**Project Charter Plan**

**Apelo Dental Clinic System (ADENICSY)**

**Apelo Dental Clinic**

**R0203, Apelo Bldg. 8271, Dr. Arcadio Santos Ave**

**Paranaque City, 1700**

**APRIL 2023**

**Table of Contents**

[Executive Summary 3](#_Toc332021424)

[Project Purpose/Justification 3](#_Toc332021425)

[Business Need/Case 3](#_Toc332021426)

[Business Objectives 3](#_Toc332021427)

[Project Description 4](#_Toc332021428)

[Project Objectives and Success Criteria 4](#_Toc332021429)

[Requirements 4](#_Toc332021430)

[Constraints 5](#_Toc332021431)

[Assumptions 5](#_Toc332021432)

[Preliminary Scope Statement 5](#_Toc332021433)

[Risks 6](#_Toc332021434)

[Project Deliverables 6](#_Toc332021435)

[Summary Milestone Schedule 6](#_Toc332021436)

[Summary Budget 7](#_Toc332021437)

[Project Approval Requirements 8](#_Toc332021438)

[Project Manager 8](#_Toc332021439)

[Authorization 9](#_Toc332021440)

# Executive Summary

The developers are challenged to develop a dental clinic management software for Apelo Dental Clinic (ADC) since this clinic has no existing computerized system yet. This will help in storing patient information/records, medical history, payment records and other patient data. Moreover, it will also include features such as appointment scheduling with Short Messaging Service (SMS) notification and other additional features necessary. The said software will help them to focus on other areas that need attention.

# Project Purpose/Justification

## Business Need/Case

This project will help the Apelo Dental Clinic (ADC) to have a dental clinic management system that will allow then to reduce the waiting time of the customer through appointment system, store patient information in digital format that will make retrieval and related processes easier, and track performance of the clinic that will help them in optimizing it. Hence, this project will benefit the following:

**Dentist** – Storing and navigating medical history and other patient information will be easier which can improve the quality and time of making a diagnosis.

**Front-desk staff** - The project will reduce their time spent on data administration, processing, and management, allowing them to focus on other scopes of their work and respond to other issues that may arise.

**Accounting staff**- Recording of payment and generating sales report can be done in easily a supported by the system.

**Patients** – Waiting time will be reduced and records do not have to be filled out multiple times when they get lost. They will also be able to see their payment records and balance or credits.

**Future Developers** - This project will help future developers since it may be used as a reference for any related projects.

## 

## Business Objectives

The business objectives for this project are in direct support of the clinics’ strategic plan to increase efficiency, accommodate a certain number of patients per day, and make records accessible by storing it digitally.

* Design a program that would give doctors and patients an appointment schedule for better accommodation and relieve doctors of extra workload.
* Implement the program and files digitally for accessibility purposes and to reduce the risk of files being damaged or to lessen the physical space it consumes.
* View the daily and weekly insight of the clinic.

# Project Description

The ADENICSY project will provide efficiency regarding patient treatment and scheduling and accessibility for records like x-rays, dental records, and payment. This will also result in reducing the risk of data loss or physical damage and reduce the physical storage consumed by the files. This software will be developed in code using a computer so that the application will be accessed digitally through a mobile phone, a computer, and even a tablet, and of course, with secure control and different options for its users and staff.

## Project Objectives and Success Criteria

The main objective of this project is to develop a website/ system for Apelo Dental Clinic that will improve their business processes. Thus, the developer wants to achieve the following:

* Aim to make the waiting time from 4 hours to 1 hour.
* Provide a search function that will show the recent medical information of a certain patient.
* Make the appointment slot available a month ahead and provide insights via dashboard about monthly visitation date of the patients, active patients, and other key indicators.

Success Criteria

To achieve success on this project, the following objectives must be met within the designated time and budget allocations:

* The new system is adopted and used by the CREST team with at least a 90% satisfaction rate.
* The patients are satisfied with the wait time, operation time, and transactions with the clinic.
* The clinic or management must be able to get feedback insights from their patients from the system to provide data driven actions.
* The management should be able to monitor the clinics’ performance to keep track of problems and prevent further occurrences regarding their operations.

## Requirements

This project must meet the following list of requirements to achieve success.

* The solution must be tested and reviewed by the client to ensure that the program is safe, secure, and used properly
* Solution must be implemented without disruption to operations

Additional requirements may be added as necessary, with project sponsor approval, as the project moves forward.

## Constraints

The following constraints pertain to the ADENICSY project:

* All hardware and software must be compatible with our current IT (Information Technology) platforms.
* The inventory management of clinic supplies will not be included.
* Data migration of patient information will not be handled by the developers.

## Assumptions

The following is a list of assumptions. Upon agreement and signature of this document, all parties acknowledge that these assumptions are true and correct:

* This project has the full support of the project sponsor, stakeholders, and all departments
* The purpose of this project will be communicated throughout the company prior to deployment
* The IT manager will provide additional resources if necessary

## Preliminary Scope Statement

The focus of this project is to lessen the waiting time of the patients of ADC and digitalize the manual processing of patient’s information. This will include features such as user login, inputting patient information from different users, visual teeth model, appointment system and SMS notification. Thus, providing solutions to make a better way of appointment and accessing patient information, including how it will go from daily process, is the main concern developed in this study.

# Risks

The following risks for the ADENICSY project have been identified. The project manager will determine and employ the necessary risk mitigation/avoidance strategies as appropriate to minimize the likelihood of these risks:

* Disruption of operations during solution deployment and data migration
* External threats breaching security via new methods

# Project Deliverables

The following deliverables must be made upon the successful completion of the ADENICSY project. Any changes to these deliverables must be approved by the project sponsor.

* At least 60% working prototype of the proposed website/application.
* Recommendation list for future improvements

# Summary Milestone Schedule

The project Summary Milestone Schedule is presented below. As requirements are more clearly defined this schedule may be modified. Any changes will be communicated through project status meetings by the project manager.

|  |  |
| --- | --- |
| **Project Milestone** | **Target Completion Date** |
| Project kick-off meeting | March 20, 2022 |
| Analysis phase completion | December 05, 2022 |
| Design phase completion | December 12, 2022 |
| Implementation phase completion | January 12, 2023 |
| Testing and quality assurance phase completion | January 24, 2023 |
| Deployment phase completion | February 14, 2023 |
| Project close-out meeting | May 31, 2023 |

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# Summary Budget

The following table contains a summary budget based on the planned cost components and estimated costs required for successful completion of the project.

|  |  |
| --- | --- |
| **Summary Budget – List component project costs** | |
| **Project Component** | **Component Cost** |
| 1. Personnel Resources | $110,000 |
| * Hardware | $45,000 |
| 1. Software and Licensing | $75,000 |
| 1. IT Lab Preparation | $15,000 |
| **Total** | **$245,000** |

# Project Approval Requirements

Success for the ADENICSY project will be achieved when there is at least a 60% working system that is tested and acceptable for the clinic and the client. With 60% working system, the client will be supplied with a recommendation list to be able to finish or improve the submitted system both for the system and potential security threats. Success will be determined by the client who will test and authorize the project's completion.

# Project Manager

Janssen Pedrola is named Project Manager for the ADENICSY project. Mr. Pedrola’s responsibility is to manage all project tasks, scheduling, and communication regarding the ADENICSY project. His team consists of his peers from school. Mr. Pedrola will coordinate with the client regarding the project they have requested. Mr. Pedrola is authorized to approve all budget expenditures up to, and including, the allocated budget amounts. Mr. Pedrola will provide weekly updates to the Project Sponsor and client.

# Authorization

Approved by the Project Sponsor:

Date:

Dr. Denroe Apelo

Owner of Apelo Dental Clinic