PROJECT SCOPE STATEMENT

Note: Any work not explicitly included in the *Project Scope Statement* is implicitly excluded from the project.

Project Name:	Airline Reservation Kiosk for Connected Airlines
Prepared by:	Rohan Sureshkumar, Sangeeta Isaac
Date (MM/DD/YYYY):	02/19/2014

Version History (insert rows as needed):

Version	Date (MM/DD/YYYY)	Comments
1.0	02/15/2014	Initial draft
2.0	02/19/2014	Final draft

1. Project Overview

To cater to the ever increasing demands of the travelling population, Connected Airlines plans to streamline its reservation system by implementing airline check-in kiosk services. It is envisioned that these kiosks will be first be implemented in Dallas and then rolled out to all other locations across the country.

***Note:* In any instance where there is a discrepancy between the *Project Charter* and the *Project Scope Statement*, the latter is considered authoritative.**

2. Project Description

2.1 Project Scope

Airport kiosks are automated touch-screen interfaces that let the customer:

1. Check-in for their flights
2. Check availability

3. Print tickets
4. Make changes to the flight booking
5. Cancel the flight booking
6. Check in bags and view baggage policies
7. Pay for additional baggage
8. Transact in English and Spanish

The kiosks operate 24 X 7 throughout the year. The project would target implementing the kiosk at Dallas airport by the end of 2014 to deliver the core functionalities mentioned above and would extend to all the locations across US by the end of 2016.
The kiosk system would require access to the airlines customer database, reservations database, baggage information, and flight information.

Includes (Deliverables):

- Five fully functional kiosks meeting all the necessary functional requirements will be installed at Dallas airport by December 20, 2014.
- On successful delivery of these 5 kiosks, similar kiosks will be rolled out at other airports which are serviced by Connected Airlines. A minimum of 5 kiosks will be implemented at each of these airports (Houston, New York, Pittsburg, Chicago and Los Angeles) by the end of 2016.

Does Not Include:

- Any feature or functionality which is above and beyond the 8 functional requirements mentioned in the scope above is outside the scope of the project
- Only 5 kiosks are expected to be installed at each airport. Requirements above this number will be considered as out of scope.

2.2 Project Completion Criteria:

The project would be considered as complete only after it successfully passes through all the testing phases - system integration testing, user acceptance testing, stress testing and installation testing. The signature of the respective team leads would be necessary to confirm that the system has passed all the specified test cases and exited the corresponding testing phases. This will be described in more detail in the quality management document.

Acceptance reviews will be scheduled at the end of the project till the final acceptance is achieved. Finally the project manager will have to give his approval on the final product.

2.3 External Dependencies:

1. **Samsung:** Samsung would be supplying the required touch screen monitors and they are obliged to deliver the required numbers by the end of March 2014.

2. **Thoughtworks:** Software consultants from Thoughtworks will be available for guidance on software design and delivery throughout the lifecycle of the project.

2.4 Assumptions:

The success of the project is contingent upon the following assumptions.

1. The project budget is approved each year for two years so that the project scope is not impacted.
2. The skilled manpower will be available at all times.
3. Dallas airport will be operational till the completion of the project.

2.5 Constraints:

1. 20 million dollars is the budget allocated for this project
2. A team of 3 business analysts will work on this project from initiation to completion. A team of 10 software developers 7 hardware engineers are available to work on this project for the development, testing and installation phases. Another team of 5 quality assurance professionals will come into the team once the testing phase begins. The project manager will oversee all the tasks of the project.
3. Space available in the Dallas airport for the 5 kiosks is 500 sq. feet.
4. At each of the other airports (Houston, New York, Pittsburg, Chicago and Los Angeles), a minimum of 400 sq. feet room is available for the installation of kiosks)

3. Project Milestones

Project Milestone	Target Date (MM/DD/YYYY)
Project Start	02/01/2014
Design phase ends and development begins	03/20/2014
Testing begins (It is envisaged that there would be some overlap between the development and testing phases)	06/01/2014
Development and testing phases end. Installation begins	09/15/2014

Project Complete - Five fully functional kiosks installed at Dallas Airport. If the project is at	12/20/2014
Using the lessons learned from Dallas airport implementation, kiosks would be installed at all other Connected Airlines serviced airports.	12/31/2016

4. Acceptance criteria

The acceptance criteria in the table below define the conditions under which the Project Business Sponsor(s), Connected Airlines CIO and the Project Manager agree that they will accept completion of the milestones and deliverables.

Milestone	Deliverable	Acceptance Criteria
Project Design Completion	Project Initiation and Implementation Document	Prioritized scope and high level requirements have been reviewed by the Design Team, which consists of stakeholders from the Business Sponsor organization in addition to key members of the project team. **Note**: Acceptance of this document is completed by signing off on the document's signature page rather than a Request For Acceptance form.
Project Phase Concept Complete	Software Project Management Plan	Prioritized scope and high level requirements have been reviewed by the Design Team, which consists of stakeholders from the Business Sponsor organization in addition to key members of the project team. **Note**: Acceptance of this document is completed by signing off on the document's signature page rather than a Request For Acceptance form.
Phase Requirements Complete	Software Requirements Specification	The Software Requirements Specification describes what capabilities the application should have and includes: • Business process • Business requirements • Use cases • Functional requirements • Data requirements • Non-functional requirements The Design Team has reviewed the Specification and

		its prioritized requirements for correctness, completeness, and consistency with respect to the sponsor organization's business processes and business needs within the scope established in the Project Initiation and Implementation Document. The application development team has reviewed the Specification to ensure its sufficiency for beginning application design and to determine which requirements can be met within the constraints of the current project phase. The software test team has reviewed the Specification to ensure that all requirements are testable. The project manager has reviewed the Specification to ensure that all requirements are traceable to the scope, goals, and objectives established in the Project Initiation and Implementation Document.
Phase Design Complete	Software Design Specification	The Software Design Specification describes how the application should function and be constructed to provide the capabilities defined in the Software Requirements Specification. This document includes: • Screen flows • Screen designs • Form and letters design • Report designs • Logical data model • Physical data model • User roles • Security model • Data mapping • Detailed system interface designs The Design Team has reviewed the Specification for correctness, completeness, and consistency with respect to the prioritized requirements established in the Software Requirements Specification. The business team has reviewed the specification to ensure that all requirements are fully represented in the design and that the design includes no items that are not part of the established requirements. The application development team has reviewed the Specification to ensure its sufficiency for beginning application development and to validate the feasibility of implementing the design within the constraints of the current project phase. The software test team has reviewed the Specification to ensure that the design is testable.

Phase Application Ready For Pilot	Software Test Plan	The completed application was delivered into the test environment with functionality as specified in the Software Requirements Specification, Supplemental Specification for Nonfunctional Requirements, and Software Design Specification. The completed application passed through system testing with the following results: 1. All test cases completely executed for functional modules with a system test priority ranking between 1 and 3 inclusive 2. Zero severity 1 (critical) defects 3. Zero severity 2 (major) defects in business priority 1 functional modules 4. No more than 2 severity 3 defects (minor) per business priority 1 functional module and no more than 20 severity 3 defects total in business priority one functional modules 5. No more than 1 severity 2 defect per business priority 2 functional module and no more than 5 severity 2 defects total in business priority 2 functional modules 6. No more than 5 severity 3 defects per business priority 2 functional module and no more than 40 severity 3 defects total in business priority 2 functional modules In the above criteria, business priority refers to the business priority assigned to a functional module in the Software Requirements Specification, where priority 1 is business critical, priority 2 is moderately important, and priority 3 is optional. Severity 1, or Critical, defects include issues that result in degraded system performance beyond stated performance criteria, deny access to functionality, and/or corrupt data or display data incorrectly. Severity 2, or Major, defects include issues that prevent a user from correctly completing a task in the system, but can be managed by a workaround, and/or issues that promote data errors or reduce data quality substantially. Severity 3, or Minor, defects include issues that interfere with, but do not prevent a user from performing normal tasks. These are frequently usability or performance issues or defects that cannot be reliably reproduced. These can also be issues that represent an inaccuracy in the application but have no impact on functionality or performance, such as spelling errors, inconsistent fonts, etc. For user acceptance testing, the completed application

		was delivered in the same condition or better as when it was delivered with the test fixes required to meet the system test acceptance criteria described above. The completed application passed through all acceptance testing scenarios with no severity 1 defects in any functional module and no severity 2 defects in any business priority 1 functional module (priorities and severities as defined above). Acceptance testers agree that the application can move into pilot rollout with all the known non-minor defects or with a limited number of defect fixes that can be completed and tested by the project team in no more than two (2) business days. The accepted application has been moved from the test environment to the pilot environment with all test data removed and is functioning properly (as good as or better than it was during acceptance test).
Phase Application Ready For Pilot	User's Handbook	The User's Handbook describes in detail the procedures for using all of the functionality provided in the application in terms understandable to the typical user.
Phase Application Ready For Pilot	Software Transition Plan	The Software Transition Plan describes the tasks and activities that need to take place to efficiently and effectively move the application from the development or Pilot environment to the production, operations and maintenance environment and to integrate use of into the business processes of the impacted organization(s). The Plan includes deployment schedules, resource estimates, identification of special resources and staffing. The transition plan also defines management controls and reporting procedures, as well as the risks and contingencies. An impact statement outlining the potential impact of the transition to the existing infrastructure, operations, and support staff and to the user community is included. The Plan has been reviewed and approved by the operations, maintenance, and support organization, including Technical Services.
Phase Application Ready For Pilot	Training Plan	The Training Plan describes what training will provided to users to prepare them to use the application and how this training will be performed.
Phase Application Ready For Pilot	Business Continuity Plan	The Business Continuity Plan describes how business functions supported by will be performed in the event that the application is unavailable for a period of time.
Phase	Application	Any application issues that the Design Team and Pilot

Application Ready For Statewide Rollout		users identified as needing to be addressed prior to statewide rollout have been addressed. The application still meets or exceeds the acceptance criteria established for the "Phase Application Ready For Pilot" milestone.
Phase Application Ready For Statewide Rollout	User's Handbook	The User's Handbook was updated to include any changes necessary to support application changes made after the Pilot.
Phase Application Ready For Statewide Rollout	Software Transition Plan	The Software Transition Plan was updated to include any changes necessitated by problems with the Pilot rollout.
Phase Application Ready For Statewide Rollout	Training Plan	The Training Plan was updated to include any changes necessitated by problems with the Pilot training.
Phase Application Ready For Statewide Rollout	Business Continuity Plan	The Business Continuity Plan was updated to include any changes necessitated by problems with the evaluation of business continuity procedures during the Pilot.
Phase Complete	Closeout Review document	All project activities defined in the Project Initiation and Implementation Document and any approved change requests have been completed. All users have been trained and provided access to the application as specified in the Software Transition Plan and Training Plan. The Project Closeout Review document includes all project outcomes, costs, and lessons learned for the current project phase.

7. Project Scope Statement Approval / Signatures

Project Name: Airline Reservation Kiosk

Project Manager: Karthik Pedduri

The purpose of this document is to provide a vehicle for documenting the initial planning efforts for the project. It is used to reach a satisfactory level of mutual agreement among the Project Manager, Project Sponsors and Owners with respect to the objectives and scope of the project before significant resources are committed and expenses incurred.

I have reviewed the information contained in this* Project Scope Statement *and agree:			
Name	**Role**	**Signature**	**Date (MM/DD/YYYY)**
Karthik Pedduri	Project Manager		02/19/2014
Lenny Kravitzey	Program Manager		02/19/2014
Frank Matthew	CIO (Project Sponsor)		02/19/2014

The signatures above indicate an understanding of the purpose and content of this document by those signing it. By signing this document, they agree to this as the formal Project Scope Statement *document.*