

# TELEHEALTH SYSTEM STAKEHOLDER ELICITATION PLAN

## 1. PURPOSE OF THE ELICITATION PLAN

The purpose of this Elicitation Plan is to:

- Define the elicitation objectives for the Telehealth System.
- Identify who the stakeholders are, what information they hold, and how to extract it.
- Establish the elicitation techniques, timelines, tools, and validation processes.
- Ensure requirements gathered are complete, accurate, and aligned with stakeholder needs.

## 2. ELICITATION OBJECTIVES

The plan aims to:

1. Understand the current healthcare delivery challenges (AS-IS).
2. Gather detailed expectations for telehealth usage across all stakeholders.
3. Understand clinical, administrative, technical, and student-experience requirements.
4. Elicit functional & non-functional requirements.
5. Identify constraints, assumptions, risks, and integration needs.
6. Validate the findings with stakeholders to develop the TO-BE model.

## 3. STAKEHOLDERS TO BE ELICITED FROM

Stakeholder Group	Key Information Needed
University Management	Budget constraints, compliance, strategic priorities
Medical Centre Director	Healthcare operations, bottlenecks, workflow requirements
Doctors & Nurses	Consultation workflow, EMR needs, triage methods
Clinic Admins & Records Officers	Booking flow, record handling, pain points
Students	User experience, access barriers, expectations
IT Department/ICT Unit	SSO, infrastructure, integration, cybersecurity
Telehealth Vendor/Developers	Technical possibilities, solution alignment
SUG	Awareness strategy, student concerns
CMUL Specialists	Referral process, cross-facility healthcare needs

#### 4. ELICITATION TECHNIQUES TO BE USED

Technique	Purpose/Why It Is Used	Stakeholders
Interviews	Deep insight into pain points & workflow	Management, Doctors, Nurses, IT
Focus Groups	Identify shared needs & validate assumptions	Students, Nurses, Admin Staff
Workshops	Joint requirement discovery & process modelling	IT, Doctors, Director, Vendor
Surveys/Questionnaires	Gather large-scale student opinions	Students (mass audience)
Observation (Job Shadowing)	Understand real-world medical centre operations	Admin staff, Doctors
Document Analysis	Analyze existing records, forms, SOPs	Records Unit, Medical Admin
Process Mapping Sessions	Build AS-IS and TO-BE workflows	Doctors, Nurses, IT
Brainstorming Sessions	Identify new ideas & improvements	Core team, Vendor
Prototyping	Validate design early	Doctors, Students, Admin
Benchmarking	Compare to global telehealth systems	PM/BA, Vendor

#### 5. ELICITATION ACTIVITIES & TIMELINE

Phase	Activities	Timeline
Preparation	Identify stakeholders, schedule sessions, prepare tools	Week 1
Discovery Phase	Interviews, focus groups, observing medical centre	Week 2–3
Analysis Phase	Build AS-IS, synthesize requirements, identify gaps	Week 3–4
Co-Creation Phase	Workshops to define TO-BE, confirm feasibility	Week 4–5
Validation Phase	Prototyping, walkthroughs, feedback loops	Week 5–6
Documentation Phase	Final BRD, user stories, acceptance criteria	Week 6

#### 6. ELICITATION QUESTIONS

For Students (make reference to questionnaire used) link: [Questionnaire link](#)

For Doctors & Nurses

- What steps do you currently take during student consultations?
- Which clinical workflows need improvement?
- What records or information do you need quick access to?

For IT Department

- What SSO and security protocols must be followed?
- How will data storage, uptime, and integration be managed?

For Management

- What regulatory constraints or policies must be considered?
- What metrics define success for this project?

## 7. ELICITATION TOOLS

Tool	Use
Microsoft Teams / Zoom	Online interviews/workshops
Lucidchart	Mapping AS-IS and TO-BE processes
Google Forms	Surveys
Jira / Trello	Requirements tracking
Excel	Data analysis
Voice Recorder (with permission)	Record interviews

## 8. REQUIREMENTS VALIDATION PLAN

Once requirements are gathered:

1. Conduct requirement walkthroughs with doctors, nurses, IT team, and management.
2. Conduct Review Sessions to Validate feasibility, completeness, and alignment.
3. Sign-off Sessions: Final approval from Medical Centre Director & University Management.

## 9. COMMUNICATION PLAN FOR ELICITATION RESULTS

Audience	Format	Frequency
Core Team	Daily standups	Daily
Management	Summary Reports	Bi-weekly
Medical Centre	Workshops	Weekly
Students	Survey results + feedback forms	One-off/As needed

## 10. SUCCESS CRITERIA FOR THE ELICITATION PROCESS

Elicitation is considered successful if:

- Requirements are complete, consistent, and validated.
- Stakeholders confirm their needs are captured accurately.
- AS-IS and TO-BE workflows are accepted by all groups.
- Requirements align with system constraints and university policies.
- There is minimal rework required later in the project.