

Name: Group A 68

Student Reference Number: Plymouth Batch 11

Module Code:	Module Name:						
Coursework Title: Project Proposal – Computing Group Project.							
Deadline Date: 25/10/2023	Member of staff responsible for coursework:						
Programme: BSc (Honours Software Engineering)							
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Group work: please list all names of all participants formally associated with this work and state whether the work was undertaken alone or as part of a team. Please note you may be required to identify individual responsibility for component parts.							
<table border="1"> <tr> <td>10898478 / HMDY Herath / Project &amp; Group Leader</td> </tr> <tr> <td>10898508 / JAJO Jayaweera / Planning Leader</td> </tr> <tr> <td>10898651 / EDMN Sasmitha / Technical Leader</td> </tr> <tr> <td>10899509 / RDT Bandara / Programming Leader</td> </tr> <tr> <td>10898436 / HS Damsara / Quality leader</td> </tr> <tr> <td>10898552 / MGP Malhan / Testing &amp; Maintenance Leader</td> </tr> </table>		10898478 / HMDY Herath / Project & Group Leader	10898508 / JAJO Jayaweera / Planning Leader	10898651 / EDMN Sasmitha / Technical Leader	10899509 / RDT Bandara / Programming Leader	10898436 / HS Damsara / Quality leader	10898552 / MGP Malhan / Testing & Maintenance Leader
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<p><b><i>We confirm that we have read and understood the Plymouth University regulations relating to Assessment Offences and that we are aware of the possible penalties for any breach of these regulations. We confirm that this is the independent work of the group.</i></b></p> <p>Signed on behalf of the group:</p>							
<p>Individual assignment: <b><i>I confirm that I have read and understood the Plymouth University regulations relating to Assessment Offences and that I am aware of the possible penalties for any breach of these regulations. I confirm that this is my own independent work.</i></b></p> <p>Signed : Dilushanka</p>							
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# **PUSL2021 Computing Group Project**

## **Project Proposal Document**

### **(Animal Hospital Platform)**

Group No: 68

Module lecturer: Pramudya Thilakarathne

# Contribution Table

## Group 68

<b>PU Index Number</b>	<b>Name</b>	<b>Contribution</b>
10898478	H M D Y Herath	Project and group leader
10898508	J A J O Jayaweera	Planning leader
10898651	E D M N Sasmitha	Technical leader
10899509	R D T Bandara	Programming leader
10898436	H S Damsara	Quality leader
10898552	MGP Malhan	Testing and maintenance leader

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## **Introduction**

Pet Paws Animal Hospital is a company that provides services for pets in our area, offering great support to both animals and their caregivers. This hospital is the only responsible animal care hospital in the area. However, in today's busy world, people have limited time to allocate to their pets. Many animal owners get the services they need from this animal hospital daily. Currently, customers are required to obtain the services they need through telephone lines, which leads to various issues for both the organization and its clients. When we inquired, we are learned that both the organization and its customers face challenges such as mis recorded orders, incorrect address deliveries, and customers disappearing after placing orders for pet food and pet accessories. The primary goal is to minimize these errors and provide quality service to customers.

Pets can receive treatment at this hospital at any time, and the hospital also houses a resident animal care center. However, there are several issues when attempting to obtain information and make inquiries through phone calls. In most cases, contacting the organization's officials requires being on the phone, causing a waste of customers' time. These issues can be alleviated by introducing an online system that doesn't inconvenience either party. Through this online system, customers can accurately place orders and check product availability. The organization can precisely identify customer orders and deliver them to the specified address. Additionally, scheduling appointments with veterinarians is made easier through this online platform. This online system will give the animal owner the opportunity to book a doctor of their choice and get a better understanding of that doctor. The doctor's stay in the hospital can also be checked through this. Implementing this online system will enable the organization to provide quality service to customers, ultimately saving them time. Then this animal hospital can provide a service beyond money. It is very valuable for both parties.

## **Objectives**

### **1. Facilitate 24/7 Accessibility**

Enable pet owners to access the online system at any time, ensuring they can make orders and schedule appointments conveniently, even outside of traditional business hours.

### **2. Enhance Veterinary Care Transparency**

Improve the transparency of veterinary care by allowing pet owners to review detailed profiles of each veterinarian, including qualifications, specialties, and patient reviews.

### **3. Reduce Administrative Overheads**

Streamline administrative processes by automating appointment scheduling, order processing, and inventory management, reducing the burden on hospital staff, and minimizing human errors.

### **4. Boost Customer Loyalty**

Implement a customer loyalty program within the system, offering rewards and discounts to frequent users to encourage repeat business and foster strong customer relationships.

### **5. Personalized Pet Care**

Enable pet owners to input and store detailed pet profiles within the system, including medical records and specific dietary needs, ensuring personalized care and recommendations.

## **Target Users**

### **1. Veterinary doctors and Support Staff**

The hospital's team of veterinary experts and support staff are vital users who require access to the system for managing their schedules, keeping track of appointments, and maintaining patient records. Their goal is to provide top-notch care to the animals that visit the hospital, and they rely on the system to streamline their daily tasks.

### **2. Pet Owners**

Pet owners encompass individuals who cherish their animal companions. They seek an easy-to-use platform for scheduling veterinary appointments, ordering pet supplies, and gaining insights into the services offered by the hospital. These users often view their pets as family members and are looking for a convenient way to ensure their well-being.

### **3. Behind the Scenes Administrators**

These administrators work diligently behind the scenes, ensuring the smooth operation of the online system. They manage inventory, track order and appointment data, and oversee customer information. Their responsibilities are pivotal in maintaining an efficient system that serves both customers and the organization.

### **4. System Guardians**

System Administrators serve as the guardians of the online platform. They are responsible for system maintenance, security, and managing user accounts. Their expertise in maintaining a secure and up-to-date system is crucial to protect sensitive user data and ensure smooth functionality.

# **Feasibility study**

## **1. Technical Feasibility**

Assess the technical aspects of implementing the online system, including the required hardware, software, and technical expertise. Determine the feasibility of integrating the system with the hospital's existing infrastructure. Evaluate the availability of technology resources and potential challenges in system development.

## **2. Economic Feasibility**

Analyze the costs associated with developing, implementing, and maintaining the online system. Compare these costs with the expected benefits, including potential revenue increases, cost savings, and improved customer retention. Determine if the project is financially viable in the long run.

## **3. Operational Feasibility**

Evaluate how the online system will fit into the hospital's daily operations and workflow. Assess the readiness of staff to adapt to the new system and identify training needs. Determine if the system can be seamlessly integrated into the hospital's operations.

## **4. Schedule Feasibility**

Create a timeline for the development and implementation of the online system. Ensure the schedule aligns with the hospital's objectives and available resources. Identify potential risks that may impact the project timeline.

## **5. Legal and Compliance Feasibility**

Examine legal and regulatory requirements related to online transactions, data privacy, and veterinary care. Ensure the online system complies with all applicable laws and regulations. Identify potential legal challenges and mitigation strategies.

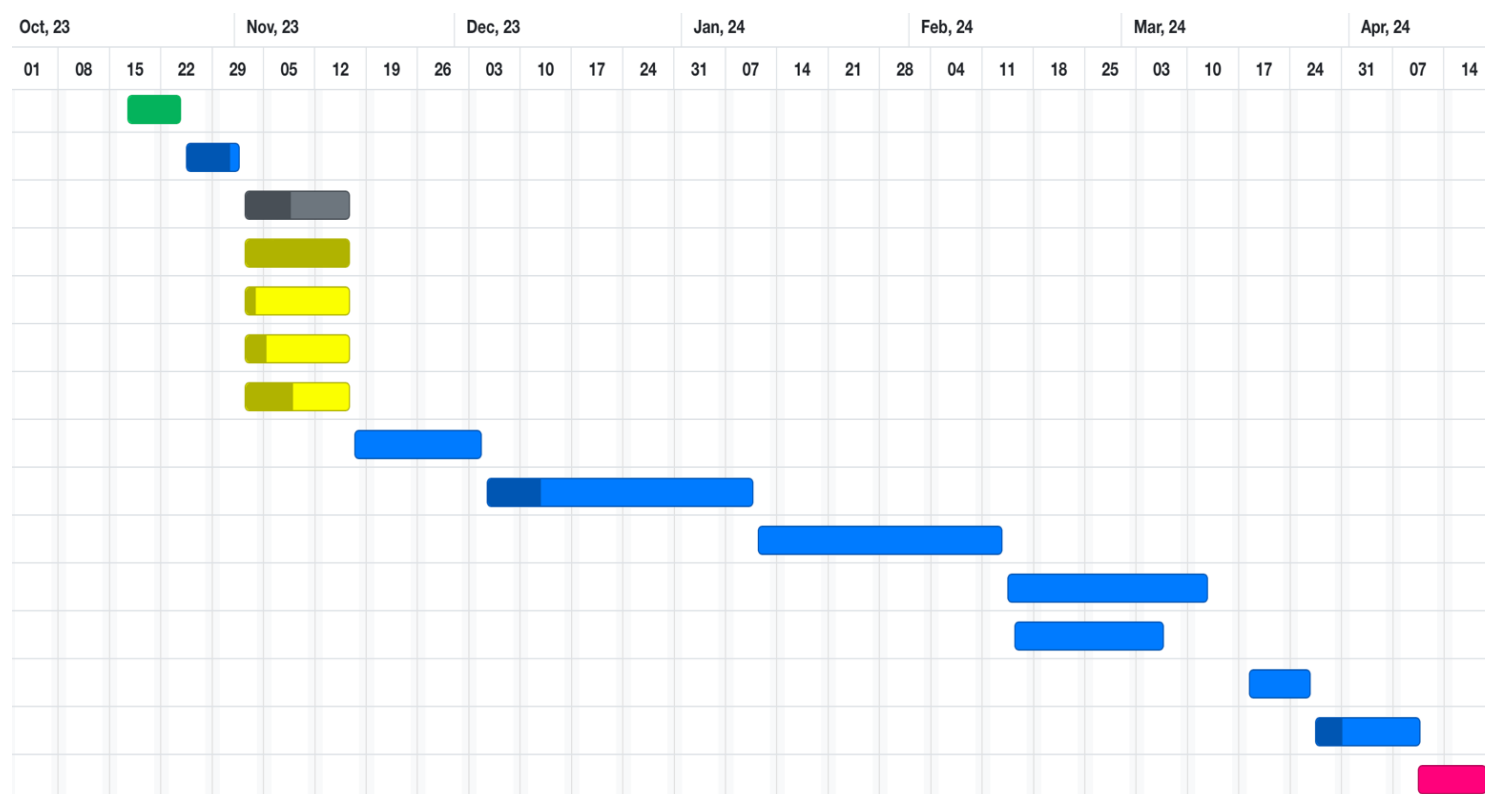


# Time Frame

## Gantt Chart

Name	Start Date	End Date	Duration	Progress %	Dependency	Resources	Color
Project Inception	Oct 17, 2023	Oct 24, 2023	6 days	100		HMDY HERATH	
Requirement Gathering	Oct 25, 2023	Nov 01, 2023	6 days	80		HMDY HERATH	
▼ System Design	Nov 02, 2023	Nov 16, 2023	11 days	43		JAJO JAYaweera	
ER Diagram	Nov 02, 2023	Nov 16, 2023	11 days	100		EDMN SASmitha	
Sequence Diagram	Nov 02, 2023	Nov 16, 2023	11 days	10		JAJO JAYaweera	
Wireframe Diagram	Nov 02, 2023	Nov 16, 2023	11 days	20		EDMN SASmitha	
UI/UX Design	Nov 02, 2023	Nov 16, 2023	11 days	45		JAJO JAYaweera,HMDY HERATH	
Database Design	Nov 17, 2023	Dec 04, 2023	12 days	0		RDT BANDARA,HS DAMODARA	
Frontend Development	Dec 05, 2023	Jan 10, 2024	27 days	20		3 selected	
Backend Development	Jan 11, 2024	Feb 13, 2024	24 days	0			
Integration & Testing	Feb 14, 2024	Mar 12, 2024	20 days	0			
User Acceptance Testing	Feb 15, 2024	Mar 06, 2024	15 days	0			
Deployment	Mar 18, 2024	Mar 26, 2024	7 days	0			
Documentation	Mar 27, 2024	Apr 10, 2024	11 days	25			
Project Completion	Apr 10, 2024	Apr 19, 2024	8 days	0			

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## **Application Features and Description**

Like any other program we will add a few unique features to the app to make it more user friendly, distinctive, and easier to use:

### **1. Login and Registration**

Enables pet owners to register and fill out accounts with personal data. Users who have registered can safely log in to enjoy individualized services.

### **2. Management of Pet Profiles**

Users can establish and maintain pet profiles with details on breed, health history, and food preferences. This facilitates the provision of tailored advice.

### **3. Placing and Monitoring Orders**

Pet food and accessories are simply browsed and ordered by users. Order tracking is done via the system, which also offers real-time delivery progress information.

### **4. Scheduling Appointments**

Owners of pets can make appointments with whichever veterinarian they like. They can choose appropriate time slots by seeing the physicians' availability.

### **5. Profiles of veterinarians**

Tools helps by offering thorough profiles of each veterinarian, complete with credentials, areas of expertise, and patient testimonials.

### **6. Safe Transaction Processing**

Makes sure that online transactions are safe and secure, making it easier for customers to pay for goods and services.

# **Selecting a project methodology**

## **Agile Development Methodology**

- **Project Initiation**

- Specify the goals, objectives, and scope of the project.
- Assemble a project team that includes the project manager and important stakeholders.
- Determine the starting specifications and draft a project charter.

- **Assembling and Arranging Requirements**

- Assist stakeholders in gathering and ranking system needs.
- Make a list of all the features and tasks that need to be finished in a product backlog.
- Establish sprint cycles and plan the development process.

- **Iteration and Development**

- Develop the system in short, incremental "sprints" of time.
- Develop, test, and improve the system continuously, providing a potentially shippable product increment every sprint.
- Hold daily stand-up meetings to discuss concerns, organize the day's work, and assess progress.

- **Testing and quality control**

- Keep quality assurance and continual testing in mind while developing.
- Test frequently during each sprint to find and quickly fix any problems.
- Assure that each increment undergoes extensive testing and satisfies quality requirements.

- **User Evaluation and Adaptation**

- After each sprint, collect user and stakeholder feedback.
- Apply this feedback to future sprints to adjust and improve.
- Maintain a flexible development strategy based on immediate input.

- **Training and Getting Ready**

- Provide staff and users with ongoing training as the system develops to ensure their readiness for deployment.
- Update user manuals and documentation to reflect adjustments made to the system as it changes.

