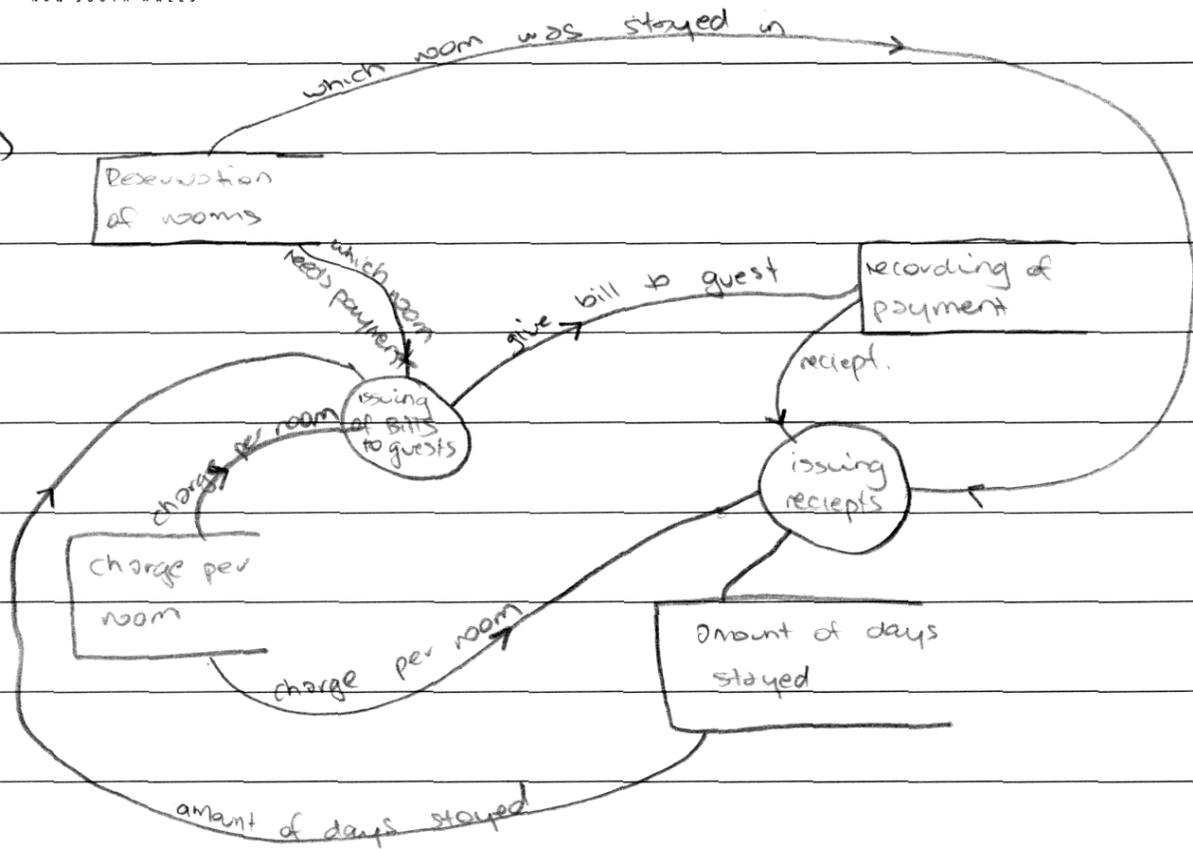


a) Involving the people around the development of the project and carefully planning the projects are two management techniques that may be used. Firstly, by involving people around the project, such as the users, the development and planning of a project is significantly easier, as it is made clear what is needed, the project manager can better support his programmers, and the completion of the project will occur sooner. Also by carefully planning the project before any programming commences, ensures that the development team know exactly what they need to do and how to do it, which decreases time and also saves money.

b) Keeping constant communication lines open with employees, and also introducing a third party are two strategies that could be used. Keeping communication with employees and understanding their problems and effectively dealing with the problems, may make the disgruntled people a little happier, and the urge to interfere with the project will be reduced. Also by introducing a third party to deal with the situation may take pressure off both the management and project team, therefore not causing delays etc.



c) (ii)



(iii) The hotel employees would be able to assist and provide information on how payment is calculated, and if there are any discounts for extended stays. Employees can also give valuable information on the procedures undertaken to book people into a room and also if there is a mistake in the data-flow diagram. By writing down the processes and steps and allowing the employees to read both internal and external documentation, further improvements and recommendations can be made. Using the employees is effective planning, as the employees know what is happening with the business and the processes that take place.