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| **Project "Airport Check-In Kiosk Software"**  **Problem/Opportunity Statements**  O: Divert the customer traffic away from check in attendants, thus reducing the costs  O: Better quality of service - higher availability  O: Faster passenger processing  **Objectives**  ABC Software Systems shall study, configure and implement the Airport Check-In Kiosk software system for XYZ Airlines by September of 2010. The project scope shall consist of the following features:  Table   |  |  | | --- | --- | | Feature ID | Feature Description | | F 1.0 | Kiosk Menu | | F 2.0 | Traveler Identification | | F 3.0 | Traveler Reservation Search | | F 4.0 | Confirm or Change Seat | | F 5.0 | Pay for Luggage | | F 6.0 | Print Boarding Pass | | F 7.0 | Navigation |   **NOTE:** ABC Software is responsible for the delivery of the check-in software; actual kiosk hardware shall be procured, designed and delivered independently by XYZ Airlines and its vendors.  **ROM Budget and Schedule**  Budget - $100,000 +/- 50,000  Timeline - 6 +/- 2 months  **Importance Factors**  Scope and Quality - 50%,  Budget - 30%,  Time - 20%  **Project Feasibility**  The Airport Check-In Kiosk software project is expected to generate the following benefits for the XYZ Airlines:   1. XYZ Airlines is expecting to decrease its check-in costs by 15-20% 2. Company is expecting an improvement in the levels of customer service   **Stakeholder Register**  Table   |  |  | | --- | --- | | Title | Name | | Project Manager - ABC | Dennis Samons | | Business Analyst - ABC | Alma Lupo | | VP Product Development - ABC | Harold Melanson | | VP Professional Services - ABC | Jacob Therrien | | VP Customer Care - XYZ | John Hetrick | | Manager Marketing - XYZ | Irma Eller |   **Risks**  Table   |  |  | | --- | --- | | Risk ID | Risk Description | | R1 | Initial scope of the project may be too limited to include all the required functionality | | R2 | Possible changes in government regulations | | R3 | Will have to rely of the process description provided by the XYZ employees rather than input from actual travellers |   **Assumptions**  Table   |  |  | | --- | --- | | Assumption ID | Assumption Description | | A1 | It is assumed that ABC project team will have access to additional SMEs from the XYZ Airlines |   **Constraints**  Table   |  |  | | --- | --- | | Constraint ID | Constraint Description | | C1 | Aggressive timeline | | C2 | Budget is capped at $150,000 | | C3 | Updated SOP and Training must be delivered in order for this project to succeed | |