

**Project Definition**  
**For**  
**Training Subproject of the**  
**Rest Easy Hotel's Improvement Project**

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## Document Information

### Document source

This document is maintained as an online document. Contact the author for the latest version.

### Revision history

Version number	Date	Summary of changes	Revision marks
<i>n.n</i>	<i>dd mmm yy</i>	First version	No

### Approvals

This document has been approved by the following people. The signed approval forms are filed in the Project Control Book.

Name	Function	Date of approval	Signature

### Distribution

This document has been distributed to:

Name	Function

## 1 Preface

This document provides a summary of the important characteristics of the project as understood at the end of the defining phase.

Its purpose is to:

- Confirm the understanding of the Project Charter by the delivery organization
- Provide sufficient information about the solution and approach that the sponsor and delivery organization can agree to proceed to the planning stage
- Provide a framework upon which more detailed plans can be built
- Document the delivery organization's plans for completing both defining and planning activities.

The structure of the Project Definition includes the following components:

- Project objectives
- Project background
- Target solution and overall approach
- Project scope
- Planning framework
- Organization
- Financial
- Appendix A, B, and C

## 2 Project objectives

Pat Dipesto of the Rest Easy Hotel chain wants to increase the efficiency, profitability, and competitiveness of the hotel chain by automating their procedures in each hotel. She expects it to:

- Reduce their costs
- Improve their image and customer satisfaction rating
- Improve the sharing of customer data among their hotels so they can better attract repeat business and add new business
- Aid their marketing efforts
- Raise their occupancy rates

## 3 Business needs and environment

The Rest Easy Hotel Corporation is a private company with a chain of 20 exclusive resort hotels located throughout the world. They plan to increase this number in the

coming year by adding four hotels. (Those four hotels are not in the scope of this project, because we do not know when and if they will really be added, so we can not plan for them.)

Today the hotel chain follows a set of standard management and operating procedures that are mostly performed manually. Very few hotel and home office procedures are automated. Those that are, use out-of-date technology.

They expect to see the following improvements as a result of the automation of the processes:

- Reduce their costs
- Improve their image and customer satisfaction rating
- Improve the sharing of customer data among their hotels so they can better attract repeat business and add new business
- Aid their marketing efforts
- Raise their occupancy rates

### **3.1 Project general scope and plan constraints**

The proposed solution is to install and test an IBM midsize system running an end-to-end hotel-management system provided by the Sleep Away Software Group. The subproject that is being addressed by this document is to provide the training for the staff for each hotel within 1 week after the system is installed.

### **3.2 Solution background**

This subproject delivers the creating and delivering of the training of the staff for each hotel. That training is required within one week of the system installation for each hotel.

### **3.3 Key requirements**

A key requirement is that the training must be delivered for the staff of each hotel within one week of the system installation for each hotel.