivery:**   The percentage of project deliverables delivered on time will be measured to ensure that the project is meeting its timelines.   1. **Customer Satisfaction:**   The satisfaction of the customer will be measured using surveys or feedback forms to ensure that the project deliverables meet their expectations.   1. **Change Request Frequency:**   The number of change requests raised during the project will be measured to ensure that the project's requirements are clearly defined and understood.  **Problem Reporting and Corrective Action Process:**   1. **Problem Identification:**   Any team member who identifies a quality issue with a project deliverable should report it immediately to the project manager. The project manager will then verify the issue and document it in the project's quality log**.**   1. **Problem Analysis:**   The project manager (Sainath Reddy Teneti) will investigate the quality issue and determine its root cause. The project team will be involved in the analysis to identify any contributing factors and potential solutions.   1. **Corrective Action**:   The project manager (Sainath Reddy Teneti) will develop a corrective action plan to address the quality issue. The plan will include the actions required to correct the issue, the person responsible for the actions, and the timeline for completion.   1. **Plan Implementation**:   The corrective action plan will be implemented by the responsible team member(s). The project manager will monitor the progress of the plan to ensure that it is completed within the specified timeline.   1. **Verification**:   After the corrective action plan is completed, the project manager will verify that the quality issue has been resolved. If the issue is not resolved, additional corrective actions will be identified and implemented until the issue is resolved.   1. **Documentation**:   All quality issues, corrective actions, and their outcomes will be documented in the project's quality log. This documentation will be used to identify trends and improve the quality management processes of future projects.   1. **Follow-Up**:   The project manager (Sainath Reddy Teneti) will follow up with the team periodically to ensure that the quality issue has not reoccurred. If the issue reoccurs, additional corrective actions will be identified and implemented until the issue is resolved.  **Supplier Quality and Control:**   1. **Supplier Selection**:   The project manager will select suppliers who meet the project's quality standards. The project manager will evaluate suppliers based on their experience, quality control processes, and references.   1. **Supplier Quality Requirements**:   The project manager will communicate the project's quality requirements to the selected suppliers. The requirements will include the quality standards, delivery timelines, and any other requirements specific to the project.   1. **Supplier Quality Control**:   The project manager will monitor the quality of the products and services provided by the suppliers. The project manager will work with the suppliers to identify any quality issues and develop corrective action plans.   1. **Supplier Performance Evaluation**:   The project manager will evaluate the performance of the suppliers based on their adherence to the quality requirements and delivery timelines. The project manager will document the supplier performance in the project's quality log.   1. **Supplier Improvement**:   If a supplier does not meet the project's quality requirements, the project manager will work with the supplier to develop a corrective action plan. The project manager will monitor the implementation of the corrective action plan and re-evaluate the supplier's performance.   1. **Supplier Documentation**:   All supplier documentation, including quality control processes, will be reviewed by the project manager to ensure that they meet the project's quality requirements. The project manager will also verify that the supplier has the necessary certifications and licenses required for the project. **Staffing Management Plan** **Project Name**: Tourism and Travel Management Plan  **Introduction**    The staffing management plan is an essential component of the project management plan, which outlines the approach for acquiring, managing, and developing the project team. It describes how human resources will be used to achieve the project's objectives, including the roles and responsibilities of the team members, their skill requirements, and how they will be managed and developed throughout the project lifecycle.  The purpose of the staffing management plan is to ensure that the right people are in the right place at the right time, with the necessary skills and knowledge to successfully complete the project. This plan identifies the staffing needs of the project and outlines the process for selecting, training, and managing team members. It also provides a framework for communicating roles and responsibilities, managing team performance, and addressing any conflicts or issues that may arise.  Overall, the staffing management plan is a critical component of the project management plan as it helps ensure that the project is adequately staffed with competent team members who are well-managed and motivated to deliver high-quality results.  **Staffing Requirements**  This project will require the following internal staff:   * Project manager is responsible for team collaboration and gathering requirements. * Project lead will assign work to developers and develop backend. * Project developers will develop the UI and testing of the application will be done by them.   **Staff Assignments**  **Project Manager:**   * Responsible for overall project management and delivery of project outcomes * Develops and implements project plan, including project scope, timelines, and budget * Communicates with stakeholders and project team to ensure project objectives are met * Manages risks and issues that arise during project execution   **Scrum Master:**   * Facilitates scrum events and manages the scrum process * Acts as a coach and mentor for the project team * Helps remove any impediments that may be hindering the team's progress * Ensures that the team is adhering to agile methodologies   **Developer:**   * Designs, develops, and tests software components and applications * Participates in the development of project requirements and technical specifications * Works collaboratively with the project team to ensure project objectives are met * Stays up-to-date with emerging technologies and programming languages   **Stack Holder:**   * Engages with stakeholders to ensure project requirements are understood and met * Provides regular updates to stakeholders on project progress and any issues that arise. * Helps identify opportunities to improve project outcomes and increase stakeholder satisfaction   **Client Developer:**   * Works closely with clients to understand their requirements and develop software solutions that meet their needs. * Participates in the development of project requirements and technical specifications * Collaborates with the project team to ensure project objectives are met.   **Tester:**   * Develops and implements test plans and test cases to ensure software components and applications are functioning correctly. * Works closely with developers to identify and resolve any issues that arise during the testing process. * Participates in the development of project requirements and technical specifications. * Provides regular updates on testing progress to the project team.   **Other Staff:**   * May include additional developers, designers, or testers, depending on project needs and requirements. * All staff must be highly skilled and trained to ensure project success. * The staffing plan will be reviewed periodically to ensure that the project team is adequately staffed and that project objectives are being met. The plan may be adjusted as needed to address changes in project requirements or staffing needs.   **Training, Rewards, and Reassignment:**  **Training**:  The process of providing employees with the knowledge, skills, and abilities required to perform their job responsibilities effectively. In the context of staffing, training can help to ensure that employees have the necessary competencies to perform their roles, which can increase their productivity and job satisfaction. A staffing management plan may include a training program that provides employees with on-the-job training, classroom training, or online training, depending on the needs of the project.  **Rewards:**  Incentives provided to employees to recognize their contributions and motivate them to continue performing at a high level. In the context of staffing, rewards can include salary increases, bonuses, promotions, and other forms of recognition. A staffing management plan may include a rewards program that incentivizes employees to meet project goals and objectives, which can help to boost morale and increase employee engagement.  **Reassignment:**  The process of moving employees from one role to another within the organization. In the context of staffing, reassignment can help to ensure that employees are placed in roles that align with their strengths and abilities, which can increase job satisfaction and productivity. A staffing management plan may include a reassignment program that enables employees to move to different roles or projects based on their interests and career goals, which can help to retain top talent within the organization. **Tourism and Travel Management Organization Chart**   Diagram  Description automatically generated   |  |  |  |  | | --- | --- | --- | --- | | ***Name and Signature*** | ***Role*** | ***Position*** | ***Contact Information*** | | Sushmitha Yelamakonda | Project Lead | Scrum Master / Business Analyst | S555058@nwmissouri.edu | | Sainath Reddy Teneti | Project Manager | Project Manager / Program Manager | S556186@nwmissouri.edu | | Adithya Varaprasad Muppala | Team Member | Stack Holder / Full Stack developer | S555485@nwmissouri.edu | | Ramu Unnava | Team Member | Web Application Developer | S554813@nwmissouri.edu | | Naga Manikanta Chigurupati | Team Member | Client / Tester | S555681@nwmissouri.edu | | Mohan Varasiddi Sai Potti | Team Member | Stack Holder / DB Administrator | S554815@nwmissouri.edu | | Raja Shree Bokka | Team Member | Designer / Web Application Developer | SS556127@nwmissouri.edu |  **Communication Management Plan** **Project Name**: Tourism and Travel Management plan   1. **Stakeholder communications requirements:**   In our project Tourism and travel sector include travelers, tour operators, hoteliers, travel agents, governmental organizations, regional communities, and others. To make sure that all the stakeholders are informed and involved in the planning, development, and execution of tourism and travel activities, effective communication is essential in this industry.   1. **Communications summary:**  |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Stakeholders** | **Communications Name** | **Delivery Method/Format** | **Producer** | **Due/Frequency** | | Project steering committee | Weekly status report | Hard copy and short meeting | Ramu Unnava | Wed. mornings at 9 AM | | Sponsor and champion | Monthly status report | Hard copy and short meeting | Sushmitha  Yelamakonda | First Thursday of month at 10 AM | | Affected employees | Project announcement | Memo, e-mail, intranet site, and announcement at department meetings | Sainath Reddy Teneti | April 1, 2023 | | Project team | Weekly status report | Short meeting | All team members | Tues. afternoons at 2:00. |  1. **Comments/Guidelines:**   Some comments and guidelines for creating an extensive communication management plan for the tourism and travel sector:   1. Identify the stakeholders. 2. Define the communication objectives. 3. Create a communication plan. 4. Implement the communication plan. 5. Keep track of and assess our communication strategy. 6. **Escalation procedures for resolving issues:**   The principles for creating efficient escalation procedures:   1. Define the kinds of problems that call for escalation. 2. Determine the stakeholders involved in the escalation process. 3. Define the levels of escalation. 4. Create the escalation process. 5. Train the stakeholders on the escalation process.   The escalation matrix shown below is used.   1. **Revision procedures for this document:**   The following steps are typically included in revision procedures for a document project:   1. The first step is to go over the document and look for any errors or areas that need to be improved. This may include checking for spelling and grammar errors, verifying information accuracy, and ensuring that the document is properly formatted. 2. After reviewing the document, gather feedback from relevant stakeholders. Subject matter experts, clients, or colleagues who will be using the document could be included. 3. Incorporate feedback: The document should be revised based on the feedback received. This could entail adding new content, clarifying existing content, or reorganizing the document to improve its structure. 4. All pertinent parties should review and give their approval to the document after the revisions have been made. 5. Final review: The document should go through a final review before it is finalized to make sure that all changes have been made and that it is prepared for distribution. 6. Distribution: The last step is to distribute the document to all pertinent parties, making sure that each person who needs a copy has one. 7. **Glossary of common terminology:**   Here are some terms and expressions used frequently in the tourism and travel sectors:  Accommodation - a place to stay the night while traveling; examples include hotels, hostels, and vacation rentals.  Attractions - Tourists go to attractions to be entertained, educated, or to enjoy themselves.  Backpacking - is the term for traveling light, usually camping or staying in hostels to save money.  Bed and breakfast (B&B) - is a small hotel that serves breakfast each morning in addition to overnight accommodation.  Destination - A location to which people travel, such as a city, nation, or area.  Itinerary - is a map or schedule for a trip that lists the destinations to see and the things to do there.  Tour - is a guided excursion or trip with lodging, transportation, and a set itinerary.  Travel agent - A person or business that assists travelers in organizing and booking their trips, including lodging, transportation, and activities.  Visa - is a legal document that grants entry into a country for a specific reason and period.  Tourist - is a person who visits a place for fun or pleasure.  Hospitality - The act of creating an atmosphere that is friendly and accommodating for visitors.  Car rental - is the process of borrowing a vehicle for a predetermined amount of time, typically to use as transportation while away from home.  Tour guide - is a person who directs and informs a group of tourists while they are on a tour. | | | | | | | | |  |

## **Risk Management Plan**

**Project Name**: Tourism and Travel Management

The primary goal of tourism and travel management is to provide high-quality services to create positive experiences for tourists and travelers. This includes understanding customers' needs and preferences, identifying and addressing potential travel barriers, and creating unique and memorable experiences. Using this application users can book tickets to desired locations and suggest the best places to visit. users can filter the prices from high to low or low to high according to their choice.

**1. Methodology:**

The risk methodology for a travel and tourism project should be an ongoing and iterative process that involves regular review and adjustment based on changing conditions and new information.

The risk methodology for a travel and tourism project should be tailored to the specific project's goals, objectives, and risks. Some general steps that can be followed to develop a risk methodology for a travel and tourism Management are:

**Risk Identification:** The first step is to identify potential risks that could impact on the project's success. This could include internal and external factors that could affect the achievement of objectives, such as natural disasters, political instability, or changes in travel regulations.

**Risk Assessment:** The next step is to assess the likelihood and potential impact of each identified risk. This involves analyzing the probability of the risk occurring and the potential consequences if it does occur. The assessment should consider the impact on the project's objectives, stakeholders, and resources.

**Risk Mitigation:** Once risks have been assessed, strategies should be developed to mitigate the risks. This could include developing contingency plans, implementing safety measures, or transferring the risk to a third party through insurance.

Risk Monitoring: Once mitigation strategies are implemented, the risks should be continuously monitored to ensure they are still relevant and effective. Any changes to the risks or mitigation strategies should be evaluated.

Risk Reporting: Risk reporting involves communicating the results of the risk management process to stakeholders, including senior management, project team members, and external parties such as customers or investors.

Risk Review: The final step is to review the risk management process regularly to ensure it is still effective and up to date. This could involve conducting a comprehensive review periodically or conducting ongoing assessments and updates as necessary.

**2. Roles and Responsibilities**

Effective risk management requires clear roles and responsibilities that are well-defined and communicated throughout the organization. Each person involved in the process needs to understand their role and what is expected of them to ensure that risks are effectively managed.

**Project Manager** (Sainath Reddy Teneti):

The Project Manager is responsible for managing risks within the specific project they are responsible for. He will ensure that the project is delivered within the risk management framework and that risks are identified, assessed, and managed throughout the project lifecycle.

**Team:**

All Team Members have a role to play in risk management. They need to be aware of the risks within their area of responsibility and report any potential risks to the Manager or appropriate person. They also need to follow the risk management policies and procedures in place.

**Stakeholders:**

Stakeholders, such as customers, suppliers, and partners, also have a role to play in risk management. They need to be aware of the risks associated with their interactions with the organization and report any potential risks to the appropriate person.

**3. Budget and Schedule**

Proper budgeting and scheduling can help organizations to manage costs, allocate resources effectively and ensure that projects are completed on time. Here are some considerations for budget and schedule in travel and tourism management:

**Budget:**

The budget for travel and tourism management is $65500, which includes all the costs associated with the project or activity, such as transportation, accommodation, meals, activities, and other expenses. It is important to consider both fixed costs, such as transportation and accommodation, and variable costs, such as meals and activities, in the budget. The budget should also include a contingency fund to cover unexpected costs and expenses.

**Schedule:**

The schedule for travel and tourism management should include a timeline for the project or activity, including key milestones and deadlines. It is important to consider factors such as seasonality, peak travel times, and availability of resources when developing the schedule. The schedule should also include a contingency plan to address delays or unexpected events.

**Resource Allocation:**

Resource allocation is an important aspect of budget and schedule management. It is important to allocate resources effectively, including personnel, equipment, and other resources, to ensure that the project is completed on time and within budget.

**Monitoring and Control:**

Monitoring and control are important aspects of budget and schedule management in travel and tourism management. Regular monitoring of the budget and schedule can help to identify any deviations from the plan and enable corrective action to be taken if necessary. This includes tracking expenses, monitoring progress against the schedule, and updating the budget and schedule as needed.

**4. Risk Categories**

Risk categories in travel and tourism project management can be broadly classified into internal and external risks. Internal risks are those that originate from within the organization, while external risks arise from external factors that are beyond the control of the organization. Here are some common risk categories in tourism and travel management project:

* **Strategic Risks:** These are risks that arise from decisions made at the strategic level, such as changes in the business environment, shifts in consumer behavior, or changes in regulations.
* **Financial Risks:** These are risks that arise from financial factors, such as budget overruns, unexpected expenses, or currency fluctuations.
* **Operational Risks:** These are risks that arise from operational factors, such as equipment failures, supply chain disruptions, or staffing issues.
* **Compliance Risks:** These are risks that arise from non-compliance with laws and regulations, such as data protection regulations or health and safety regulations.
* **Legal Risks:** These are risks that arise from legal factors, such as lawsuits, intellectual property disputes, or contractual breaches.
* **Environmental Risks:** These are risks that arise from environmental factors, such as natural disasters, extreme weather events, or pandemics.
* **Reputational Risks:** These are risks that arise from damage to the organization's reputation, such as negative media coverage or customer complaints.
* **Security Risks:** These are risks that arise from security factors, such as theft, cyber attacks, or terrorism.

**5. Risk Probability and Impact**

In travel and tourism management, probability and impact are important concepts in assessing risks. Probability refers to the likelihood of a particular risk occurring, while impact refers to the potential consequences of the risk. Here are some examples of probability and impact in travel and tourism management:

1. **Natural Disasters**:

Natural disasters such as hurricanes, earthquakes, and floods can have a high probability of occurrence in certain regions. The impact of these disasters on travel and tourism can be significant, including damage to infrastructure, disruption of travel, and loss of revenue.

1. **Political Instability**:

Political instability, such as civil unrest, terrorism, or war, can have a high impact on travel and tourism. The probability of political instability may be low in some regions, but the impact can be significant, leading to reduced travel demand and economic losses.

1. **Public Health Emergencies:**

Public health emergencies such as pandemics or outbreaks of infectious diseases can have a high impact on travel and tourism. The probability of these events may be low, but the impact can be significant, resulting in widespread cancellations, travel restrictions, and economic losses.

1. **Technology Failures:**

Technology failures such as system outages or cyber-attacks can have a high impact on travel and tourism. The probability of these events may be low, but the impact can be significant, leading to disruption of travel services, loss of revenue, and damage to the organization's reputation.

1. **Supply Chain Disruptions:**

Supply chain disruptions, such as shortages of fuel, food, or other essential supplies, can have a high impact on travel and tourism. The probability of these events may be low, but the impact can be significant, leading to disruption of travel services, increased costs, and loss of revenue.

**6. Risk Documentation**

Risk documentation is essential in travel and tourism management to ensure that risks are effectively managed, and that the organization is compliant with relevant regulations and standards. It provides a record of the risk management process and enables the organization to track the progress of risk management activities over time.

some common types of risk documentation used in travel and tourism management such as Risk Register, Risk Assessment Reports, Incident Reports, Compliance Reports. This will help in Risk identification, managing the risks and avoiding the risks.

## **Risk Register**

Calendar

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## **Procurement Management Plan**

**Project Name**: Tourism and Travel Management

**Guidelines on Types of Contracts:**

There are several different types of contracts to take into consideration in the tourism and travel industry. Here are some pointers to help you comprehend the various contract types:

1. package travel agreements.
2. contracts for accommodations.
3. contracts for transportation.
4. contracts with tour operators.
5. travel agency agreements.

It's crucial to make sure contracts for tourism and travel projects are precise, succinct, and

all-inclusive. It outlines the terms and conditions and contains all the necessary information.

**Standard procurement documents or templates:**

The tourism and travel industries can use a variety of standard procurement documents or templates. Here are some instances:

1. Request for proposals(RFP)
2. Statement of Work(SOW).
3. Request for quotes(RFQ).
4. Purchase orders(PO).

It's crucial to keep in mind that the precise procurement documents used for a tourism and travel project may change depending on its nature, scope, and requirements, as well as those of the organization or entity funding the project. To make sure that the proper procurement documents are being used for your unique project, it is always a good idea to speak with procurement specialists or legal counsel.

**Guidelines for creating procurement documents**:

Here are some guidelines to follow when preparing procurement documents :

1. Determine the scope of the project.
2. Identify procurement needs.
3. Develop procurement documents.
4. Ensure compliance with regulations.
5. Define evaluation criteria.
6. Allow for questions and clarifications.
7. Provide a timeline.
8. Evaluate proposals.
9. Finalize contracts.
10. Monitor vendor performance.

**Roles and responsibilities :**

1. Sushmitha Yelamakonda - Scrum Master:

• Ensures that the team adheres to Agile principles and practices while facilitating the scrum process.

• Reports to the project manager and monitors the team's progress.

1. Sainath Reddy Teneti - Project Manager:

• Manages the project team and oversees the timely, cost-effective, and successful completion of the project's goals.

• Keeps stakeholders informed, controls risks, and fixes any problems that crop up while working on the project.

1. Adithya Varaprasad Muppalla - Stakeholder:

• Represents the interests of a group or individual with a stake in the project.

• Ensures that the project is consistent with the organization's goals and objectives.

1. Ramu Unnava - Developer:

• Creates, develops, and tests software applications or systems to meet project specifications.

• Collaborates with the project team to ensure that the code is properly integrated and deployed.

1. Naga Manikanta Chigurupati - Client:

• Represents the product or service's end-user or customer.

• Gives feedback on the usability, functionality, and design of the product to ensure that it meets their needs and requirements.

1. Mohan Varasiddi Sai Potti - Stakeholder:

• Represents a group or person whose interests are affected by the project.

• Assures that the project is in line with the goals and objectives of the organization.

1. Rajashree Bokka - Designer, Tester:

• Designs and evaluates the usability, performance, and functionality of the good or service.

• Works together with the development team to make sure the design is properly deployed and integrated.

## **Contract Statement of Work**

## **Request of Proposal**

**Project Name:** Tourism and Travel Management

**RFP Name:** Tourism and Travel Management System

**Purpose of RFP:**

The purpose of this RFP is to invite proposals from qualified vendors to develop and implement a tourism and travel ticketing system that will support the objectives and priorities of the Tourism and Travel Management project. The system should be user-friendly, reliable, secure, and scalable to accommodate future growth. The system should also provide real-time pricing and availability information, integration with payment gateways, and a range of reporting and analytics tools.

**Background Information:**

The tourism and travel industry is highly competitive, and customers are increasingly looking for affordable prices for transportation, accommodation, and activities. The primary goal of tourism and travel management is to create and deliver high-quality travel experiences that meet the needs and expectations of travelers while ensuring that the business is profitable and sustainable. This involves managing a range of activities, including marketing, sales, customer service, operations, logistics, and financial management.

**Basic Requirements:**

* User-friendly interface: The system should have a user-friendly interface that is easy to use, navigate, and understand.
* Real-time pricing and availability information: The system should provide customers with real-time pricing and availability information.
* Integration with payment gateways: The system should integrate with popular payment gateways to facilitate secure and efficient transactions.
* Reporting and analytics tools: The system should provide a range of reporting and analytics tools to help the project team monitor performance, identify trends, and make informed decisions.
* Scalability: The system should be scalable to accommodate future growth and changing needs of the project
* Security: The system should have robust security features to protect customer data and prevent unauthorized access.
* Customization: The system should be customizable to meet the specific needs and requirements of the project

**RFP Process:**

* Release of RFP: The RFP will be released to qualified vendors via email and on the project website.
* Deadline for submission of proposals: Vendors will have a specific deadline to submit their proposals.
* Proposal evaluation: The project team will evaluate the proposals based on criteria such as functionality, scalability, security, customization, and pricing.
* Shortlisting of vendors: The project team will shortlist the vendors who meet the evaluation criteria and invite them for a presentation/demo.
* Presentation/demo: Shortlisted vendors will be invited to present their proposals and demonstrate their ticketing system.
* Contract award: The project team will award the contract to the vendor who meets the evaluation criteria and provides the best value for money.

**Statement of Work and Schedule Information:**

* The vendor awarded the contract will be responsible for the following tasks:
* Developing and implementing the tourism and travel ticketing system.
* Providing training and support to the project team
* Customizing the system to meet the specific needs and requirements of the project.
* Integrating the system with popular payment gateways.
* Providing regular maintenance and updates to the system.

**The project schedule will be as follows:**

* RFP release: May 1, 2023
* Deadline for submission of proposals: April 24, 2023
* Proposal evaluation: April 25, 2023
* Shortlisting of vendors: April 26, 2023
* Presentation/demo: June 27, 2023
* Contract award: July 1, 2023
* Development and implementation of the travel management system: July 1-December 31, 2023
* Testing and deployment: January 1-February 28, 2024
* Training and support: March 1

**Appendices:**

* Technical Requirements: This document will outline the technical specifications and requirements of the tourism and travel ticketing system, including hardware and software requirements, database requirements, security protocols, and other relevant technical details.
* Functional Requirements: This document will detail the functional requirements of the ticketing system, including user roles, ticket purchasing process, payment processing, customer management, reporting, and other relevant features.
* Proposed Budget: This document will provide the proposed budget for the development, implementation, testing, and deployment of the ticketing system. It should include an itemized list of costs associated with each phase of the project and any recurring costs such as maintenance and support fees.
* Company Profile: Vendors submitting proposals should include a company profile detailing their experience, expertise, and qualifications in developing and implementing similar projects. This document should include references and case studies from previous clients.
* Work Plan: The work plan should provide a detailed timeline for the development, implementation, testing, and deployment of the ticketing system. It should include milestones, deliverables, and deadlines for each phase of the project, as well as the proposed team structure and roles.
* Contract Template: This document will provide a sample contract template that the selected vendor will be required to sign. It should include details such as payment terms, warranties, liability, and termination clauses. Vendors should review and provide any suggested changes to the contract during the proposal phase.

## **Stakeholder Register**

**Prepared by:** Mohan **Date: 4/23/2023.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Position** | **Internal/External** | **Contact Information** |
| YELAMAKONDA SUSHMITHA | Team Lead | Internal | S555058 |
| SAINATH REDDY TENETI | Team Manger | Internal | S556186 |
| MUPPALLA ADITHYA VARAPRASAD | Team Manger | Internal | S555485 |
| RAMU UNNAVA | Stack Holder | Internal | S554813 |
| MOHAN VARASIDDHI SAI POTTI | Stack Holder | Internal | S554815 |
| RAJASHREE BOKKA | Solution Architect | Internal | S556127 |
| NAGA MANIKANTA CHIGURUPATI | Team Manger | Internal | S555681 |

## **Stakeholder Management Strategy**

## **Issue Log**

A screenshot of a computer

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