Hotel Reservation System
Scope Document

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Prepared for Bay View B&B

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Revision History

Date	Version	Author	Description
2002-Jun-11	V1.0	Sypher Deis	Master plan
2002-Jun-13	V1.1	Ben Kenobi	Removed dark-side constraints
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Document Review

Date	Version	Reviewer Name	Contact Info.
2002-Jul-04	V1.2	Peter Parker	p.parker@bayview.com
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Document Approval

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2002-Jul-10	V1.2	Peter Parker	p.parker@bayview.com
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Table of Contents

1.Introduction

1.1Purpose

This document defines the project scope for the Hotel Reservation System. It establishes the business need for the Hotel Reservation System, and it outlines the high level requirements needed to satisfy the specified business need. This document is not an exhaustive requirements description, but will instead provide overall direction for a separate -- more detailed -- set of system requirements. This document's primary purpose is to establish priority among the most important issues, considerations, features, and overall goals.

1.2Scope

The Hotel Reservation System will be responsible for managing the reservations for multiple lodging properties, which include (but are not limited to) bed & breakfast (B&B) and business retreat properties. The system will also include a Web application that permits customers to view the properties and rooms, to view current and past reservations, and to make new reservations. The system must also coordinate small business conferences.

2.Business Opportunity

2.1Background

Bay View B&B is a family-owned company started in Santa Cruz, CA, by co-owners Peter and Mary Jane Parker in 1987. In 1995, they purchased another B&B in Sonoma, CA. Business has been good, so when Mary Jane and Peter were vacationing at a Sierra Madre resort in 2001, they talked to the owner and discovered that he was ready to retire. This was the opportunity they were looking for to expand their business. They are currently working on closing this deal. The Hotel Reservation System is being proposed to provide an integration of these facilities.

The B&B properties have found a consistent clientele from travelers from the United States, Mexico, Germany, and Japan. While most of these patrons speak English, Peter would like future communiques to be available in the native languages of these countries to foster a broader audience.

Both of the B&B properties have less than 10 rooms each, so the Parkers found it sufficient to keep the schedule of reservations in an Excel spreadsheet on a PC at each location. These spreadsheet files would be emailed to Mary Jane every month and she would generate the business reports from this data. Historical data is stored in an ad-hoc manner. The Parkers have been "bitten" by numerous problems with this strategy and they want a system that will combine data from all of their properties into one central database.

With the addition of the resort, which also is an "executive retreat," additional office automation has become imperative.

2.2Positioning

This is a new system for internal use only (that is, it is not a shrink-wrapped product). The system will replace both the spreadsheet files from the B&B as well as the flat-file system created for the Sierra Madre retreat center.

2.3Impact of Missed Opportunity

The fundamental benefit of this system is to coordinate the management of multiple hotel properties. If this system fails or is not built, then the Parkers' cost will mainly be in operational expenses, personal time, and potentially lost revenue from unhappy customers.

Another benefit of the system will be a greater visibility in the B&B market. This has a potential for increase in revenue of US$150,000 per year.

3.Proposed Solution

3.1Primary Functional Requirements

In this section, we classify the primary features of the Hotel Reservation System across three categories. *Essential features* cannot be done without. *High-value features* can be done without, although it may be very undesirable to do so. *Follow-on Features* are those for which it is not clear they should be included in the first release. In all cases, the lists are not exhaustive but include the most important features from a business perspective.

3.1.1Essential Features

- unified Web presence / multiple languages / pictures of rooms/properties
- integrated reservation system across all properties
- on-line customer reservations
- system shall generate a set of business reports (to be specified in the SRS)

3.1.2High-Value Features

- system shall support discounts and promotions
- system shall allow conference bookings
- add movies-on-demand to current B&Bs
- system shall manage food inventory, recipes, and catering (at Resort)

3.1.3Follow-on Features

- Mary Jane wants to pull Business reports from Web
- system shall to send surveys to customers
- provide a kiosk about local activities at properties
- system shall schedule room cleanings and grounds maintenance

3.2Primary Non-Functional Requirements (NFRs)

In this section, we identify the primary non-functional requirements for the Hotel Reservation System. This list is *not exhaustive* but is intended to capture the most important requirements from a business perspective. A full list of NFRs will be included in the SRS document.

3.2.1Performance, Throughput, and Scalability

Creating a reservation on-line (by the customer) must take no more than 10 minutes from start to finish. The expected throughput is no more than 10 transactions per minute. The expected throughput is expected to scale to only 20 transactions per minute within 5 years, and possibly 50 transactions per minute within 10 years. The system must allow additional properties to be integrated into the system in the future.

3.2.2Reliability and Availability

Due to the online presence, the system should be available 7 by 24 by 365, but an hour of downtime (for software maintenance, data archiving, and so on) once a week is acceptable.

3.2.3Security

Several features of the system require authorization. The main security roles are: Booking Agent, Receptionist, Event Coordinator, Manager, and Owner. Also, the Web application must not expose customer information without authentication.

3.2.4Usability

The Web application will be used by customers who speak several languages. The system will initially be translated into the following languages: English, Spanish, German, and Japanese.

4.Risks

The main risk in this project is to determine a strategy for data conversion from the existing data stores (spreadsheets for B&Bs and flat-file data store for the Resort) to the new data store. Another potential risk is the cost/benefit trade-off of outsourcing the development of the system as opposed to building an inhouse development team. Mitigation of these risks will be addressed in the SRS document.

5.Constraints

5.1Development Process and Team Constraints

The Parkers are still debating the need to create a development team (who will also be the maintenance team) as opposed to outsourcing the development. So, at this time, there are no known constraints.

5.2Environmental and Technology Constraints

Due to the cost of buying the Resort property, the Parkers cannot afford expensive tools such as a database server or the Web application server. We recommend that proven, Open Source tools be used where applicable.

5.3Delivery and Deployment Constraints

If the system is to be built by an external development team, then the Parkers wish to have additional documentation of the design and architecture of the system solution. This documentation will help them transition the software to the maintenance team when that group is hired.

Due to cost constraints, we are suggesting the Parkers purchase a single Linux/PC server to act as the database and business tier host. The Web application will be hosted by an external ISP. The Upper Platform components will be acquired from Open Source vendors.