

## IST 645 – Assignment 1A – Project Charter Document – Vidisha Sanjay Badhe

### Project Identification:

Integration of Robotic Process Automation at World Hotels for Event Management

### Project Background and Overview:

The World Hotels are undergoing rapid growth and popularity in accordance to which they are finding the manual Event Management process an overhead. They are planning to automate this process which includes updating the accounting systems, customer relationship, event calendar, room reservation, and loyalty points systems. They have reached out to Blue Prism, a market leader in Robotic Process Automation to build a system which would carry on these tasks thus saving time and money.

### Project Business Case:

- Significant reduction in time for process completion
- Reduced pressure and costs on resources
- More efficient since there would be less human errors.
- No changes or impact on existing systems.
- More revenue to the company as a result of reduced execution time

### Product and Process Deliverables:

#### Product deliverables:

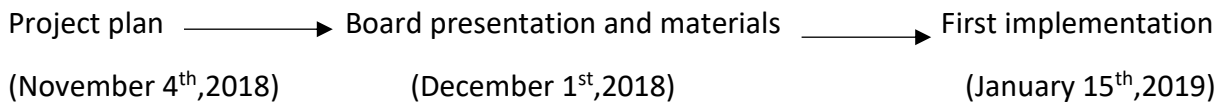
- A prototype of the system approach
- A report of observations and outcomes recorded at the prototyped Hotel
- Automated system for Event Management

#### Process deliverables:

- Time and cost estimates
- Project overview presentation
- Project plan and schedule
- Summary report of regular meetings.
- System Installation plan

## Time and cost constraints:

### Timeline for the initial process



### Cost constraints:

There are no cost estimates given as of now.

## Project Scope and Assumptions :

- Meetings with stakeholders: to discuss the cost estimates. Currently, it is assumed that there is enough money. If the budget exceeds the current anticipated value, there must be a written approval for adjusting the cost. Last minute adjustments would not be considered.
- Meetings with the client: There will be a project plan decided on or before 4<sup>th</sup> November for the process flow and schedule. Regular reports and meeting updates would be shared with the client. Additional support in case of emergencies must be communicated beforehand. Resources would not be stressed to cover up the extra work if it disrupts the project flow.
- The Functionality of the automated system: Additional requests for process automation need written approval and intimation at least about 2 months prior to implementation.
- People queries: The customers should be informed of the changes so that in case any event requests and delay to respond to it should be justifiable. Complaints from people regarding the service would not be controlled in case of miscommunication.

## Project members and Reporting chart:

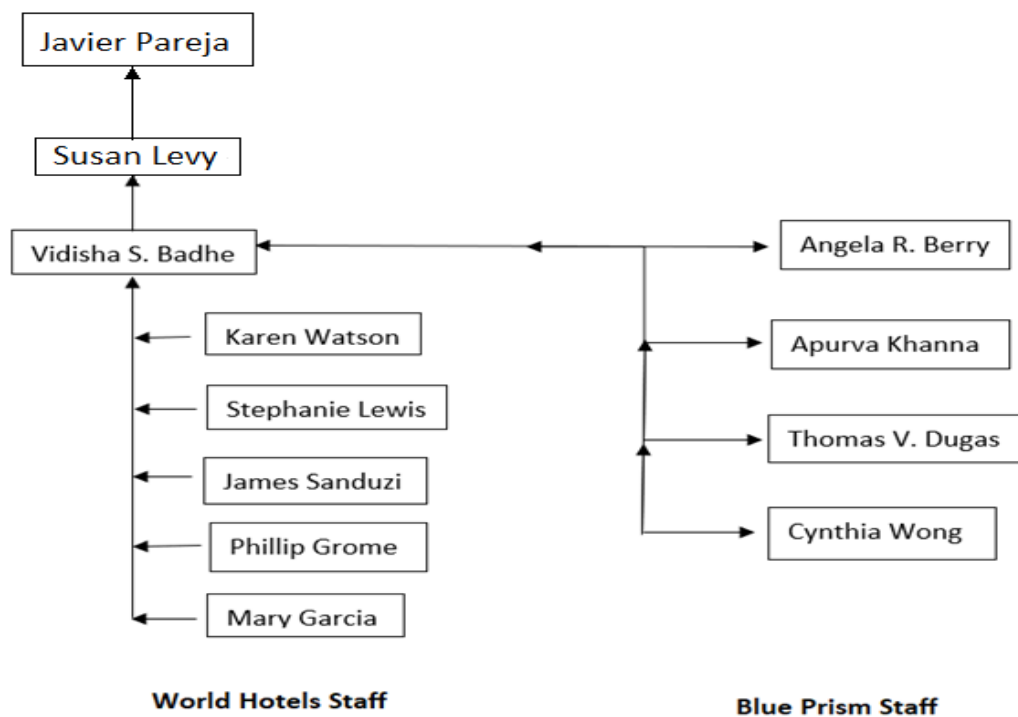
### Blue Prism staff

<u>Member Name</u>	<u>Roles and Responsibilities</u>
Angela R. Berry	Senior Vice President   Sales
Apurva Khanna	Vice President   Process Automation Technologies
Thomas V. Dugas	Product Analyst
Cynthia Wong	Systems Engineer

### World Hotels Staff

<u>Member Name</u>	<u>Roles and Responsibilities</u>
Piro Hernandez	Senior Hotel Development Director
Javier Pareja	Director of Business Development
Susan Levy	Vice President of IT
Robert T. Murray	Hotel Operations System Analyst
Vidisha S. Badhe	Project Manager
Karen Watson	Analyst
Stephane Lewis	Database Administrator
James Sanduzi	Systems Administration
Phillip Grome	Systems Developer
Mary Garcia	Senior Systems Developer

### Reporting structure



## **High-level Milestones/Deliverables and Project Sequence:**

- Delivering the charter document
- Delivering the project plan and schedule
- Weekly reports to monitor cost, time, quality and scope constraints
- Weekly meetings to discuss the points: time spent on issue resolutions, refine time and cost constraints within the scope, additional changes to be incorporated
- Test report after individual and combined testing phases
- Closing procedures
  1. Ensuring deliverables are delivered
  2. Getting stakeholder Acceptance
  3. Creating archives for official files
  4. Closing contract and legal Obligations
  5. Rewarding the team for success
  6. Planning for Support and Maintenance

## **Project Management and Integration plan:**

- Initializing the process:
  1. Training the team and providing them with requirements
  2. Starting project tracking activities
  3. Analyzing possible risks
  4. Implementation decisions to be taken with more planning
- Deciding the project execution approach
- Documenting the initial project scope, cost, time, risks
- Implementing change control
- Updating stakeholders of major developmental issues and getting required approvals.
- Refining the schedule, scope, budget and implementing the new changes
- Testing phases: Functional, performance, End-to-End testing to ensure the systems are ready to be delivered
- Closing the Project

**Project Management risks and responses:**

<u>Risks</u>	<u>Responses</u>
Lack of Centre Participation	The Sponsor needs to engage with the Project activities
Motivated staff and team	Incorporating best leadership practices so as to create a healthy working environment
Change in Budget and Time Constraints	At the time of Integration and testing, errors occur which need resolution. Planning meetings with team and stakeholders to discuss refinement
Lack of clear understanding of requirements	Scheduling regular calls with the client. Guiding the team through the process
Market risk	Gather the market scope to know if the end product would be successful out there. Know if the users would accept and use the new system.

**Charter Approval:**

**Signature:** \_\_\_\_\_ **Date:** 09/23/2018  
**Print Name:** Piro Hernandez  
**Title:** Senior Hotel Development Director

**Signature:** \_\_\_\_\_ **Date:** 09/23/2018  
**Print Name:** Javier Pareja  
**Title:** Director of Business Development

**Signature:** \_\_\_\_\_ **Date:** 09/23/2018  
**Print Name:** Susan Levy  
**Title:** Vice President of IT

**Signature:** \_\_\_\_\_ **Date:** 09/23/2018  
**Print Name:** Vidisha S. Badhe  
**Title:** Project Manager