
THE KIDS CENTER FOR PEDIATRIC THERAPIES

PROJECT MANAGEMENT PLAN

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VERSION HISTORY

Version Number	Implemented By	Revision Date	Description of Change
1.0	Cardinals for Kids	01/26/2024	Initial creation of document
2.0	Cardinals for Kids	02/03/2024	Final draft of document
3.0	Cardinals for Kids	02/12/2024	Updated version of document
4.0	Cardinals for Kids	02/19/2024	New embedded documents
5.0	Cardinals for Kids	02/20/2024	Rescoped PMP
6.0	Cardinals for Kids	03/21/2024	Revision after Demo 1
7.0	Cardinals for Kids	04/19/2024	Final revision after Demo 3

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1. INTRODUCTION

1.1 PURPOSE OF PROJECT MANAGEMENT PLAN

The intended audience of the Project Management Plan for the project System Upgrades for the Kids Center is all project stakeholders including the project sponsor, senior leadership, and the project team.

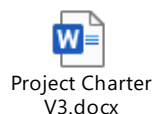
2. EXECUTIVE SUMMARY OF PROJECT CHARTER

This project is being undertaken by the Cardinals for Kids as part of the UofL (University of Louisville) curriculum. Our mission is to learn and, in the process, meet the requirements of our client. The project's purpose is to create a more efficient tracking and notifications system to achieve filling cancelled appointment slots. Our goal is to try and be as minimally invasive in this process as we can, so we do not disturb the workflow of our client.

The project will be overseen by our project manager who will help guide us in the process. The Kids Center for Pediatric Therapies will be our project sponsor and will help guide Cardinals for Kids to achieve our goal of learning and achieving a fruitful product.

2.1 PROJECT CHARTER

The project charter is a document formally recognizing the existence of the project and provides direction on the project's objectives, scope, and management. Additionally, project milestones and project success criteria can be found here. Below is an attachment of the project charter.



3. STAKEHOLDER REGISTER

Below is the stakeholder register. This shows who the stakeholders are, their interest level in the project, and any concerns they may have with the project. This shows who will be

affected by the system solution, and this will help keep stakeholders' interest in mind when designing and developing the solution.

ID	Stakeholder	Interest Level	Concerns
1	Project Sponsor: Lisa	High	Integration with current systems.
2	Receptionists	High	Whether the system solution will improve or be a detriment to their job.
3	Schedulers	High	Whether the system solution will improve or be a detriment to their job.
4	Floater Patients	High	Personal data being secure.

3.1 STAKEHOLDER MANAGEMENT PLAN

The stakeholder management plan assesses stakeholders' interest in the project. The stakeholders are the project sponsor, employees that work for the Kids Center such as receptionists, schedulers, and floater patients. The management plan will demonstrate our progress on the project, and assess risk, dependencies, constraints, accomplishments, milestones, and next steps to move forward for the project. This helps the team keep stakeholders in mind throughout the project, as well as keep them informed of our progress.

Attached below is our Project Status Report.



w14a2 - Project
Status Report Cardin

4. SCOPE MANAGEMENT

Effective scope management is crucial to prevent scope creep and ensure the project stays on track. To achieve this, we will employ a trio of strategic tools: the *Work Breakdown Structure(WBS)*, the *Deployment Plan*, and *Change Control Management*. The WBS plays a pivotal role in scope management by detailing all processes, activities, and their assigned responsibilities. This clarity helps the team focus on essential tasks. Meanwhile, the Deployment Plan facilitates scope management by outlining the design and development phases of the system solution, guiding us toward a successful project deployment within the predefined scope. Lastly, Change Control Management offers a structured approach to handling project changes, requiring team consensus for approval. These mechanisms are instrumental in maintaining control over the project's scope, with further details provided in the subsequent sections.

4.1 WORK BREAKDOWN STRUCTURE

The diagram provides a comprehensive visual guide to the Work Breakdown Structure (WBS) for the Kids Center project, mapping out each stage from project initiation to closure. It systematically deconstructs each phase into its fundamental activities, outlining the necessary steps for the project. This detailed breakdown serves as a roadmap, directing us through the project's development and ensuring all essential tasks are identified and addressed.



Below is the work breakdown structure's dictionary. This dictionary lists each process and activity in accordance with the WBS diagram. They each have a description describing what

they are and who is responsible for them. Overall, this dictionary provides more details in relation to the WBS diagram.



WBS Dictionary.xlsx

4.2 DEPLOYMENT PLAN

Our plan is to design and develop the outlaid system architecture. Implementation of the notifications system and to get cancelled appointment slot filled for the Kids Center for Pediatric Therapies may be done fully by our project manager unless specified otherwise.

4.3 CHANGE CONTROL MANAGEMENT

Problems and changes will be submitted to the Cardinal for Kids Teams Channel. When a problem or change is submitted by the client, a member of Cardinals for Kids will submit a request on the Teams Channel. Cardinals for Kids will review and make any changes needed to meet the specific needs of the client. Deadlines will be created so the client knows when these tasks are completed.

5. SCHEDULE/TIME MANAGEMENT

The team has established a baseline of meeting once or twice weekly to monitor current project progress and discuss the next actions that need to be taken to further the project's development. Weekly meetings will consist of addressing action items, assigning work to be done by set deliverable dates, and addressing any concerns that may arise during development.

6. MILESTONES

Our milestones include delivering three key demos to demonstrate progress to the client and solicit feedback for further development within the project scope. The first demo, showcasing 50% completion, will be followed by a second at 75% completion. The final demo, representing 100% completion, is scheduled for presentation on April 16, 2024. These demo presentations serve as critical milestones in our project schedule.

6.1 PROJECT SCHEDULE

Milestone	Estimated Delivery Date
Demo I	03/05/2024
Demo II	04/02/2024
Final Demo	04/16/2024

7. COST/BUDGET MANAGEMENT

The client's budget is unspecified, and given their nonprofit status, it is reasonable to infer they desire to keep expenses low. At this stage, our preliminary cost estimate for a WordPress plugin, integral to our system solution, ranges from \$199 to \$399 annually, depending on the selected plan. The version that appears to align most closely with the client's requirements is priced at \$199. This option offers essential features, with the possibility of accessing additional functionalities should the client opt to invest more in the future.

The plugin Simply Schedule uses a third-party service called Twilio to send all SMS to patients. The Twilio account must be activated and registered within the Simply Schedule plugin for SMS notifications to work. As of 07/16/21, Twilio charges a \$1.00 monthly fee for using their phone numbers and charges \$0.0075 per SMS sent.

If the plugin is adopted by the Kid's Center, ongoing maintenance costs are expected to be minimal and could be managed by their current IT or web development team. As we

developed and designed this project, we prioritized cost efficiency while addressing the project's needs.

SimplySchedule Cost	Twilio Phone Number Cost	Cost per Text	Number of Texts	Total Cost
\$199.99	12 months * \$1 = \$12	\$.0075	1000 texts per week * 52 weeks = \$390	\$601.99

8. COMMUNICATIONS PLAN

Communications will be held over teams on specified times in our weekly agenda. We will work on weekly material covered in class provided by our project manager. Any exception will be noted in our weekly agenda.

9. RISK PLAN

Identifying and managing potential risks is essential for success. Our risk management plan is designed to acknowledge and evaluate each potential risk, with the aim of mitigating and, where possible, eliminating these risks. To achieve this, we will explore various strategies to address potential issues that may arise during the project's lifecycle.

Our approach includes a comprehensive assessment of all potential risks, followed by the development of strategies to address each one. These strategies may range from preventive measures that reduce the likelihood of a risk occurring, to contingency plans that provide a clear course of action should a risk materialize.

Transparency is a key aspect of our risk management approach. We will maintain open communication with the client, promptly informing them of any potential risks that could impact the project. This ensures that the client is well-informed and engaged in the decision-

making process, we will strive to foster a collaborative approach to risk management. Our goal is not only to navigate the project towards completion but also to build a robust project that empowers our client.

9.1 RISK LOG

Initially, the project faced risk due to an unclear scope. This issue was resolved after receiving a detailed scope from Professor Chrisman. Another challenge is the inability to directly access data from the Fusion schedule due to the lack of an open API. Despite this, alternative methods for data retrieval have been identified, such as importing data from Fusion exports or manually updating the system with available appointments following cancellations. As new risks emerge, we will update this section. The attached Risk Log provides an overview of identified risks and their potential impact on the project.



10. STATEMENT OF WORK

The Kids Center for Pediatric Therapies has selected UofL to enhance their scheduling system, targeting inefficiencies. Our approach involves minimal alterations to the host's existing setup, focusing on integrating a WordPress add-on for managing floater patients efficiently. This integration promises quick implementation and minimal training requirements, aiming to significantly benefit the client's operations at their current and future business scale while keeping at an obtainable level.



11. REQUIREMENTS MANAGEMENT PLAN & REQUIREMENTS TRACEABILITY MATRIX

Our team has developed a Requirements Traceability Matrix (RTM) that will underpin the delivery of our proposed system. To ensure comprehensive oversight and management of our project's requirements, our RTM includes columns for priority, source, specific requirements, and a completion status indicator. This structured approach not only allows us to prioritize tasks based on urgency and importance but also provides clear visibility on the origin of each requirement. Additionally, by tracking completion status, we can effectively monitor progress and ensure that no critical task is overlooked. The design of this table is intended to serve as a robust reference framework for our team, facilitating effective and efficient work throughout the semester. By leveraging this matrix, we aim to enhance collaboration among team members, streamline our workflow, and ensure that every aspect of the project aligns with our client's needs and expectations.



w14a4 - RTM.xlsx

The Requirements Management Plan serves as a foundational document, outlining the strategies and methodologies employed to effectively manage all project requirements from their initial definition to final delivery. This plan encompasses the entire lifecycle of requirements, ensuring that each is accurately captured, thoroughly analyzed, traceable, and ultimately satisfied in the final output.

By providing a comprehensive and detailed approach to managing project requirements, the Requirements Management Plan ensures that the project remains focused, efficient, and aligned with stakeholder expectations, thereby enhancing the likelihood of its success.



RMP FINAL.docx

12. ERD

The Entity Relationship Diagram or ERD is used to show the relationship between different business objects such as employee, patient, and patient medical records. Between the entities there are lines drawn depicting the relationship between the entities. This diagram is useful to visualize the interconnectivity between the entities within the scope of the project.



CardinalforKids_ER
D.png

13. USER END FLOW DIAGRAM

The user flow diagram or UFD is used to determine the flow of a website or application. In this case it depicts the planned flow of the plug in on WordPress for each user type employee, and floater patients. The various processes shown are how the user will interact

with the application step by step depending on the decisions made. Overall, this shows how the notifications application will work from the user's perspective.



Updated User Flow
Diagram V3.png

14. SYSTEM ARCHITECTURE DESIGN








The system architecture design is a diagram or visual representation of all the elements that make up part of or all the system. This will serve as a blueprint for building the system and can be referenced when needing to make updates or changes.



CardinalforKids_Sys
Arch.png

APPENDIX A: REFERENCES

The following table summarizes the documents referenced in this document.

Document Name	Description	Location
Project Charter	A plan which will allow for documentation of approval of work, the resources being utilized, and record of stakeholder approval.	 Project Charter v3.0
RTM Template	The template we used for RTM. URL: https://www.stakeholdermap.com/project-templates/requirements-traceability-matrix.html	 RTM.xlsx
RMP Template	The template we used for RMP. From: US Department of Housing and Urban Development.	 RMP.pdf
Risk Log Template	The template we used for Risk Log. URL: https://templatelab.com/risk-register-templates/#google_vignette	 Risk Log.xlsx
Project Charter Template	The template we used for Project Charter. URL: https://projectriskcoach.com/templates/	 Project Charter Template.docx
SOW Template	The template we used for SOW. URL: www.mypmllc.com/project-management-resources/free-project-management-templates .	 SOW Template.docx
Project Management Plan Template	The template we used for PMP. URL: https://www.hhs.gov > EPLC Archive Documents	 Project Management Plan.d

APPENDIX B: KEY TERMS

The following table provides definitions and explanations for terms and acronyms relevant to the content presented within this document.

Term	Definition
API (Application Programming Interface)	This is a tool for two software elements to communicate with each other.
ERD (Entity Relationship Diagram)	This is a diagram used to show the relationship between different business objects.