MIS 2101 / 2901 Exam 3: Sample Mini Case

1. What is the most appropriate name for the Actor labeled A?
    a. Software developer
    b. Guest
    c. Hotel Manager
    d. Content Team
    e. Installation Team
2. What is the most appropriate name for the Decision labeled B?
    a. Hotel needs a Retro-Fit Installation
    b. Hotel needs to Re-Install RFID
    c. Hotel installs RFID locks
    d. Hotel installs swipe locks
    e. Hotel estimates cost
3. What is the most appropriate name for the Process labeled C?
    a. Copy the on-site agreement for hotel and vendor
    b. Send cost estimate, participation agreement, terms and conditions, and the deployment agreement
    c. Send the on-site survey to hotel
    d. Estimate cost for installation and send to hotel
    e. Approve the installation cost and notify hotel
4. What is the most appropriate name for the Process labeled D?
    a. Research breakfast times at various hotels
    b. Instal Key Mobile at hotel
    c. Develop mobile message
    d. Develop guest check in code
    e. Create mobile application compatible with both iPhone and Android users
5. What is the most appropriate name for the Process labeled E?
    a. Re-configure hotel pricesfor after installation costs
    b. Notify guests of Key Mobile installation
    c. Notify manager, assistant, engineer, and housekeeping of installation date
    d. Shut down hotel for installation
    e. Create a Go-live plan for installation
6. What is the most appropriate name for the Entity labeled F?
    a. Terms and Conditions
    b. Liability Agreement
    c. Guest Conduct Form
    d. Inventory
    e. Installation License
7. What is the most appropriate name for the Relationship labeled G?
    a. Conducted by
    b. Sent to
    c. Reviewed by
    d. Edited by
    e. Approved by
8. What is the most appropriate name for the Attribute labeled H?
    a. Guest check-in time
    b. Hotel Information
    c. Guest name and room number
    d. Breakfast items
    e. Room price

9. What is the most appropriate name for the Attribute labled I?
   a. Number of guests affected
   b. Cost of Installation
   c. Number of rooms in hotel
   d. Type of lock used by hotel
   e. Cost of vendor
10. What is the most appropriate name for the Relationship labeled J?
   a. Reviewed by
   b. Sent by
   c. Conducted by
   d. Edited by
   e. Approved by

Julia works as an Implementation Coordinator (IC) for Fox Hotel's new service: Key Mobile. The service allows guests to skip the front desk check in process and simply unlock their rooms using RFID technology and an online app. The Key Mobile Implementation process starts when a hotel decides they have a need the service. The hotel contacts several vendors, who conduct on-site surveys of the hotel. The vendor evaluates the number of rooms in the hotel, and the type of installation that would need to be done in order to implement Key Mobile. If the hotel currently only has swipe locks, they need a Replacement Installation, but if the hotel already has a RFID locks, they need a Retro-fit Installation. The vendors use this information to create costs estimates and send the estimates to the hotel. The hotel reviews the information from multiple vendors, and chooses their preferred vendor. When the hotel chooses a vendor, the vendor sends the IC information from the on-site survey. The IC reviews this information and then sends the hotel the participation agreement, terms and conditions, and the deployment agreement, all containing parameters and signatures by the IC and vendors. The hotel approves these documents, and a content team develops the Mobile Message, which includes information the guest bypassed by skipping check in. Each Mobile Message includes breakfast times, hotel information, and room service options. Once the content is created, the IC conducts the kickoff call with the hotel, including the Manager, Assistant, Engineer, and Housekeeper. In this call, the IC explains the specifics of the project, and confirms the vendor's installation date with the hotel. The IC then conducts a pre-installation webinar with the hotel to prepare them for installation. The hotel must notify guests about the installation that will be occurring. One week before the installation date, the IC conducts Key Mobile training with the hotel. The day before installation, the IC goes over installation procedures with the hotel and makes sure the hotel is on track for the installation. On the day of installation, the IC conducts a kickoff call with the hotel. The hotel takes inventory and confirms all necessary equipment is on site. Key Mobile is then installed in the hotel.

IC	Hotel	Vendor	A

start

contact several vendors

conduct on-site survey

RFID?

B

Replacement Installation

Create & Send cost estimates

Review and choose Vendor

Send on-site survey

Review on-site survey

C

approve documents

D

conduct kickoff call

conduct webinar

E

conduct training

take inventory & confirm equipment

end

On-site Survey

Survey ID
Hotel ID
Installation Type
I
IC ID   (FK)
Vendor ID   (FK)

Implementation Coordinator (IC)

IC ID
Social Security
Phone Number
First Name
Last Name

J

Conducted By

G

Guests

Guest ID
Hotel ID
First Name
Last Name
Hotel ID   (FK)

Vendor

Vendor ID
Cost Estimate
Social Security
Phone Number
Installation Date

F

Agreement ID
Parameters
Signature
Hotel ID   (FK)

Kickoff Call

Call ID
Manager ID
Assistant ID
Engineering ID
Housekeeper ID
IC ID   (FK)

Hotel

Hotel ID
Number of rooms
Lock Type
Inventory ID
Vendor ID
Location
Mobile Message ID
Call ID   (FK)
Message ID   (FK)

approves

Mobile Message

Message ID
Breakfast Time
Room Service
H

Has

Participation Agreement

Agreement ID
Parameters
Signature
Hotel ID   (FK)

Deployment Agreement

Agreement ID
Parameters
Signature
Hotel ID   (FK)