Goal Analysis – Stay with current system

Minimize Billing Errors
Minimize Underbilling
Increase Profit
Low Development Cost
Low System Cost
Process Efficiency
Employee Satisfaction
Reduce Employee Disruption
Low Maintenance/Operational Cost
Low Training Cost
Increase Profit
Low System Cost
Minimize Underbilling
Minimize Overbilling
Customer Satisfaction
Scalability
Privacy
Stay with Current System

Increase Updates of Current System
Increase Updates by Increasing Personnel
Increase Updates with Current Employees
Implement and Deploy Automated System
Automate Room Charges
Automate Restaurant Charges
Automate Room Service Charges
Automate Pay TV Charges
Goal Analysis – Increase Updates

- Increase Profit
  - Minimize Billing Errors
  - Minimize Overbilling
  - Minimize Underbilling
  - Low System Cost
  - Low Development Cost
  - Low Training Cost
  - Low Maintenance/Operational Cost
- Minimize Billing Errors
  - Minimize Errors
  - Scalability
  - Privacy
  - Minimize Overbilling
  - Minimize Underbilling
- Minimize Overbilling
  - Increase Updates of Current System
    - Increase Updates by Increasing Personnel
    - Increase Updates with Current Employees
- Minimize Underbilling
  - Implement and Deploy Automated System
    - Automate Room Charges
    - Automate Restaurant Charges
    - Automate Room Service Charges
    - Automate Pay TV Charges

Goals:
- Scalability
- Privacy
- Minimize Overbilling
- Minimize Underbilling
- Increase Profit

Satisfaction:
- Customer Satisfaction
- Employee Satisfaction
- Process Efficiency
- Reduce Employee Disruption
Goal Analysis – Automated System

Increase Profit

Customer Satisfaction
Minimize Billing Errors
Minimize Underbilling

Minimize Overbilling

Low System Cost
Low Development Cost
Low Training Cost
Low Maintenance/Operational Cost

Process Efficiency
Employee Satisfaction
Reduce Employee Disruption

Implement and Deploy Automated System

Increase Updates of Current System

Increase Updates by Increasing Personnel
Increase Updates with Current Employees

Automate Room Charges
Automate Restaurant Charges
Automate Room Service Charges
Automate Pay TV Charges

Stay with Current System

Scalability
Privacy

Minimize Billing Errors
Minimize Underbilling

Increase Profit

AND

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