**Name: Inderjeet Singh Sidhu**

**ID: 3157436**

**Title: Online Appointment**

**Task 1 - Identify the problem**

**Call Discussion with Client: Bhupinder**

**Client Information:** Bhupinder is setting up appointments with the various doctors at the Medicare facility. Till date,

he is maintaining all his records of all the patients and all the doctors manually. But he has reached me, to

ease down his work i.e., providing him help by making an application for the work he is doing.

**Primary objective:**

* As Bhupinder needs a software to enter details of the patients, whose appointment was fixed, which doctors they have visited and what medicines doctors have prescribed to that patient. And even details of the doctor such as their attending day or timings of the day or weekend. And how many patients that attended in a day etc.

**Benefits of Primary objective:**

* This project is fully digitally and scalable which helps to allows you to reach more customers automatically.
* Digital data is always 100% accurate and it can also help you make informed decisions and improve online performance **Task 2 - Define and document requirements**

**Scope of work**: This project is only Limited to an appointment for all patients, and it will also help the clients to maintain record and the maintenance of this application is out of scope

**Features:**

* The Medicare facility needs a software for setting up day to day appointments of the patients with the doctors at the time suitable for both patients and the doctors. To make the work of Bhupinder easy and proper a software is to be made which may have all the records he needs.
* The patients will also get benefit of the software as the previous system of booking appointments was manual and was a tedious job and led to setting appointments which were difficult to first schedule and if needed to reschedule.
* Mobile friendly feature means patient can access website on mobile phone which may help to book easily rather than to borrow or use laptop
* The patients can check and book appointment as per doctor availability due to this they can save time
* The most important facility is Accessibility in which clients can easily enter to site and understood and this is also coming with browser computability

**Functional Requirements:**

* The patient's detailed history is to be entered in the software, so a table of patients is to be created for maintaining their database. It contains all the information about when the patient first visited the hospital, which doctor was appointed to him, which medicines he has been prescribed and for what duration.
* A module of doctors is to be created for booking appointments of the patients, the information of which doctor is available, at which time, day should be readily available to him for properly booking the appointments. Also, a login should be given for customers to have access to their medical records.
* As the patients can book the appointment via their login ids along with getting their medical records on their accounts, a database should be such that it can store such amount of data, which can be retrieved easily by the patients and Bhupinder himself.

**Non-functional requirements:**

* the information in the software needs to be correct and reliable and should be updated on day-to-day basis or hourly basis whichever is convenient and easy to use
* The accessibility needs to be fast loading which will not take longer time to go on next or previous page and easy to be use
* Overall performance should be perfect no bugs or error be there and if anything comes it should have fastest recovered in case of failure

**Time:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Task** | **Start Date** | **End Date** | **Duration is approx. 120 hrs** |
| Part 1(Planning)   * Client meeting * Require gathering * Define Scope | 17 November 2021 | 19 November 2021 | 9 hours |
| Part 2 (Requirements)   * Client approval | 20 November 2021 | 22 November 2021 | 5 hours |
| Part 3(Designing)   * Colour Techniques. * Visualisation * Digital Designing | 22 November 2021 | 25 November 2021 | 30 hours |
| Part 4(Development)   * Progress * coding | 25 November 2021 | 29 November 2021 | 46 hours |
| Part 5(Testing)   * Maintenance * Functional * Non-Functional | 29 November 2021 | 1 December 2021 | 30 hours |

**The 4 essential steps of the Risk Management Process are:**

1. I**dentify the risk. -**

* Communication: Due to covid-19 its hard to talk each other because physically talk was totally stopped and electronic communication also comes with networking problems
* gaps in knowledge: Its hard to understand the point of view by clients to full fill requirement on screen
* decreased productivity: lack of resources means internet benefits and outdoor was least in covid-19
* covid-19 restrictions: this was major issue that contains certain risk and put impact on project

**2. Assess the risk. –** mostly communication and Covid-19 restrictions had higher risk that times but if I talk about gaps of knowledge that comes with medium, decreased productivity with lower risk

**3. Treat the risk. -** Every task has some risk, but I got some solutions likes as

* zoom setup – team (I also had different options were available at those times which are defined at bottom, but I choose to zoom due to better performance and lack of using Internet)
* messenger
* documentation analysis

**4. Monitor and Report on the risk. -** Communicating risk and performance data to different stakeholders is the process of reporting risk. Monitoring risk is a continuous process which gives awareness of what is going on in different parts of the organization.

**Cost:**

we would charge the cost $4500. We are going to divide the payments.

**Total number of hrs**- 120 hrs

**Wages**- - $30/hr

**cost** = 120 \* 30 = 3600

**Margin** – 25 % $900

**Total cost** = margin + cost = $4500 Maintenance is out of scope.

**Project Management**

**What is project management?**

Project management involves the planning and organization of a company's resources to move a specific task

**What Methods are used in project Management?**

* Waterfall methodology (The waterfall model is a classic model used in the systems development life cycle that creates a system with a linear, sequential approach)

Benefits of methodology

* Quickly speed
* Testing made easier
* Deal with issues in the design
* The result is very clear.
* Gantt chart (Gantt charts are a commonly used graphic representation of project schedules. This is a kind of bar chart that shows the start and end dates of project elements such as resources and plans)

Benefits of Methodology

1. Helps to organise Projects
2. Improve visibility
3. Provide resources
4. Identifying relationships

**How to manage Project?**

Managing a project is no easy feat, no matter what the scale and scope are. From planning the minutia to handling the ever-changing demands of clients to shipping the deliverables on time, there’s a lot that can go wrong. When you divide the project into manageable stages, each with its own goals and deliverables, it’s easier to control the project and the quality of the output.

Whether you’re working on a small project with modest business goals or a large, multi-departmental initiative with sweeping corporate implications, an understanding of the project management life cycle is essential.

**1. Initiation**

First, you need to identify a business need, problem, or opportunity and brainstorm ways that your team can meet this need, solve this problem, or seize this opportunity. During this step, you figure out an objective for your project, determine whether the project is feasible, and identify the major deliverables for the project.

**2. Planning**

Once the project is approved to move forward based on your business case, statement of work, or project initiation document, you move into the planning phase.

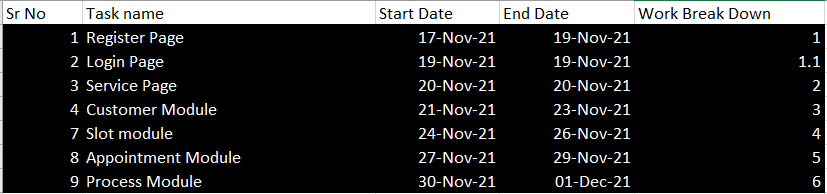
**3. Execution**

You’ve received business approval, developed a plan, and built your team. Now it’s time to get to work. The execution phase turns your plan into action. The project manager’s job in this phase of the project management life cycle is to keep work on track, organize team members, manage timelines, and make sure the work is done according to the original plan.

**4. Closure**

Once your team has completed work on a project, you enter the closure phase. In the closure phase, you provide final deliverables, release project resources, and determine the success of the project. Just because the major project work is over, that doesn’t mean the project manager’s job is done—there are still important things to do, including evaluating what did and did not work with the project.

**Gantt Chart:**



**Task 3 - Design mock-ups**

Graphical user interface, application, website

Description automatically generated

Graphical user interface, table

Description automatically generated

A screenshot of a computer

Description automatically generated with medium confidence

A screenshot of a computer

Description automatically generated with medium confidence

A screenshot of a computer

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**Colour Scheme**:

Different colours are used in project to make good looking, visible and attractive but in this project

I used colours are

* Blue (Blue is also considered to be trustworthy, loyal, and dependable, which is reinforced by the constant large bodies of blue in our lives – the ocean and the sky)
* Black (The colour black represents strength, seriousness, power, and authority. Black is a formal, elegant, and prestigious colour)
* White (Hospitals and hospital workers use white to create a sense of sterility. Some of the positive meanings that white can convey include cleanliness, freshness, and simplicity)
* Green for whole theme (The green colour is often used to indicate safety in the advertising of drugs and medical products)
* Task 5- usability testing

**Task list**

|  |  |
| --- | --- |
| **Task list** | **Objectives** |
| Task 1 | User are required to sign up and login using the login details |
| Task 2 | Create an appointment |
| Task 3 | Cancel appointment |
|  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **User #** | **User**  **Description** | **Task 1** | **Task 2** | **Task 3** | **Comment** |
| User 1 | 20 Years old  Female  Student  Income Low  Farmer | Completed  Successfully | Completed  Successfully | Completed  Successfully | User is intelligent and she did it easily |
| User 2 | 72 years old  Male  Retired  Income low  pensioner | Partially completed | Difficult to book but finally completed | Completed  Successfully | Click here button Not functioning because user said font is small |
| User 3 | 43 years old  Female  Cashier  Income good  bank | Completed | Completed  Successfully | Completed  Successfully | all modules are as expected |

**Task 6 - Meet with your client**

**Client Meeting:**

|  |
| --- |
| **Meeting Details** |
| * **Date and time:** 26-Oct-2021 * **Location:** New Zealand |
| **Attendees:** Bhupinder and Inderjeet Singh Sidhu |
| **Agenda:** Discussion of Software of Medicare System |
| **Discussion (Important Points):** Written on this document sheet regarding the requirements of the software**.** |
| **My To Dos (Actions):** Firstly, I must make the mock-ups of the application. Then Starting the application after the next meeting. |
| **Questions requiring Follow- Up:** Discussion of the mock-ups |
| **Comments:** Bhupinder is good person and he described regarding software very wisely. |
| **Next meeting**  **Date and Time:** 1- Nov-2021 1:00 Pm  **Location**: New Zealand  **Agenda:** Showing the mock-ups to the client and discussion about further development. |

**Appendix 3**

**Client Review Form**

My developer’s name: Inderjeet Singh Sidhu

This form is intended to let you review the communication skills of your developer for this assignment. Your review will partly count towards their final mark. Do not take into account technical skills.

# Grading scale

You must grade your developer for each item listed in the tables below. 1 being the lowest, 5 the highest.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |
| Strongly disagree | Disagree | Ok | Agree | Strongly agree |

# Review your developer

|  |  |  |
| --- | --- | --- |
| **Item** | **Grade** | **Comment** |
| Communicated clearly and effectively | 5 |  |
| Kept you informed of the progress | 4 |  |
| Met timelines | 5 |  |
| Responded promptly to problems | 4 |  |
| Met overall project objectives | 5 |  |
| Was open to new ideas and suggestions | 5 |  |
| Was easy to work with | 5 |  |

Comments

Provide any extra comments on your developer’s communication skills and professionalism.

Inder is good person, and he has good knowledge of coding.

## Signed by Client

|  |  |
| --- | --- |
| **Signature: Bhupinder** | **Date: 15-nov-2021** |
| **Name: Bhupinder** | **Title:** Online Appointment |
| **Contact details (email/Tel):** | |

**Task 7- Presentation**

**[2021-11-26 09.17.23 Level-6 March 2021 Intake\video2310881027.mp4](C:\\Users\\dipti.kartikeya\\AppData\\Local\\Microsoft\\Windows\\INetCache\\Content.Outlook\\004X4QZB\\2021-11-26 09.17.23 Level-6 March 2021 Intake\\video2310881027.mp4)**

# **Task 8 - Software development life cycle stages**

**Planning: - I**n this step, I put together all the tools to consider the scope and gravitas needed to pursue the software or project we want. The awareness of our customer’s requirements and how much capital, time, and resources we can contribute to their product’s success is also known as a “feasibility report.” And when we are in the preparation process, the three things that are mandatory to keep in mind are:

**Benefits of Planning**

* Planning serves as a road map for action: A roadmap is a strategic plan that identifies a goal or desired outcome and the main actions or milestones that must be accomplished to achieve it
* Flexibility: It helps to everyone to understands what objective they're aiming for, but the method to getting there isn't set in stone (especially when it comes to software development

Chat or text message

Description automatically generated with medium confidence

**Requirement: -** Next in the System development life cycle is the requirement. It ensures the project requirements of the end-users of the system. The company needs to connect with IT departments to express the new technology and improvement criteria.

**Software Design and prototyping: -** In this phase, the requirement gathered in the SRS document is used as an input and software architecture that is used for implementing system development is derived.

**Output Screens**

**1. Register Page: -** This is Register page in which You can register new user while fill out with some details likes as email, password Re-type password and name. after this step you must press on register button to be a register there

**2. Login Page: -** This is Login page of our website. In this page I can login as an Admin and as a manager while filling email and credentials and don’t forgot o click on login button. In this user can also save their email and password for future while tick on remember me option.

**3. Admin Login:** When admin logins then he can access all modules of website. Admin can Access service page, customer page, appointment and so on. Admin can also delete, edit and can change details of website

**4. Service: -** Here I can show the service in my website. And clicking on service page it takes to user on the create new service in which users can select service. They can also Edit and delete service that time they do not want to book

**5. Customer: -** Here I can show the customer in my website. And clicking on the create new link I can create the customer. The list of customers will come out. Edit and delete customer are also available here. This also helps to maintain customer records

**6. Slot: -** Here I can show the slot in my website. after clicking on the slot page, it can take to new page where user can create the slot. In this customer can save their time while selecting slot they can book slot and get service on arrival time. Also Edit and delete slot option is also available here.

**7. Appointment -** Here I can show the appointment in my website. And clicking on the create new link I can create the appointment. Appointment is booked by some details such as name, service name and date but they not satisfied with it they can Edit and delete appointment options are also available here.

**8. Cancel appointment: -** Here I can show the cancel appointment in my website. And clicking on the create new link I can create the cancel appointment, but they must give reason to cancel the appointment and after it Edit and delete cancel appointment are also available here.

**9. Process: -** Here I can show the process in my website. And clicking on the create new link I can create the process. Edit and delete process are also available here.

**Task 9- Project management**

**Quality**

Quality has important role in every field which helps to attract customers more and provide them best what they required. In my project quality was a critical factor. I aimed to have high quality product. I achieved it by using project management tools such as Gantt chart and Technique like waterfall model. It helped me to categorise my process so I could easily monitor my progress and so on …

There are some important qualities in project likes

* Well, Planned
* Good Change Control
* A Clear Vision.

**Weakness**

If I talk about weakness than my project that also comes with some weakness which may put impact on project which I will write down below

* **Lack of communication**: It means Client and developer may get in trouble to communicate with each other like as Covid-19. It creates too many problems and it finished physically communication but due to covid-19 people must use electronic compunction which is good but not best
* **Budgeting issues**: every project is based on a budget which may full or not the requirements of client because some of project are expensive and client demand some extraordinary work which are not included and create problem for both
* **Lack of accountability**: That lack of accountability plays a key role in business failures because dysfunctional leadership results in bad strategic decision making and poor employee performance

**Success:** Lots of hard work helped person to be a successful in their work. project success variously refers to “on time, within budget; success in achieving the business objectives of the project. project success is the highest level achieved at any point of reflection

**Factors in Success**

* Proper Planning
* Monitoring & Control
* Effective Communication
* Use a Professional Software

**Lesson:** Lessons learned is the knowledge gained from the process of from a project which helps in future to minimize the mistakes but in this project, I did so many mistakes which are commons, but no one put impact on project and after sorting out all of them we come with good and used product. This project was so important for me because I increase heaps of knowledge and skills but in this success my tutor, client helps me a lot because they inspirational thumb for me which helps me to run on path with different and new way