PRINCE 2 in Implementation of Hotel Management System

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PRINCE 2 Methodology in Implementation of Hotel Management System

**Introduction**

The hotel management system provides facilities for booking hotel events, holiday apartments, and accommodations for the customer. For the last decade, businesses have been dealing with manual booking where the customer has to visit the office to process their details. Recently, development of technology has transformed the operation of businesses across the world. The reservation system has benefited from technological advancements such as the use of booking engines and the development of market strategies, which have attracted a large number of customers to online booking requests and responses. The advancement of technology has improved communication between employees and customers through sharing of information and keeping records of the organization. This paper intends to discuss the implementation of a hotel management system using PRINCE 2 methodology. This paper also seeks to explain project management techniques.

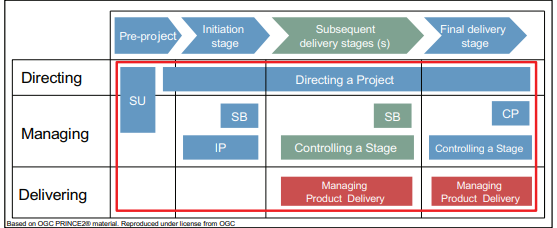
**Project Management Techniques**

Employing project management techniques reduces the disruption of routine business activities for the completion of the project. The application of these techniques makes it easier to manage projects. The PRINCE 2 approach is widely regarded as a comprehensive methodology for project management that includes business rationale and organizational structure definition. The other techniques include Scrum and Kanban. The Scrum technique facilitates cross-functional, self-managing teams to business to carry out project fast. The Kanban method, on the other hand, increases spending, project delivery, and the visibility of work progress. According to Vaníčková (2017), the application of the PRINCE2 project management technique is considered flexible to guide through the essentials of managing the project. The approach to different projects can be customized using this technique based on the resources and time available. Various parameters, such as team members and phase planning, can be personalized. The use of methodology to the implementation of the hotel management system will be of benefit in different ways. It defines the quality review of the project for the planning and change of control process. Notably, PRINCE 2 consists of principles, themes, and processes. Themes provide a perception of how to manage the project. The PRINCE 2 approach divides project management into seven procedures that guide the project and are approved by the organization's project manager.

The strategic plan approach acknowledges the development, information system, and decision-making process for the assessment of business environment transformation, and the PRINCE 2 technique helps managers in an organization achieve a particular goal. According to Malachovsk & Mazchová (2018), the management method confirms employees' commitment to the company and customer loyalty by identifying the personality in the business performance. With the use of an automated hotel management system, customers can make an order to reserve their booking online. Customers must provide personal information such as their name, email address, and credit card number in order for the process to be successful. In addition, database creation has aided hotel management systems in storing and retrieving data for customers and employees within the organization. It has also reduced development process cost and time to the optimum presentation and production level. Information systems have increased business support for project management in terms of capital. Ideally, project delivery and governance are based on cost, time, and quality constraints. Accessing the work of Pawar & Mahajan (2017), PRINCE 2 approach improves the communication between the team members and the stakeholders. Stakeholders in this process are allowed to express their opinion in decision-making in project reports. Additionally, projects focus on defining and delivering products for a successful project output.

**PRINCE 2 Process in Hotel Management System**

Starting up the project, initiating the project, directing the project, maintaining a stage boundary, and closing up the project are the five procedures that are associated with the PRINCE 2 approach for implementing the hotel management system that is used by workers, staffs, and clients in the organization. In this approach, each process defines the activities needed to be performed in the project. The diagram below explains PRINCE2 processes that will guide you in managing and directing the project.



**Starting up a project**

It's critical to understand the project's functional specifications before starting a hotel management system project. This is the first PRINCE 2 process, that triggers activities performed to execute the time the project started. The project manager creates a project approach that articulates how the project is carried out. Starting a project for a hotel management system, for example, necessitates assembling a project team, appointing a project manager, and launching a stage. The project management team reflects on the daily report update created on the project. Additionally, the project team in the implementation of the hotel management system requires system analysis, tester, and software developer to assemble the project brief using PRINCE 2.

**Project plan**

The goal of project planning is to ensure that the project's cost and timeline are also considered for completion. The following is a project plan for the implementation of the hotel management system, which covers five primary stages: system development, system analysis and design, system implementation, testing, and maintenance.

|  |  |  |
| --- | --- | --- |
| Project activity | Starting time | Finishing time |
| System development | 1/4/2021 | 17/4/2021 |
| System analysis &design | 17/4/2021 | 30/4/2021 |
| Testing | 3/5/2021 | 10/5/2021 |
| Maintenance | 11/5/2021 | 17/5/2021 |
| System implementation | 18/5/2021 | 31/5/2021 |

**Initiating a project**

The project work is assessed after identifying the project team that will be involved in the development and implementation of the hotel management system. The project plan in this implementation of the project contains an estimation of costs. By tracking the project's progress, this process further determines the project scope and specifications for the goods to be delivered. It is important to note that, the project management team also outlines the resources to be used in the project activities. During this process, the project manager maintains all formal issues throughout the project. Additionally, according to PRINCE 2, the project strategy must include product creation management in order for the product to be of high quality.

**Directing the project**

This process describes the work of the project board and key elements of the project to control and delegate the daily management of projects to the project manager after the project has been initiated**.** PRINCE 2 project manager expresses concern about the scope of the project. Project directing in this method changes the direct supervision on working places. The Project board as a communication channel provides directives to the project managers to ensure business growth. Notably, the project board uses PRINCE 2 to provide directions and authorization of products delivered to the project at the key points. This makes them responsible for the project's success and allows them to make important decisions on the project. The project remains viable as management directs and controls it throughout. Additionally, PRINCE 2 manages the project through monitoring of reports that provide control over the decision point. The Project board in this process is responsible for ensuring continuous business justification in project business cases. On other hand, high management implements on planning and approval of the project plan. The hotel management system for employee information within the hotel certifies accurate records and identification of the customer.

**Managing a stage boundary**

This process provides information for the project board to evaluate the project depending on the quality requested, managers report, and the receiving of the product to stop or continue to the next stage. PRINCE 2 proposes that the project can be terminated if the process is not complete. Various management products are upgraded in the PRINCE 2 approach. Additionally, introduction of product includes activities associated to product system development. Accessing the work of Turkey (2010), the managing stage boundary process consists of six tasks that the project manager performs during each stage of the project: updating the business case, planning the next stage, updating the project plan, report stage, generate, and exception plan. Objectives on these activities can be crucial when implementing a hotel management system for the project productivity. Project team manager coordinates the area of work that one can convey one or more project products. The process allows the project managers to provide enough information to the project board to assess the current stage's success. Towards the end of every stage, the project manager performs this process to start planning the next stage.

**Closing up the project**

According to PRINCE 2, the objective of closing the project process verify the customer's acceptance of the project product. The procedure ensures that the product will continue to be supported after the project has ended. The performance of the project is evaluated by comparing it to the baseline documents. Before the project is closed the project manager ensures that the following activities of the hotel management system are done; first, the manager confirms the completion of the project and acceptance of the product. Secondly, if the products are handed over to the customer as described. Thirdly, compares the objectives with actuals and written at the end of the project report. Fourthly, prepares planned closure incase the project board requests it. Finally, after completing all of the tasks, the project manager notifies the project board and declares the project complete. Additionally, the project board examines the project closure notification document, decides to approve project closure, and notifies the project's stakeholders.

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