

### Reservation System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Makes Reservation</b>	Use-Case Type: -Business Requirement - -
Use-Case ID:	RS-AUC.01	
Priority:	Middle	
Source:	Requirement	
Primary Business Actor:	Customer	
Other Participating Actors:	Front Office Manager	
Other Interested Stakeholders:	Sales and Marketing , System Manager,In house IT Staff	
Description:	Makes a reservation for customer.	

### Reservation System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Pay for services</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	RS-AUC.02	
Priority:	Middle	
Source:	Requirement	
Primary Business Actor:	Customer	
Other Participating Actors:	Sales and Marketing Department	
Other Interested Stakeholders:	System Manager	
Description:	Customer pays for services.	

### Reservation System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Get information</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	RS-AUC.03	
Priority:	Middle	
Source:	Requirement	
Primary Business Actor:	Customer	
Other Participating Actors:	Front Office Manager	
Other Interested Stakeholders:	Font Desk Manager	
Description:	Customer gets information from Front Desk Manager.	

### Maintenance System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Continous Working</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	MS-AUC.01	
Priority:	High	
Source:	Requirement	
Primary Business Actor:	Maintenance Department	
Other Participating Actors:		
Other Interested Stakeholders:	System Manager, Front Desk Manager	
Description:	A sustained and uninterrupted work activity,for example non-stop website services.	

### Maintenance System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Productivity Work</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	MS-AUC.02	
Priority:	High	
Source:	Requirement	
Primary Business Actor:	Maintenance Department	
Other Participating Actors:	-	
Other Interested Stakeholders:	System Manager, Front Desk Manager	
Description:	Works on increase productivity.	

### Marketing System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Banquet Sales</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	MS-BUC.01	
Priority:	High	
Source:	Requirement	
Primary Business Actor:	Sales and Marketing Department	
Other Participating Actors:	System Manager	
Other Interested Stakeholders:	Marketing and Sales	

Stakeholders:	
Description:	Banquet Sales is the backbone of banqueting. The efficiency of banquet operations and guest satisfaction depends on banquet sales. The staff has to be perfect & the coordination of the office with the kitchen should be very professional.

### Marketing System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Identify Feature Improvement</b>	Use-Case Type:
Use-Case ID:	MS-BUC.02	- Business Requirement
Priority:	High	-
Source:	Requirement	-
Primary Business Actor:	Sales and Marketing Department	
Other Participating Actors:	System Manager	
Other Interested Stakeholders:	Personal Training Manager	
Description:	This improvement measured to improve working performance and improving income of hotel chain.	

### Marketing System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Make Reporting</b>	Use-Case Type:
Use-Case ID:	MS-BUC.02	- Business Requirement
Priority:	High	-
Source:	Requirement	-
Primary Business Actor:	Sales and Maintenance Department	
Other Participating Actors:	System Manager	
Other Interested Stakeholders:		
Description:	Customer makes booking from internet or phone call. By using phone call front desk manager helps if there is available rooms.	

### Check System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Check whole system</b>	Use-Case Type:
Use-Case ID:	CS-AUC.01	- Business Requirement
Priority:	High	-
Source:	Requirement	-

Primary Business Actor:	System Manager
Other Participating Actors:	-
Other Interested Stakeholders:	Owner
Description:	System manager checks the system if there is any problem and organize reports to system owner.

### Check System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Activity Report</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	CS-AUC.02	
Priority:	High	
Source:	Requirement	
Primary Business Actor:	System Manager	
Other Participating Actors:	Owner	
Other Interested Stakeholders:		
Description:	Sales & Marketing creates an activity report and activity monitoring to system manager.	

### Personnel Training System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Training Curriculum</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	PTS-AUC.01	
Priority:	High	
Source:	Requirement	
Primary Business Actor:	Personnel Training Manager	
Other Participating Actors:	Trainer : - Front Desk Manager () - Reservation Manager ()	
Other Interested Stakeholders:	Customer	
Description:	An established set of course topics for instruction in an approved training program for a particular discipline designed to provide specialized knowledge and skills to front desk manager.	

### Personnel Training System

**Author(s):** System Analyst

**Date:** 13.11.2010

**Version:** 1

Use-Case Name:	<b>Monitor Employee Performance</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	PTS-AUC.01	
Priority:	High	
Source:	Requirement	
Primary Business Actor:	Personnel Training Manager	
Other Participating Actors:	System Manager ()	
Other Interested Stakeholders:	Owner	
Description:	Monitoring involves conducting periodic checks to determine an employee's level of performance in relation to established performance standards. Monitoring provides the data by which performance is ultimately evaluated.	

### Account System

**Author(s):** System Analyst

**Date:** 13.11.2010

**Version:** 1

Use-Case Name:	<b>Handle daily operations reports</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	AS-AUC.01	
Priority:	High	
Source:	Requirement	
Primary Business Actor:	Account Department	
Other Participating Actors:	Sales and Marketing Department	
Other Interested Stakeholders:	Owner, System Manager	
Description:	Account department works on daily operations and reports.	

### Account System

**Author(s):** System Analyst

**Date:** 13.11.2010

**Version:** 1

Use-Case Name:	<b>Repair financial statements</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	AS-AUC.02	
Priority:	High	
Source:	Requirement	
Primary Business Actor:	Account Department	
Other Participating Actors:	System Manager	
Other Interested Stakeholders:	Customer	

Stakeholders:	
Description:	Repairs the formal record of the financial activities of a business, person, or other entity.

### Account System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Keep track of business transactions</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	AS-AUC.03	
Priority:	High	
Source:	Requirement	
Primary Business Actor:	Account Department	
Other Participating Actors:		
Other Interested Stakeholders:	System Manager	
Description:	Keeps track of an economic event or activity that initiates the accounting process or recording it in the firm's accounting system.	

### Get Information System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Check system</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	GI-AUC.01	
Priority:	High	
Source:	Requirement	
Primary Business Actor:	Reservation Manager	
Other Participating Actors:	Front Deskt Manager	
Other Interested Stakeholders:	System Manager	
Description:	Checks the system and gives a report to Manager.	

### Get Information System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Check reservations</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	GI-AUC.02	
Priority:	High	
Source:	Requirement	
Primary Business Actor:	Reservation Manager	
Other Participating	Customer	

Actors:	
Other Interested Stakeholders:	Front Office Department
Description:	Checks the reservation system and give information about rooms.

### Security System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Manage security of the whole system</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	UC-SS.01	
Priority:	High	
Source:	Requirement	
Primary Business Actor:	Marine Security Center	
Other Participating Actors:	IT Service Department	
Other Interested Stakeholders:	In house IT Staff	
Description:	MSOC protects the system against danger, loss and criminals.	

### IT Service System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Handle Technical Issue</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	ITSS-AUC.01	
Priority:	High	
Source:	Requirement	
Primary Business Actor:	IT Service Department	
Other Participating Actors:		
Other Interested Stakeholders:	In-house IT Staff	
Description:	Handle Technical issues when occurs.	

### IT Service System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Software consulting</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	ITSS-AUC.02	
Priority:	High	
Source:	Requirement	
Primary Business Actor:	IT Service Department	
Other	Front Office Department	

Participating Actors:	
Other Interested Stakeholders:	System Manager
Description:	A software consultant is a professional that assesses a business or organization's processes and provides software solutions and other recommendations based on that assessment.

#### In House System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Working In-House</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	IHS-AUC.01	
Priority:	Middle	
Source:	Requirement	
Primary Business Actor:	In House Staff	
Other Participating Actors:	Personnel (Training ) Center	
Other Interested Stakeholders:		
Description:	Working In-house is when a function or task is performed by the company itself, instead of using outside contractors.	

#### Front Office System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Register customer</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	FOS-AUC.01	
Priority:	Middle	
Source:	Requirement	
Primary Business Actor:	Front Office Manager	
Other Participating Actors:	Customer	
Other Interested Stakeholders:		
Description:	Add customer profile to hotel system.	

#### Front Office System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Handle customer through telephone</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	FOS-AUC.02	
Priority:	Middle	
Source:	Requirement	



Primary Business Actor:	Front Office Manager
Other Participating Actors:	Customer
Other Interested Stakeholders:	
Description:	Front Office manager answer phones and gives information.

### Front Office System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Inform customers</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	FOS.AUC.03	
Priority:	High	
Source:		
Primary Business Actor:	Front Office Manager	
Other Participating Actors:	Customer	
Other Interested Stakeholders:		
Description:	Front Desk manager gives information about hotel cost, services and rooms.	

### Database System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Optimize performance</b>	Use-Case Type: - Business Requirement - -
Use-Case ID:	DBS-AUC.01	
Priority:	High	
Source:	Requirement	
Primary Business Actor:	Data Warehouse	
Other Participating Actors:		
Other Interested Stakeholders:	In-house IT Staff	
Description:	MSOC protects the system against danger, loss and criminals. Optimizing performance is the process of modifying a software system to make some aspect of it work more efficiently or use fewer resources.	

### Database System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Process and store data</b>	Use-Case Type:
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Use-Case ID:	DBS-AUC.02	- Business Requirement
Priority:	High	-
Source:	Requirement	-
Primary Business Actor:	Data Warehouse	
Other Participating Actors:	<b>Users Inheritance</b> - Front Office Manager , Sales and Marketing	
Other Interested Stakeholders:	System Manager	
Description:	Hotel system stores data by using database management system.	

### Database System

**Author(s): System Analyst**

**Date: 13.11.2010**

**Version: 1**

Use-Case Name:	<b>Reduce cost</b>	Use-Case Type:
Use-Case ID:	DBS-AUC.03	- Business Requirement
Priority:	High	-
Source:	Requirement	-
Primary Business Actor:	<b>User Inheritance</b> – Data warehouse ,In house IT Staff	
Other Participating Actors:		
Other Interested Stakeholders:	Sales and Marketing Department	
Description:	Reducing total spent for goods or services including money and time and labor.	