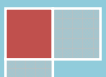




Second Deliverable

MIS 141: Project Management
Mr. Bong Olpoc

Babaran, Burce, Dimalanta, Pallasigui, Quinto
10 October 2012





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Table of Contents

Table of Contents

Table of Contents	2
Business Case	5
I. Company Overview	5
About the Company.....	5
Mission	6
Vision	6
Services Offered	7
Customers.....	7
Value.....	8
Company Organizational Chart	10
II. The Current Situation.....	11
Reservation/Booking Process.....	11
Charging Process	11
Check-out/Billing Process	12
Statistical Analysis.....	13
The need to address these problems.....	13
III. The Possible Projects	13
Non-numeric Model	13
Numeric Model.....	17
Return On Investment.....	21
Payback Period Analysis.....	22
Analysis.....	22
The Scope Document	23
IV. Project Title.....	23
V. Project Team	23



First Deliverable
MIS 141: Project Management

VI.	Project Summary	23
VII.	Rational or Benefit of the Project	25
VIII.	Project Stakeholders	27
IX.	Measures of Success.....	27
X.	Deliverables	29
XI.	Milestones.....	30
XII.	Technical Requirements.....	30
XIII.	Limits and Exclusions.....	31
XIV.	Client Review	32
	The Project Charter	33
	The Project Plan	35
XV.	Skills Matrix.....	35
XVI.	Team Organizational Structure.....	39
XVII.	Responsibility Matrix	41
	Narrative.....	45
XVIII.	Work Breakdown Structure	47
	Work Breakdown Structure List.....	47
	Work Breakdown Structure Narrative.....	50
	Gantt Chart and Networking Diagram	52
XIX.	Project Estimation.....	71
	Real Costing.....	71
	Academic Costs	73
XX.	Risk Management.....	75
XXI.	Change Request Management.....	77
	Change Request Form	80
XXII.	Communications Management Plan.....	82
	Project Team Contact Details	82
	Client Contact Details.....	82
	Archiving of Documents.....	88



First Deliverable
MIS 141: Project Management

XXIII.	Quality Assurance Plan	89
XXIV.	Project Monitoring and Tracking.....	94
XXV.	Project Closure.....	96
APPENDIX.....		100
XXVI.	Client Contact Information.....	100
XXVII.	Glossary of Terms	100
XXVIII.	Resumes	102
XXIX.	WBS Dictionary	114
XXX.	Team Contract	187
XXXI.	Risk Management Documents	192
XXXII.	Status Report.....	201
XXXII.	Use Case Diagram	206
XXXIII.	Functional Requirements.....	207



First Deliverable
MIS 141: Project Management

Business Case

I. Company Overview

About the Company

Leisure Coast Resort is one of the few holiday destination sites in Dagupan City. It is owned and operated by the Arzadon Leisure Corporation of Pangasinan.¹ As early as 1998, the founders had already begun brainstorming on the concept of a resort, governed mainly with the goal of instilling pride among the Dagupeños and boosting tourism locally, that would change the landscape of the Bonuan, Binloc area.² Away from the hustle and bustle of the city, the resort is located strategically amidst rolling hills and lush lands to soothe and relax its customers.

In 2000, Leisure Coast Resort opened its doors to the public.³ This was headlined by The Sabina Restaurant and the Justine Hall Function Room which began their operations in September 16, 2000.⁴ Following these, a driving range and a family garden grill were also opened to the public. Furthermore, in December 2000, Gef's Water Park was established, attracting more than 150,000 visitors to date, and currently considered to be the most popular amenity of the resort.⁵

Due to the growing needs of the customers, the resort has increased the number of amenities that guests can enjoy.⁶ To accommodate out-of-town guests, Leisure Coast Resort opened hotel rooms known as Cabañas with initially 27 rooms in 2001.⁷ In line with this, more function rooms were

¹<http://www.leisurecoast.com/about.html>

² Ibid.

³ Ibid.

⁴ Ibid.

⁵ Ibid.

⁶ Ibid.

⁷ Ibid.



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MIS 141: Project Management

created to accommodate more customers. These include Niki's Garden, Ethan's Place, and the Arzadon Gym. Today, a zip line has been created for adventurous and thrill-seeking guests.

The resort has grown in popularity not only to local residents but also to out-of-town guests. Presently, the resort has forty-five rooms, and the founders are planning to create more rooms and more amenities to further attract more customers.⁸ By the year 2019, the president's objective is to have 100 rooms available (currently a rate of 7-8 rooms a year).⁹ Also, the board of trustees is conducting a feasibility study for the possibility of adding amenities such as Go-carts and Tree houses.¹⁰

Mission

"Strengthen family ties through camaraderie and togetherness by offering resort facilities."

-Voltaire P. Arzadon, Company President

Vision

"We envision creating a closely-knit family, happy and contented after benefiting from the amenities of the resort."

-Voltaire P. Arzadon, Company President

⁸ Arzadon, Voltaire. Personal Interview. 1 September 2012.

⁹ Ibid.

¹⁰ Ibid.



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MIS 141: Project Management

Services Offered

Leisure Coast Resort aims to provide a holiday get-away vacation site along with several other amenities, namely, hotel and dining services, function room rentals, and various entertainment facilities.¹¹ These facilities are:

- 1) *Gef's WaterPark*
- 2) *Sabina's Restaurant*
- 3) *Justine Hall A & B*
- 4) *Jann's Cabañas*
- 5) *Ethan's Place*
- 6) *Niki's Garden*
- 7) *Arzadon Gym*
- 8) *The Zip Line*
- 9) *Sunburst Bar* (Under construction but to be finished by October)¹²

Customers

The peak season of the resort is composed of two periods. These are July 1 to November 30 and February 1 to March 15.¹³ The resort caters to various visitors but most of the current guests come from the Luzon area, near Dagupan City, such as: Baguio, Tarlac, La Union, and Urdaneta.¹⁴ There are also some foreigners such as American and Korean visitors who indulge in many of the resort's facilities and amenities.¹⁵ The usual visitors are composed of businessmen and families. Few locals actually lodge-in the resort. But, the main target clients of the company are foreigners and *balik-*

¹¹ Ibid.

¹² Arzadon, Voltaire. Personal Interview. 1 September 2012.

¹³ Jugo, Jeffrey. Personal Interview. 1 September 2012.

¹⁴ Lomboy, Jonalyn. Personal Interview. 4 August 2012.

¹⁵ Ibid.



First Deliverable
MIS 141: Project Management

bayans.¹⁶ As of June 2012, 20% of the customers are foreigners – majority of whom are Koreans and Americans.¹⁷

The resort also offers regular membership and international membership for their customers. For regular members, a payment of ₱6,000 is required annually to remain active and to avail of the different benefits.¹⁸ These benefits include such as: 30% discount for room rates and varying discounts for other amenities (usually 10%). Currently, the resort has 38 new members.¹⁹ According to the hotel supervisor, he estimated that around 800 customers have applied for regular membership since operations began in 2001 although not all of them are active.²⁰ In addition to this, the resort offers international membership which is a 15-day accommodation valid for 3 years. To apply for international membership, a full payment of \$600 is required upon application.²¹ The resort has gained twenty-four international members through the years; however, the board of trustees is currently debating whether or not to continue international membership due to its low profitability.²²

Value

Customers search for quality services and new attractions. The staff pledges to give quality services to customers at all times to ensure that their stay is a memorable and relaxing one. To address the growing needs of customers, resort aims to create new attractions every year to keep current clients entertained and to attract new ones.²³ In the years to come, more and more amenities and attractions are planned to be built. The latest attraction is the Zip-line and for further enjoyment of

¹⁶ Ibid.

¹⁷ Ibid.

¹⁸ Ibid.

¹⁹ Ibid.

²⁰ Jugo, Jeffrey. Personal Interview. 1 September 2012.

²¹ Ibid.

²² Ibid.

²³ Lomboy, Jonalyn. Personal Interview. 4 August 2012.



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MIS 141: Project Management

the guests, the Sunburst bar will soon open its doors.²⁴ The following list enumerates more values that the resort has formulated:

- 1) *To provide a place where families can enjoy togetherness²⁵*
- 2) *To promotes Philippine tourism particularly in Dagupan City and Pangasinan²⁶*
- 3) *To host a number of trees, plants and flowers²⁷*
- 4) *To prove to the world that Filipinos can keep a public place clean and beautiful²⁸*

²⁴ Lomboy, Jonalyn. Personal Interview. 4 August 2012.

²⁵ Ibid.

²⁶ Ibid.

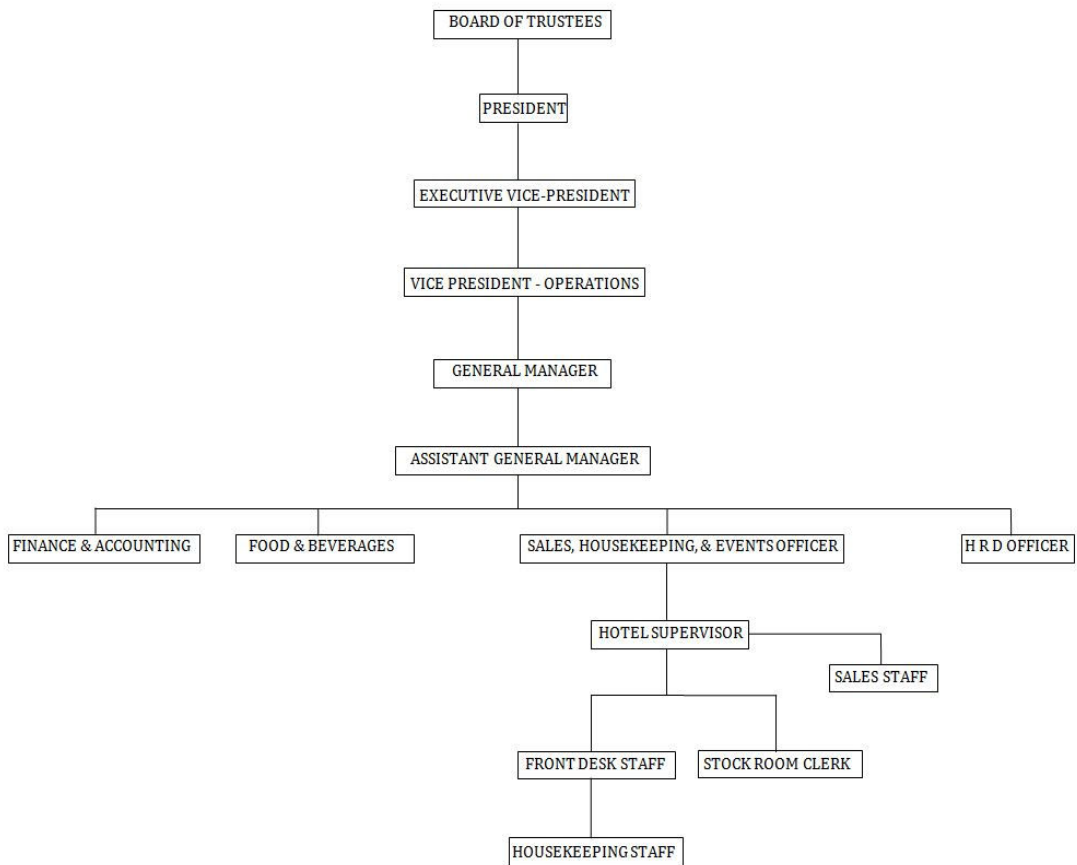
²⁷ Ibid.

²⁸ Ibid.



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MIS 141: Project Management

Company Organizational Chart



We are focusing on the Food and Beverage and Sales, Housekeeping and Events Officer departments of the resort



First Deliverable
MIS 141: Project Management

II. The Current Situation

Reservation/Booking Process

Whenever a guest wishes to reserve a room (either through phone, through email, or verbally), the receptionist will look for the folder corresponding to the month of the desired date. Within that folder, one sheet represents a day of that month. And within one sheet, there are forty-five rooms which are being monitored. The receptionist will check if there are available rooms of the type that the guest is looking for during the specified date of the customer. If there are available rooms, the receptionist will ask the customer for details such as: name, company (if necessary), contact number, and expected time of arrival, which will then be written into the sheet of paper. This process takes time to look through the folders and the individual sheets of paper. Because this is done manually, chances of human error in terms of inputting wrong information and inputting information in the wrong place is highly probable. Also, due to space constraints, the sheets do not contain the details of each room, for example, the type of room (deluxe, etc.) and the capacity (2 persons, and so on). Thus, the receptionist memorizes all these details, adding to the probability of committing errors. Consequently, cancelling reservations is also difficult. Keeping track of records is also very tedious because the piles of folders occupy a lot space and looking through these is deemed to be difficult. Also, the resort can only keep record of the past reservations for the last two years because of the medium used to store data. This process will become even more difficult during the peak seasons because even more guests will be booking in the resort.

Charging Process

The resort has many amenities that customers can avail. Some of these are: the Water Park Canteen, Sabina Restaurant, Arzadon Gym, and Zipline. When a customer avails of these amenities, he has the option of charging the expense against his account if he is checked-in or is a member of the resort. The resort staff assigned in recording the customers' expenses will fill-up a charge slip, ask



First Deliverable
MIS 141: Project Management

the customer for his room number and signature, proceed to the reception area (which is very far from other amenities), confirm if the customer is actually checked-in, and finally submit the charge slip to the receptionist. If the staff is informed that the customer is not checked-in, he must return to the customer to charge him immediately. If the customer has an additional order, a new charge slip will have to be filled-up and submitted to the receptionist again. However, if the customer is a walk-in guest, he must pay the full amount upon transaction. This process is very tedious because it has to be done several times a day, each time a customer transacts, and most of the amenities are far from the reception area. To prove this point, the resort spans across five hectares, and some amenities are on opposite ends of each other (average of 3 minutes walking time from the hotel reception to either the restaurant or the canteen). This means that the staff in-charge of delivering the charge slips travel far distances whenever customers avail of the products or services. This is not done on a scheduled basis but done each time a customer transacts an order. In addition to this, the resort usually relies on interns to assist in this task especially during peak seasons. This process causes delays for the customer and a lot of effort and probability of mistakes for the resort and its employees.

Check-out/Billing Process

As for the process of billing-out, the receptionist will compute for the total expenses only when the customer checks-out. Only by this time will the receptionist search the file cabinet for relevant charge slips issued and compute for the total amount to be paid by the customer. Also, the receipt is generated manually by writing down all the expenses. This causes inconvenience to the customer because he will have to wait for this process to be completed. Also, this process is very time-consuming (average of 5 minutes to complete the entire process per guest) and tedious especially if the customer incurred several charge slips over his stay. This problem becomes more evident whenever more than one guest approaches the reception area for check-out because they will have to wait in line for there is usually only one staff in-charge of the checking-out process. Like the



First Deliverable
MIS 141: Project Management

previous processes discussed earlier, this process is very prone to human error in terms of computation errors and misplaced charged slips. Although these errors do not happen often or on a regular basis, the receptionist has reported that these do happen occasionally.

Statistical Analysis

Moreover, the resort does not have a definite and proven way of determining which months or times of the year have the most customers and which types of rooms and amenities customers avail the most. As mentioned earlier, reservation data is kept in folders which are usually kept for at most two years only because they take up a lot of space and it will be hard to search through a lot of folders. Also, all the charge slips are not kept and organized. Because of these limitations, the resort cannot identify which amenities attract the most customers and thus to focus more on, and which amenities do not attract that much and therefore needs to be improved more.

The need to address these problems

The resort plans on expanding from forty-five rooms to a hundred rooms (an additional of fifty-five more rooms) within seven years, and because all of their processes are done manually, the problems that the resort are currently facing will become more prominent, and the impact that these will have on the business will increase as more customers come in.

III. The Possible Projects

Non-numeric Model

Following the Comparative Benefit Model (Q-sort method), we considered several projects, and the one with the most benefit to the firm is selected.



First Deliverable
MIS 141: Project Management

Project A

The team will directly use open source software which includes modification of the program before implementing, and providing the resort of the needed hardware. The system will address the booking automation, and expense consolidation of the guests. Basically, the team will acquire a working open-source software and add corresponding features to perfectly fit the business requirements of the resort. A local area network will also be set-up so that all processes related to using the system will be more reliable compared to using the local Internet Service Providers.

Features of the system will include an online reservation system and a hotel management system which include all of the features needed for hotel operations. The team will also provide the server to host the open-source system. The server will be installed in an optimum place inside the hotel.

Pros:

- Basic features are already present and developed by skilled individuals, while the team can still add the features needed by the client.
- All needed features can still be included as compared to available software in the market.
- Fast communication among the computer terminals because of the local area network.
- Less expensive than quoting for modifications from companies who can modify existing products.

Cons:

- The team would need to generate the most optimum lay-out of the networking equipment in the resort.



First Deliverable
MIS 141: Project Management

- Wiring would be time consuming since it would have to be strategically installed across three locations.
- Wiring would be expensive since the salty atmosphere would corrode the wires.
- The team also needs to provide the corresponding hardware since there are currently limited network connections across the resort.
- Designated maintenance staff must be trained well for them to make sure the system will always be up and working.

Project B

The team will be canvassing for the most appropriate off-the-shelf or web-based hotel management system for the client. The hotel management system to be chosen preferably includes a booking system, membership tracking, and an expense consolidation system. Also, the team will be evaluating the most reliable Internet Service Providers in the area to be used for running the system.

In this project, the team will serve as IT managers, coordinating with the various stakeholders involved. The main bulk of this project is contacting and negotiating with all of the persons or organizations involved. This project aims to provide the necessary help the resort operations need and also provide the corresponding support in the long run.

Pros:

- There are many available off-the-shelf and web-based hotel management systems in the market.
- Direct support from developer is available.
- Software maintenance is readily available.
- No development necessary.



First Deliverable
MIS 141: Project Management

Cons:

- Available off-the-shelf and web-based hotel management systems do not exactly meet the client's specifications for the system's features (e.g. distinction between guests for members and non-members).
- Some off-the-shelf systems provide too much features (e.g. Micros) than necessary.
- More expensive.
- Off-the-shelf systems cannot be tested for functionality before purchase.

Project C

The team will provide an online reservation system and a hotel management system to the client. The hotel management system includes a booking system, membership tracking, and an expense consolidation system. Also, the team will be canvassing for and contracting the most suitable Internet Service Provider in the area to connect all of the terminals to a web-server which will host the system.

The system that the team will deliver to the company will be based on an open-source hotel management system. This is because the client is in need of additional features that we were not able to find in more than ten off-the-shelf and web-based hotel management systems. The online reservation system will be a modified version of one of the pages of the resort's current website. This part will not be real-time due to the company's process of confirming a ₱1,000 down-payment for non-member reservations (member reservations as well during peak seasons).

Pros:

- Base system is free and modifiable.
- Since modifiable, the group will be able to include features needed by the resort's business requirements such as tracking of members.



First Deliverable
MIS 141: Project Management

- Does not need constant communication with a third-party in order to check the progress of development.
- The team will be able to test the system without having to pay for anything.

Cons:

- Team or client may have to look for IT personnel with programming background to maintain the system.
- Risk of not finishing the additional features because of many modifications and additions required.
- Internet Service Providers may not be as reliable as a dedicated Local Area Network.

Numeric Model

Project A

Revenue

= (3 guests * average price of rooms * days of the year)

= (3 guests * PHP 2,000 * 365 days of the year)

= PHP 2,190,000

Cost

PHP 558,000 payment to the team + PHP 20,000 for the hardware + PHP 3,795 for the salary of construction workers resulting to a total of PHP 581,795

(P25,000 * 6 months * 1 member) - IT Manager = PHP 150,000

(P17,000 * 6 month * 4 members) = Software developer average = PHP 408,000



First Deliverable
MIS 141: Project Management

$(P253^{29} \text{ minimum wage for construction workers in Pangasinan} * 3 \text{ days} * 5 \text{ construction workers}) =$
P3,795

PHP 20,000 = Hardware

$(P150,000 + P408,000 + P20,000 + P3,795) = \text{PHP } 581,795$

Costs Reductions per year

= Daily salary of 3 employees * 12 months

= $((\text{PHP } 200 * 3 \text{ employees}) * 30 \text{ days}) * 12 \text{ months}$

= PHP 216,000

Project B

Revenue

= $(3 \text{ guests} * \text{average price of rooms} * \text{days of the year})$

= $(3 \text{ guests} * \text{PHP } 2,000 * 365 \text{ days of the year})$

= PHP 2,190,000

Cost

PHP 750,000 payment to the team + PHP 316,462 for the software for the next 5 years resulting to a total of PHP 1,066,462

= $(P25,000 * 6 \text{ months} * 5 \text{ member}) - \text{IT Manager} = \text{PHP } 750,000$

²⁹ http://www.nwpc.dole.gov.ph/pages/region_1/cmwr_table_r1.html



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Breakdown of the price of software:³⁰

= 1st year (45 rooms) = \$89.99/month * 12 = \$1079.88

= 2nd year (53 rooms) = \$114.99/month * 12 = \$1379.88

= 3rd year (61 rooms) = \$139.99/month * 12 = \$1679.88

= 4th year (69 rooms) = \$139.99/month * 12 = \$1679.88

= 5th year (77 rooms) = \$147.99/month * 12 = \$1775.88

= total of (\$7595.4 * 41.6649) = PHP 316,462

(P750,000 + P316,462) = PHP 1,066,462

*(1\$ = P41.66)³¹

Costs Reductions per year

= Daily salary of 3 employees * 12 months

= ((PHP 200 * 3 employees) * 30 days) * 12 months

= PHP 216,000

³⁰ Roomsy.com

³¹ <http://themoneyconverter.com/USD/PHP.aspx>



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MIS 141: Project Management

Project C

Revenue

= (3 guests * average price of rooms * days of the year)

= (3 guests * PHP 2000 * 365 days of the year)

= PHP 2,190,000

Cost

PHP 558,000 payment to the team for software development

(P25,000 * 6 months * 1 member) - IT Manager = PHP 150,000

(P17,000 * 6 month * 4 members) = Software developer average = PHP 408,000

(P150,000 + P408,000 + P20,000) = PHP 558,000

Costs Reductions per year

= Daily salary of 3 employees * 12 months

= ((PHP 200 * 3 employees) * 30 days) * 12 months

= PHP 216,000

Project A	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>	<u>Total</u>
Additional Revenue	0	2190000	2190000	2190000	2190000	4380000
Cost Reductions	0	216000	216000	216000	216000	864000
Cost	200,000	150000	100000	70000	61795	581,795
Net Cost	200,000	-66,000	-116,000	-146,000	-154,205	-282,205
Cash flow	-200,000	2,256,000	2,306,000	2,336,000	2,344,205	9,042,205



First Deliverable
MIS 141: Project Management

NPV						P6,466,262.86
ROI						11.11433213%
Payback Period						1 year
Project B	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>	<u>Total</u>
Additional Revenue	0	2190000	2190000	2190000	2190000	4380000
Cost Reductions	0	216000	216000	216000	216000	864000
Cost	400,000	250000	200000	150000	66462	1,066,462
Net Cost	400,000	34,000	-16,000	-66,000	-149,538	202,462
Cash flow	-400,000	2,156,000	2,206,000	2,256,000	2,339,538	8,557,538
NPV						P6,069,129.65
ROI						5.690900993%
Payback Period						1 year
Project C	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>	<u>Total</u>
Additional Revenue	0	2190000	2190000	2190000	2190000	4380000
Cost Reductions	0	216000	216000	216000	216000	864000
Cost	200,000	150000	100000	60000	48000	558,000
Net Cost	200,000	-66,000	-116,000	-156,000	-168,000	-306,000
Cash flow	-200,000	2,256,000	2,306,000	2,346,000	2,358,000	9,066,000
NPV						P6,481,658.61
ROI						11.61587564%
Payback Period						1 year

Return On Investment

Project A:	$6,466,262.86/581,795 = 11.11$
Project B:	$6,069,129.65/1,066,462 = 5.69$
Project C:	$6,481,658.61/558,000 = 11.62$

Project C has the highest return of investment among the three projects



First Deliverable
MIS 141: Project Management

Payback Period Analysis

Project A = 2 years to payback investment. Cashflow for year 2 is PHP 2,256,000, the first year to have a positive cash flow.

Project B = 2 years to payback investment. Cashflow for year 2 is PHP 2,156,000, the first year to have a positive cash flow.

Project C = 2 years to payback investment. Cashflow for year 2 is PHP 2,256,000, the first year to have a positive cash flow.

Analysis

Looking at the qualitative and quantitative analyses, the team has come to a conclusion to adopt Project C. The project states that the team will modify an open-source hotel management software to serve as Leisure Coast Resort's system. This is because available off-the-shelf software and web-based systems lack essential features that are needed by our client. Despite the resort currently having no maintenance personnel for the system, the team believes that Leisure Coast Resort will be able to find capable maintenance personnel after the project since PHP is rather a popular and easy programming language. Also, adding to the need for additional features, the quantitative comparisons show that Project C has the highest net present value in five years, the highest return on investment at 11.62% and the same payback time as the other projects. Definitely, Project C has the most benefits based on the two perspectives.



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The Scope Document

IV. Project Title

Leisure Coast Resort Hotel Management System

V. Project Team

Jonathan Daniel Babaran	Project Manager
Christopher Joseph Burce	Chief Documentations
Aeruh Dimalanta	Networking Officer
Cyril Pallasigui	Lead Developer
Jann Alfred Quinto	Liaison Officer

VI. Project Summary

The main objective of the project is to aid in the Cabana Department's mission of providing quality service. The team will help the department with this by delivering an online reservation system, and a hotel management system. The hotel management system will include a booking system, member tracking system, and an expense consolidation system. The main reason why we define the reservation system and the hotel management system separately is because the online reservation system will be an added feature to the resort's current website while the hotel management system will be based on open-source software.

The project includes reviewing of an open-source hotel management system, namely *Open Travel Alliance (OTA) Hotel Management* in order to plan the modification and development process. Designated developers of the team will modify the source code and add other features such as differentiation of resort members and regular guests. Also, they will be adding the reservation page to



First Deliverable
MIS 141: Project Management

the resort's website. The team has previously researched several existing online reservation systems and found out that some do not work effectively while some are rather complicated to use. The online reservation system would not have to be connected to the booking system since the resort requires a ₱1,000 down-payment for non-members (and members as well during peak seasons). Having a real-time reservation system would complicate the process of confirming these deposits.

Other team members will be contacting and negotiating with Internet Service Providers in Dagupan to provide Internet connection for the computer terminals. These team members will communicate with the ISP and the resort to find out where networking peripherals can be installed with the least obstruction. They will also inquire about rates regarding a static IP address which is required in order to set-up a server within the resort.

Testing will be done on the completed system by all of the team members. Machines will be acquired from the resort and brought back to Quezon City in order to test the system. One machine will be converted into a server in order to host the system. Team members will research on setting-up a personal web server and will also be applying this to the designated machine. The reason for using a computer from the resort instead of a web server is because the machines are readily available. The team does not also have to pay for web servers just to test the system.

Once the system is good to go, the team will deliver the machines back to the resort. While the team plans the transport back, members will again contact the ISP in order to synchronize the installation of the machines and the Internet connection. After this, the team will train the staff on how to use and maintain the system. Pertinent documents such as the user's manual and maintenance manual will also be delivered.



First Deliverable
MIS 141: Project Management

A post project review with the major stakeholders of the project will occur after training has finished.

VII. Rational or Benefit of the Project

The Cabana or Hotel Department of Leisure Coast Resort handles most of the guest relations. Currently, their main processes are mostly manual. Booking of rooms and tracking of these are done through folders and papers. Real-time tracking of guests' expenses is also done through manual delivery of order slips. Although the process of writing expenses down from the various amenities cannot be eliminated for accounting purposes, the Cabana Department's need to track in real-time the expenses are hampered by the distances of the amenities from the front office. Anytime the guest can check-out, and the front office would immediately need all of the expenses the guest has incurred. Sometimes, the resort staff mishandles the order slips, and some costs are not properly charged to the guest³². Providing them with a centralized booking and expense consolidation system will save the hotel staff time of engaging with guests who want to book and computing for the bill of the guest. This will help the hotel staff a lot especially during peak seasons which, as previously stated, happen July to November and February to March, more than half of a year.

Aside from these, the resort is planning to reach one hundred rooms in seven years, adding several rooms per year.³³ The Cabana Department Staff would have to either recreate or transfer written bookings in the folders or manually add new sheets of papers in the folders in order to accommodate the new rooms being added. Also, the staff would need to memorize again the types of rooms that the new ones would be. Tracking down of members are also done through memorization³⁴; there is no current list of members available to the Cabana Department. These members have

³² Lomboy, Jonalyn. Personal Interview. 4 August 2012.

³³ Ibid.

³⁴ Ibid.



First Deliverable
MIS 141: Project Management

different procedures as compared to regular guests such as having benefits. The use of the system would definitely aid the hotel staffs' effort of rearranging all of the folders. Instead of handling paper, rewriting and replacing all of the information, they would just need to click a few buttons to add the new rooms. Also, they would be able to have an easier time tracking down the members of the resort. Instead of memorizing these members, hotel staff would be able to depend on a reliable and real-time system. Hotel staff would be able to take note of guest preferences, and other employees would be able to see these as well. The resort would be able to give a more hospitable experience to the members.

Reviews from the Cabana Department staff also state that handling reservation requests are sometimes overseen, especially when done through e-mail³⁵. Foreigners, which are one of the main targets of the resort, try to book through e-mail. Due to the busy workload of hotel staff, reservations are not answered immediately at times. This may cause loss of revenue due to deterred customers to visit the resort. Providing another option to the guests such as an online reservation would help the resort entertain more guests. It will not be automatically linked to the booking system but it will be easier to look at for the receptionist. Hopefully, this would provide more revenue for the resort throughout the year.

³⁵ Lomboy, Jonalyn. Personal Interview. 4 August 2012.



First Deliverable
MIS 141: Project Management

VIII. Project Stakeholders

The main stakeholders of the project are the staff of the Cabana or the Hotel Department, the ones who requested for automation of their processes. Other departments such as the Food and Beverages can also be considered as a stakeholder. Also, the team will be accountable for the delivery of this project. Owners of the resort also want the project to be done within reasonable costs. Finally, the customers, especially the current members, are also considered as stakeholders because they will be impacted by changes to be brought about by this project.

IX. Measures of Success

	Objectives	Measures of Success
Project Financial	To acquire the sufficient funding and resources to be able to accomplish the project and implement the system while incurring the minimum possible cost.	To be able to deliver the project without exceeding the allotted budget of ₱173, 192.00 and without incurring a deficit.
Project Timing	To complete all milestones and fully accomplish the project within the set schedule, unless otherwise stated.	To be able to meet the deadlines as stated in the milestones section on this document. The system for Leisure Coast and Resort should be done by January 31,



First Deliverable
MIS 141: Project Management

		2012.
Project Quality	<p>To deploy the system through the resort's network.</p> <p>To sum up all the guests' expenses from the resort's other amenities without the immediate need of delivering the receipts.</p> <p>To ensure data security</p>	<p>The system should be able to successfully connect all of the computers located in each of the resort's amenities.</p> <p>The system should be able to record all the expenses of each guest in real time through computers located in each of the resort's amenities.</p> <p>The system should be able to compute the bill instantly and should be ready to have a ready-to-print receipt anytime the guest decides to check out.</p> <p>The system must be able to successfully utilize a password protection feature where only authorized users can have access to information.</p>
Consumer	To establish a good communication	Client will be contacted through mobile



First Deliverable
MIS 141: Project Management

Communication	with the client To ensure that our client, Leisure Coast Resort, is updated about the development of the project.	phone or email in any case that inquiries and updates shall be made, or meetings will be scheduled. The team will update the client twice a month regarding the progress of the system. Furthermore, all relevant documents will be received by client and a receiving copy will be kept by the team.
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X. Deliverables

The team is expected to provide the following to the client:

- Hotel Management System
- Online Reservation System
- User's Manual
- Maintenance Manual
- Training Manual
- Computer server



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MIS 141: Project Management

XI. Milestones

Milestone	Date Due
User Acceptance of Functional Requirements	October 10, 2012
Integrate Hotel Management System	December 23, 2012
Finish Alpha Testing	January 2, 2013
Finish Beta Testing	January 19, 2013
User Acceptance of the System	January 19, 2013
Implement Leisure Coast Resort Hotel Management System	January 30, 2013
Submit User Manual, Maintenance Manual, and Training Manual	February 01, 2013
Train hotel staff and maintenance staff how to use and maintain the system	February 02, 2013
Evaluate Client Review	February 03, 2013

XII. Technical Requirements

Hardware Requirements

- Five laptops for development
- One hub (minimum requirements)
 - 4-Port Hub
- One server computer (recommended requirements)
 - Processor: Intel® Core i3-2120 3.40GHz



First Deliverable
MIS 141: Project Management

- Memory: 2 GB DDR3
- LAN: 10/100/1000 Mbps
- Three terminals for the resort
 - Desktop computer that supports Windows XP

Software Requirements

- Windows Operating System
 - Windows XP for the terminals
 - Windows Server 2008 for the server
- Aptana for development
- Notepad++ for development
- XAMPP for development (, Apache, MySQL package)
- Microsoft Word for Documentation
- Mozilla Firefox, Google Chrome, Opera, Safari, Internet Explorer for testing

XIII. Limits and Exclusions

- The team is not responsible for installing the networking materials. This is to be done by the Internet Service Provider.
- The team will not modify the other parts of the current website aside from adding the link to the online reservation page; any bugs or changes pertaining to the resort's website that the client would like the team to address will not be entertained.
- The team will simply install server applications to the provided computers; any additional software that the client would like to have for the terminals will not be entertained.
- The team is not responsible for hiring the maintenance personnel for the system.

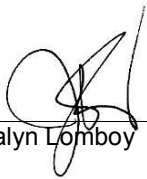


First Deliverable
MIS 141: Project Management

XIV. Client Review

The authorities of Leisure Coast Resort will be consulted by the team on a regular basis as the project is being carried on.

Approval:

Jonathan Babaran	 Jonalyn Lomboy
Project Manager	Sales, Hotel and Events Head