|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Project "Airport Check-In Kiosk Software"****Problem/Opportunity Statements**O: Divert the customer traffic away from check in attendants, thus reducing the costsO: Better quality of service - higher availabilityO: 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 +/- 50,000Timeline - 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 |

 |