



جامعة أم القرى
UMM AL-QURA UNIVERSITY

Project Management

Cat Hotel System

Group 4:

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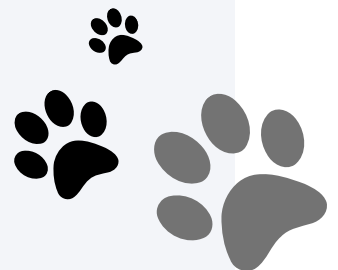
Submission Date: 18/05/2024



Cat Hotel System

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ABSTRACT:

A **cat hotel** is a special facility for housing cats, where we provide them with a safe and comfortable place when cat owners are away or busy. Our cat hotel app makes it easy for cat owners to book and manage their cat's stay through their smartphones. The app is user-friendly and includes features like real-time activity updates, live video streams, and direct messaging with staff for special requests. Owners can personalize their cat's stay by choosing services like grooming and playtime and setting dietary preferences. The app also sends notifications about feeding, cleaning, and daily photos to keep owners updated on their cat's well-being.



Cat Hotel System

Project Idea:

Development of a Mobile Application for a **cat hotel** that allows cat owners to book and manage their cats' stays conveniently through their smartphones

Stakeholders:

1. Customers: They are the primary stakeholders, as their pets will be the guests of the hotel. The project must cater to their concerns and desires.
2. Project Manager: They oversee the execution of projects within the pet hotel, such as expansions or renovations.
3. Employees: As the frontline service providers, they have a direct impact on the quality of care.
4. Sponser: They provide the capital needed and are interested in the financial health of the project.
5. Suppliers: They provide products and services essential for daily operations.



Stakeholders:

6. IT Team: They are responsible for managing and maintaining the IT infrastructure of the pet hotel.

Functional Requirements:

- User Registration: Allow users to create accounts and log in to the app.
- Cat Profile: Display a profile for the resident cat of the hotel, including its name, breed, age, and description.
- Booking Functionality: Enable users to check the availability of rooms and make reservations for their desired dates.
- Real-time Camera Feed: Live streaming feature for users to watch their cats.



Cat Hotel System

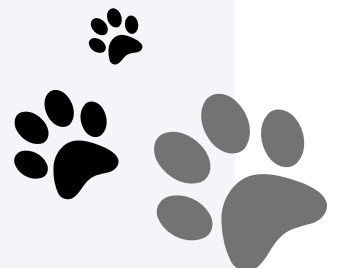
Non-Functional Requirements:

- **User-Friendly Interface:** Design an intuitive and visually appealing interface for ease of use and a positive user experience.
- **Performance and Responsiveness:** Ensure the app loads quickly, responds promptly to user interactions and provides a smooth browsing and booking experience.
- **Security and Privacy:** Implement secure protocols to protect user data and ensure the privacy of personal information.
- **Compatibility:** Develop the app to be compatible with various devices and screen sizes, including smartphones and tablets.



Scope Statement :

	SCOPE STATEMENT
Project Title	Cat Hotel System
Project Manager	Weaam Rashed
Project Sponsor	Layla Alawi
Project Objective	<ul style="list-style-type: none"> - Develop a app cat hotel system for pet cat. - Provide a user-friendly interface for customers. - Implement features to track the health of the cat. - Integrate the system with database services to keep the necessary information of the cat. - Ensure the system meet the highest security standards.
Project Deliverables	<ul style="list-style-type: none"> - Cat hotel system - User manual - System documentation - Testing and quality assurance reports - Technical support
Milestones	<ul style="list-style-type: none"> - Getting the requirement by the end of Q1 - Completing the design and development by the end of Q2 - Getting the user acceptance and testing complete by the end of Q3 - System implementation and rollout by the end of Q4
Project Constraints	<ul style="list-style-type: none"> - Budget of \$100,000 - Completion date of May 24,2024 - Integration with database services - Compliance with industry standards and regulation
Assumption	<ul style="list-style-type: none"> - Availability of qualified development and testing resources - Timely approval of project deliverables by cat hotel stakeholders - Availability of necessary hardware and software resources - No major changes to project requirements or objective



Risk and risk management

There are risks associated with the assumptions made in the table (scope) :

Risk Associated with Assumption	Measures to Control Risk
1. Inadequate staff training may lead to improper care of cats or customer dissatisfaction.	All staff will undergo comprehensive training on cat care and customer service prior to employment, with ongoing training sessions throughout their employment.
2. Potential for property damage caused by cats could lead to high maintenance costs.	Install cat-proof fixtures and materials throughout the facility to minimize damage. Regularly inspect and maintain facilities to manage wear and tear effectively.
3. Technological failures could disrupt booking systems and client communications.	Implement redundant IT systems and regular data backups. Use reliable software solutions and ensure 24/7 IT support is available.
4. Miscommunication with customers regarding cat care or booking details.	Develop a robust communication strategy that includes automated confirmations, reminders, and a clear escalation process for customer concerns.

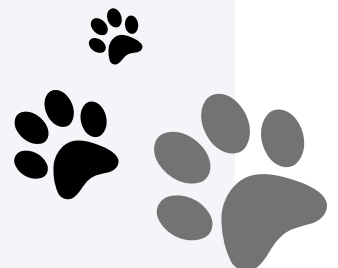


Name	Position	Internal/External	Project Role	Contact Information
Rama Khaled	Client	External	Customer	rama.kha@gmail.com
Sam Smith	Operation	Internal	Employee	sam.smith@gmail.com
Saad Fahad	Financial Support	External	Sponsor	saad.faha@gmail.com
Assef Saud	Supply Management	External	Supplier	assef.saud@gmail.com
Sarah Batwa	Technical Support	Internal	IT	sarah.batwa@gmail.com
Anas Abdullah	Project Oversight	Internal	Project Manager	anas.abdu@gmail.com

Table 1 Stakeholders Register

Name	Level of Interest	Level of Influence	Potential Management Strategies
Sam Smith	High	High	Sam should maintain and improve cat care standards through continuous training and active participation in operational enhancements.
Sarah Batwa	Low	High	Sarah will manage and update the IT infrastructure to ensure reliability and introduce tech-driven solutions for efficiency.

Table 2 Stakeholders Management Strategy



Project Charter

PROJECT CHARTER

Project Title : Cat Hotel System

Project Start Date: 14-3-2024

Project Finish Date: 17-6-2024

1. Project Objectives:

- Develop a app cat hotel system for pet cat.
- Provide a user-friendly interface for customers.
- Implement features to track the health of the cat.
- Integrate the system with database services to keep the necessary information of the cat.
- ensure the system meet the highest security standards.

2. Budget Information :

Budget information: The total budget for the project is 100,000 \$. A limited budget may result in the project being less ambitious or the product being less effective.

3. Project Manager:

Weaam Rashed , (+996) 58-359-2347, S444015412@st.uqu.edu.sa

4. Main Project Success Criteria:

- 1.Complete within Schedule.
2. The project should achieve self-sustainability within a year, covering its own costs.

5. Approach :

- 1. Agile Project Management Tools:** Implement agile project management tools to facilitate collaboration among team members, track progress, and maintain transparency with stakeholders.
- 2. Continuous Improvement:** Gathering feedback from customers and stakeholders and implementing necessary improvements to improve the system's functionality and performance.



Sign off : Manar Saleh - Weaam Rashed - Jana Mohammed - Norah Mohammed - Wadhuh Sullman

I pledge my complete dedication to this project and agree to all its terms and obligations. I will commit my full dedication to achieve the project's goals to the best of my capacity and as efficiently as I can.

Kick Off Meeting April 9, 2024

Project Name : Cat Hotel System

Meeting Objective: To initiate the kick-off of the Cat Hotel System project and ensure that all team members have a clear understanding of the project's goals, scope, deliverables, and timeline.

Agenda:

1. Attendees Introduction
2. Project Background Overview
3. Review of Project Documentation (Business Case and Project Charter)
4. Project Organizational Structure Discussion
5. Project Scope, Time, and Cost Goals Discussion
6. Open Forum for Other Important Matters
7. Compilation of Action Items from the Meeting

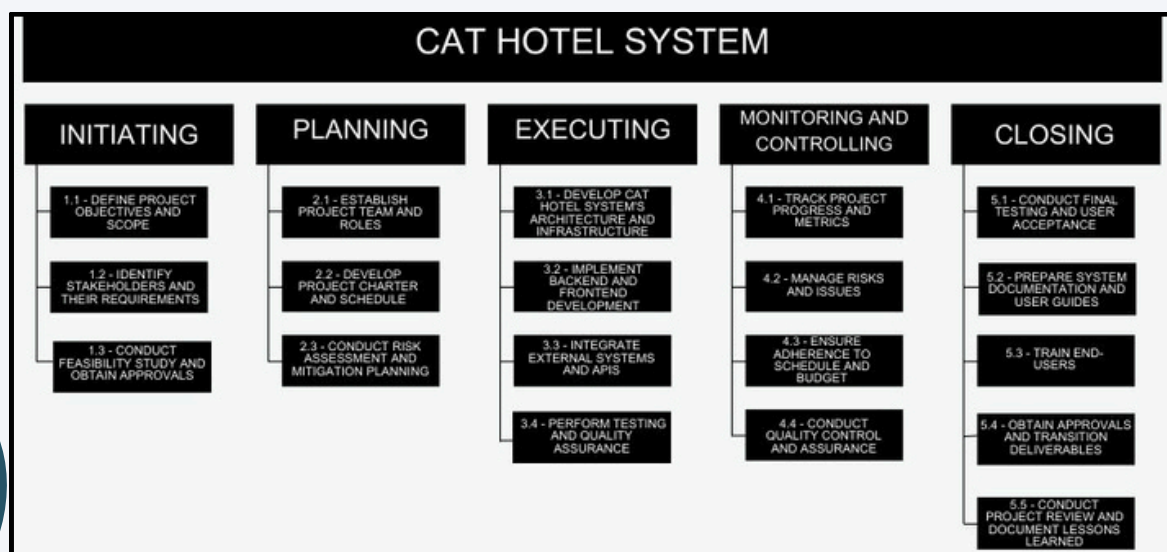
Action Item	assigned to	due date
Complete system	system architects, project managers, and IT admin mistrators.	April 29,2024
User documentation	Technical writer	May 12,2024
User support	Customer support	May 25,2024

Date and time of the next meeting: Jun 4, 2024, at 2:00 PM



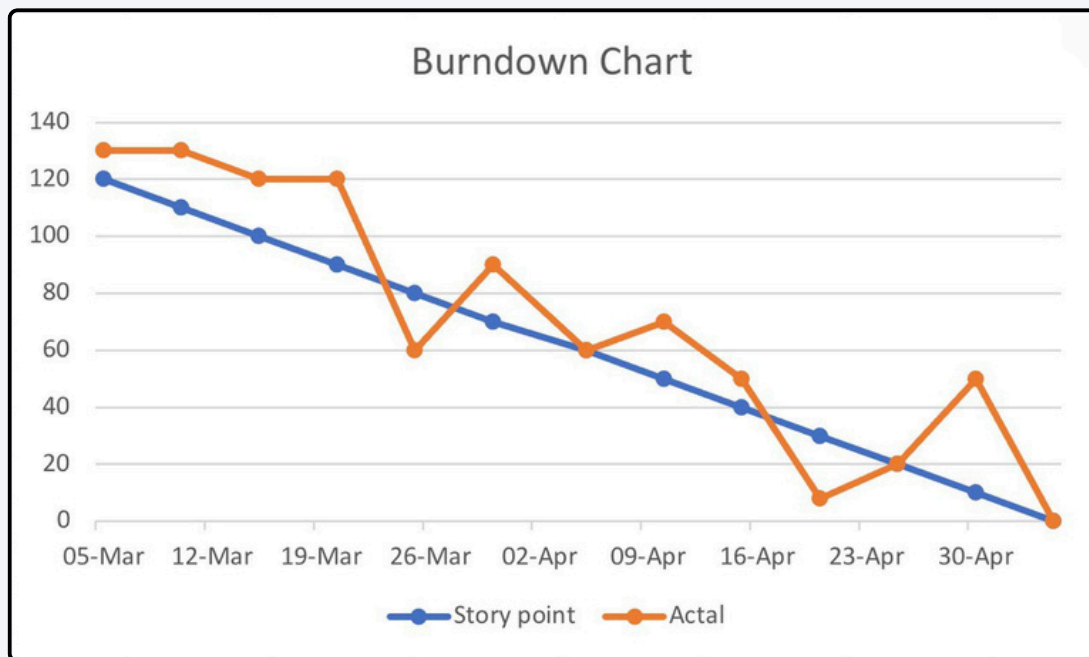
WBS (Work Breakdown Structure):

is a detailed hierarchical decomposition of the project, where the project is divided into smaller components and elements in a progressive manner. The WBS provides the foundation for planning and managing the project's schedules, costs, resources, and changes.



Burndown chart :

A visual representation that tracks the remaining work in a sprint on a daily basis. The chart depicts the gradual reduction of the total outstanding work as the sprint progresses, providing a clear indication of the team's progress toward completing the sprint commitments.



The chart shows the expected decrease in remaining work over a 2-month project timeline. The horizontal axis represents time in months, and the vertical axis shows the amount of work remaining in story points. The diagonal line represents the ideal burndown - the expected reduction in work at a constant rate. As the project progresses, the actual remaining work would be plotted to track progress against the ideal.



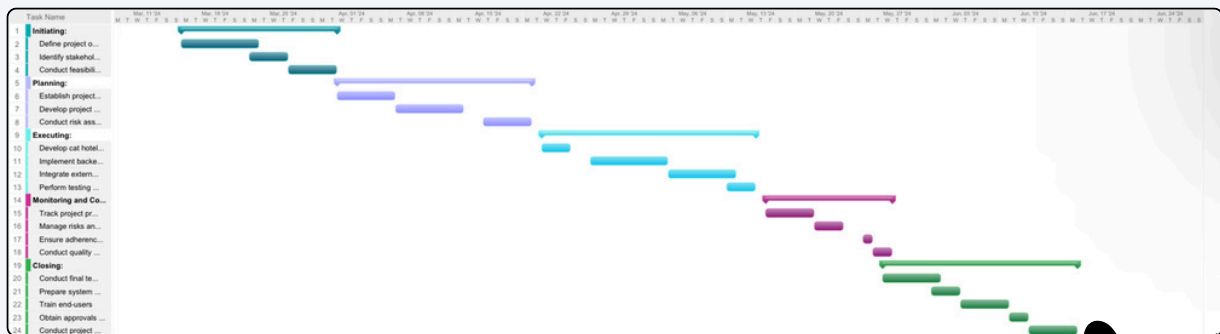
Develop SWOT analysis

<p>S</p>	<p>Weaknesses</p> <ul style="list-style-type: none"> 1 - Specialized facilities and trained staff to handle cats can lead to higher operating costs . 2 - Frequent updates will be needed. 3 - Limited number of cats that can be accommodated at any given time, affecting scalability . 	<p>O</p>	<p>Threats</p> <ul style="list-style-type: none"> 1 - New competitors . 2 - Economic slumps that reduce discretionary spending on pet care . 3 - Disruptions in supply chains affecting the availability of necessary supplies .
<p>Strengths</p> <ul style="list-style-type: none"> 1 - A robust online system for reservations, live updates, and customer management . 2 - A facility specifically designed for cats, including cozy sleeping areas, and safe play zones . 3 - Having staff that is trained and experienced in handling cats . 	<p>W</p>	<p>Opportunities</p> <ul style="list-style-type: none"> 1 - Opportunities to partner with veterinarians, pet food companies, or local pet stores. 2- Reduced cost 3 - Creating a community around cat lovers through events, workshops, and social media. 	<p>T</p>



Gantt chart

Initiating:	12 days	18/03/2024	2/04/2024		100%
Define project ...	6 days	18/03/2024	25/03/2024	Norah Mohammed	100%
Identify stakeh...	4 days	25/03/2024	28/03/2024	Norah Mohammed	100%
Conduct feasibi...	3 days	29/03/2024	2/04/2024	Manar Saleh	100%
Planning:	14 days	3/04/2024	22/04/2024		100%
Establish projec...	4 days	3/04/2024	8/04/2024	Weaam Rashed	100%
Develop project...	5 days	9/04/2024	15/04/2024	Manar Saleh	100%
Conduct risk as...	3 days	18/04/2024	22/04/2024	Wadhuh Suliman	100%
Executing:	16 days	24/04/2024	15/05/2024		100%
Develop cat hot...	3 days	24/04/2024	26/04/2024	Jana Mohammed	100%
Implement bac...	6 days	29/04/2024	6/05/2024	Wadhuh Suliman	100%
Integrate exter...	5 days	7/05/2024	13/05/2024	Norah Mohammed	100%
Perform testing...	3 days	13/05/2024	15/05/2024	Weaam Rashed	100%
Monitoring and Co...	9 days	17/05/2024	29/05/2024		100%
Track project pr...	3 days	17/05/2024	21/05/2024	Weaam Rashed	100%
Manage risks a...	3 days	22/05/2024	24/05/2024	Wadhuh Suliman	100%
Ensure adheren...	1 day	27/05/2024	27/05/2024	Jana Mohammed	100%
Conduct quality...	2 days	28/05/2024	29/05/2024	Norah Mohammed	100%
Closing:	14 days	29/05/2024	17/06/2024		100%
Conduct final t...	4 days	29/05/2024	3/06/2024	Jana Mohammed	100%
Prepare system...	3 days	3/06/2024	5/06/2024	Manar Saleh	100%
Train end-users	3 days	6/06/2024	10/06/2024	Jana Mohammed	100%
Obtain approval...	2 days	11/06/2024	12/06/2024	Wadhuh Suliman	100%
Conduct projec...	3 days	13/06/2024	17/06/2024	Weaam Rashed	100%



Tasks Distribution :

Name	Task
Weaam Rashed	<ol style="list-style-type: none"> 1. Project Idea 2. SWOT analysis 3. ABSTRACT
Jana Mohammed Alyamani	<ol style="list-style-type: none"> 1. functional and non functional requirements . 2. Burndown chart 3. WBS
Norah Mohammed alkabkabi	<ol style="list-style-type: none"> 1. Stakeholders 2. scope statement
Manar Saleh Alqurashi	<ol style="list-style-type: none"> 1. Project Charter 2. kick off meeting agend 3. Gantt Chart
Wadhuh Suliman Alturgemi	<ol style="list-style-type: none"> 1. Stakeholder Register 2. Stakeholder Management Strategy 3. Risk and risk management



Reference :

- Textbook: Kathy Schwalbe, "Information Technology Project Management" 9th edition 2009.Cengage.
- Project Management Slides

