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**Requirement Analysis**

**System information:**

An entry point Hotel Management System for small to medium sized businesses. A system that automates hotel operational processes. Which will include everything from reservation to checking availability of rooms/tables/inventory.

**Business Need:**

Lots of hotels and restaurants perform their daily operation through manual process our system would gave these business an opportunity to shift their processes to an automated systems.

**Use Cases:**

Following are the use cases the system will perform

The system shall allow administrators to add room information

The system shall allow administrators to modify room information

The system shall allow administrators to add table information

The system shall allow administrators to modify table information

The system shall allow administrators to inventory items

The system shall allow administrators to modify inventory items

The system shall allow supervisor to reserve rooms

The system shall allow supervisor to reserve tables

**Actors Involved:**

1. Administrator
2. Supervisor
3. Customers

**Risk analysis.**

|  |  |
| --- | --- |
| **Risk Event** | **Risk Response** |
| Time, cost and scope to be expected if requirement not final at project kick-off | * Make sure that the requirement specification has been internally reviewed by all concerned parties and is internally agreed as complete and feasible. * Inform the customer about the latest possible date for input into the final version of the requirement and about the version that is to be used as basis for the development if no further input is available until then. * Agree with the customer that all issue not clarified until project kick off will be treated as change requests with possible impacts onetime and cost |
| Functional Changes proposed by the customer | * Make sure the functional specification document is signed by the customer and reviewed by all parties involved. * Update customer about possible delivery date changes in case new functionalities are added or existing modified. * Charge customer according to the changes if they are to be included in the functional scope. |
| Staff Not Properly trained for the product | * At end of the project completion, trainings conducted need to be attended by all concerned parties to avoid wrong usage of the product. * All the users claiming they fully understand the new system shall sign a document |

**FALL BACK PLAN:**

The biggest threat and risk to the whole project would be losing a customer that agrees to implement our system. Customers are important to us in a way that they not only fund the project but also provide valuable feedback that the business actually needs.

1. **Customer roll backs**

Our first approach to avoid the project from failing would be to approach multiple customers. This will help us to increase our user base and keep our project running in case some customer rolls back at any point. We plan on legally binding the customer through a contract to avoid any hassle during the project.

1. **Service goes down**

Hotels work 24 hours a day and need services to be up and running. A situation could arise where servers could fail or services get disrupted. The best way to counter this would be to have backup servers installed that shift when the primary server fails.

1. **Data Lost**

Data is very important to customers. We need to plan a way where data backups are taken on set intervals and stored in a secondary location. This would be a mirror copy of the primary database.