

CSE495 - IT Project Management and Entrepreneurship

Talkspace : A mental health care platform

Project Description:

This application is intended to help users improve their emotional well-being, become more attentive, and address common mental health disorders. The purpose of this application is to assist people in shaping their lives through professional consultation. Mental health applications can help users measure their general well-being and monitor mental health conditions. The development of this application was motivated by the recent spike in suicide cases and the increased suicidal tendencies of young people. Our goal is to raise awareness of mental health.

Project Objective and Scope:

The project's objective is to develop an application that offers consultations to users to assist them better understand their mental health conditions. Calling a helpline will another option for users. The consultation service will be available every day along with additional services around-the-clock.

Our main foremost aim is to provide secure and bug free application. Our application will be able to keep standard customer service guidelines along with offering services at reasonable subscription prices. It will develop marketing, procurement, operations, and any other disorder awareness that is required. We offer consulting services while respecting user privacy.

Project Outcomes:

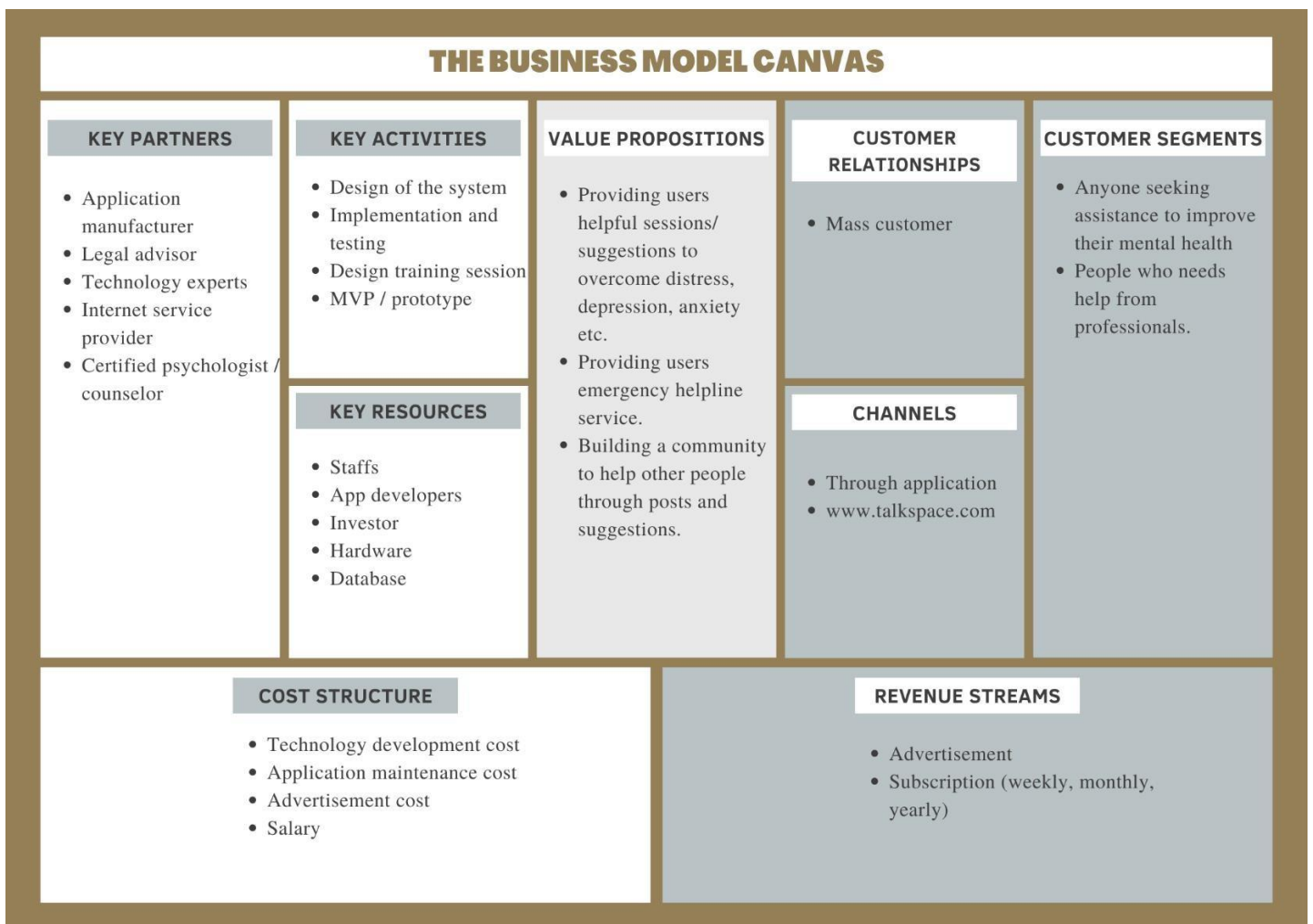
After completing the project successfully we will achieve the following outcomes.

- Annual contracts will be formed to recruit certified psychologists and counselors.
- This application will provide friendly sessions.
- Subscription costing will be determined.
- The doctor's detailed profile will be displayed by the application.
- Work schedule and staffing will be finalized.
- Defining workplace policies.
- Prioritizing stakeholders' privacy.

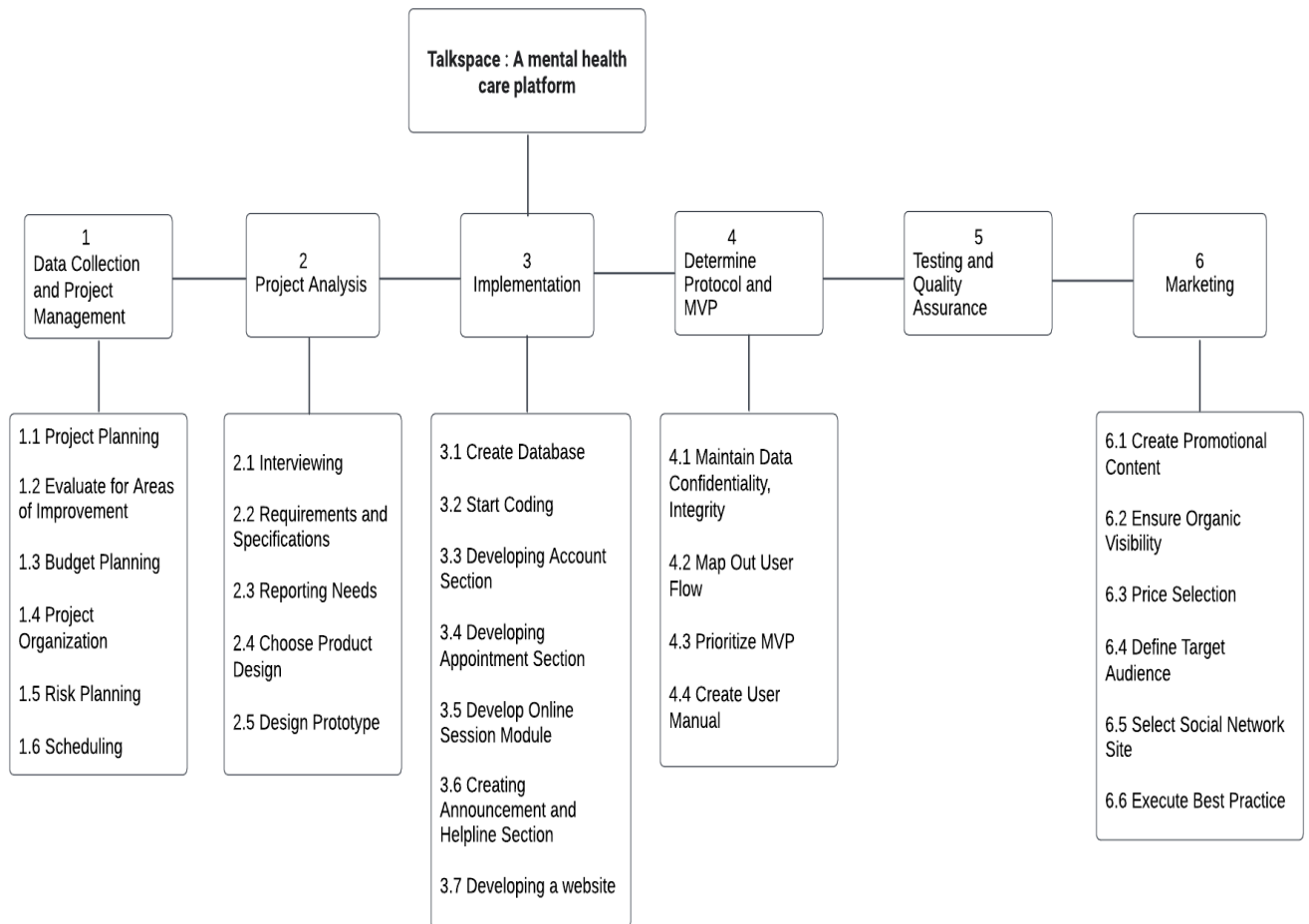
Project Hypothesis:

- Only online services will be available.
- Services will be provided to the Bangladeshi users.
- Project manager and team will manage the project and be responsible for all operations along with higher authority.
- Service hours will be approved by the respected authority.
- Stakeholders will be empowered to contact the counselor for the service and inquiries via phone calls.

The Business Model Canvas:



Work Breakdown Structure: A work breakdown structure (WBS) is a tool that helps project managers divide a project into smaller, more manageable tasks. It provides a clear and structured view of the project, allowing team members to understand their roles and responsibilities and to track progress more effectively.



WBS with resource requirements:

Task	Duration	Predecessor	Resources	Assigned To
1. Data Collection and Project Management			Technical, HR, Finance, Data Analyst, Marketing Consultants, Project Manager, IT Coordinator	IT Coordinator
1.1 Project Planning	3 Weeks			
1.2 Evaluate for Areas of Improvement	1 Week	1.1		IT Coordinator
	2 Weeks			
1.3 Budget Planning		1.2		Finance Manager
	1.5-2 weeks			
1.4 Project Organization		1.1		Project Manager
1.5 Risk Planning	1 Week	1.1		Project Manager
1.6 Scheduling	1 Week	1.1, 1.5		Project Manager
2. Project Analysis			Technical, Finance, Data Analyst, Marketing, System Analyst, IT Coordinators	
2.1 Interviewing	1 Week	1		HR
2.2 Requirements and Specifications	2-3 Weeks	1		IT Coordinators
2.3 Reporting Needs	1 Week			
		2.2		Project Manager
2.4 Choose Product Design	2 Weeks	2.3		Project Manager
2.5 Design Prototype	2 Weeks	2.4		Project Manager

3. Implementation				
3.1 Create Database	1.5 Weeks	1,2.2	Database Administrator, Software Developer, Web Developer, UX/UI designer, Hosting, Hardware, Internet Service	R&D Manager
3.2 Start Coding	—	2.4,2.5		
3.3 Developing Account Section	2 Weeks	2.2,3.2		
3.4 Developing Appointment Section	1 Week	3.2,3.3		
3.5 Develop Online Session Module	2-3 Weeks	3.2,1.6		
3.6 Creating Announcement and Helpline Section	2 Weeks	3.2		
	4-6 Weeks	2.2		
3.7 Developing a website				
4. Determine Protocol and MVP	2.5 Weeks		Software Developer, UI/UX Designer	R&D Manager
4.1 Maintain Data Confidentiality, Integrity		3.1		
4.2 Map Out User Flow		3		
4.3 Prioritize MVP		4.1,4.2		
4.4 Create User Manual		4.2		
5. Testing and Quality Assurance	1-2 Weeks	3,4	Testing Software, QA Engineer	R&D Manager
6. Marketing		5	Technical, Finance, Supplies, Hardware, Marketing Consultants, Project Manager	
6.1 Create Promotional Content	1-2 Weeks			Marketing Director
6.2 Ensure Organic Visibility	1 Week			Project Manager
6.3 Price Selection	1 Week			Project Manager

6.4 Define Target Audience	1 Week			
6.5 Select Social Network Site	1-2 Weeks			Project Manager Project Manager
6.6 Execute Best Practice	1 Week			Project Manager

RACI Matrix:

R-Responsible	Completes the deliverable or task. Person who is completing the task
A-Accountable	Makes final decisions and signs off on task completion
C-Consulted	An advisor, stakeholder, or subject matter expert who offers guidance before an action is taken and communicates with regarding the decision-making process and specific tasks
I-Informed	Kept up to date on decisions made and actions during the process.

WBS		Project Office					
Sub project	Task	Project Manager	Marketing Director	R&D Manager	IT Coordinator	Finance Manager	HR
1	1.1	A	C	C	R	C	I
	1.2	A	I	C	R	C	I
	1.3	A	C	I	I	R	C
	1.4	R	I	C	C	I	A
	1.5	A	I	C	R	I	C
	1.6	A	I	C	R	I	C

2	2.1	R	I	I	I	I	A
	2.2	A	I	C	R	I	I
	2.3	A	I	R	C	I	C
	2.4	A	I	R	C	I	I
	2.5	A	I	R	C	I	I
3	3.1 3.2 3.3 3.4 3.5 3.6 3.7	A	I	R	C	I	I
4	4.1 4.2 4.3 4.4	A	I	R	C	I	I
5	-	A	I	R	C	I	I
6	6.1	A	R	I	I	C	C
	6.2	I	R	A	I	C	C
	6.3	A	C	I	I	R	C
	6.4	A	R	I	I	C	C
	6.5	C	R	A	I	C	I
	6.6	A	R	I	I	C	I

Resource wise cost budgeting:

Resources	Budget	Duration
Human Resource		
• Project Manager	Tk. 70,000	Permanent
• HR	Tk. 60,000	Permanent
• Finance Manager	Tk. 45,000	Permanent
• Marketing Consultant	Tk. 55,000	3months
• IT Coordinator	Tk. 35,000	3months
• Data Analyst	Tk. 65,000	2.5months
• System Analyst	Tk. 50,000	4months
• Database Administrator	Tk. 50,000	Permanent
• Software Developer	Tk. 45,000	Permanent
• Web Developer	Tk. 30,000	1.5months
• UI/UX Designer	Tk. 40,000	1month
• QA Engineer	Tk. 35,000	1month
Equipment		
• Computer	Tk. 8,00,000	Permanent
• Internet Service	Tk. 20,000/6m	Permanent
• Server	Tk. 62,000	Permanent
Materials		
• Database	Tk. 10,000	Permanent
• Design Software	Tk. 5,000	1month
• Hosting	Tk. 10,000/1m	Permanent
• Testing Software	Tk. 5,000	1month
• Marketing Materials (Brochure, Flyers, Advertising)	Tk. 35,000	3month
Total	Tk. 15,27,000	

Identifying risks and calculate priority using FMEA (Failure Mode Effects Analysis): In a Failure Modes and Effects Analysis (FMEA), the letters "S", "L", and "D" are used to represent different factors that are used to assess the potential impact of a failure mode.

- "S" stands for "Severity" and refers to the potential impact of the failure mode on the system or process.
- "L" stands for "Likelihood" and refers to the probability that the failure mode will occur.
- "D" stands for "Detection" and refers to the likelihood that the failure mode will be detected before it causes any negative effects.

In a FMEA, these factors are used to assign a risk priority number (RPN) to each failure mode. The RPN is calculated by multiplying the severity, likelihood, and detection ratings for each failure mode. The failure modes with the highest RPNs are given the highest priority and should be addressed first.

Tasks	Severity	Likelihood	Detection	Risk Priority Number (RPN)
1.2 Evaluate for Areas of Improvement	5	7	3	105
1.6 Scheduling	8	5	2	80
2.5 Design Prototype	8	6	2	96
3.1 Create Database	9	4	3	108
4.1 Maintain Data Confidentiality, Integrity	8	5	7	280
5. Testing and Quality Assurance	6	4	2	48
6.4 Define Target Audience	8	7	1	56
6.5 Select Social Network Site	9	7	1	63

Limitation:

- Counseling is limited to a certain period of time.
- Software support is not available for project planning and control.

- The governing authority is responsible for creation and operation of the project.

Conclusion: Mental health is a critical issue that affects people of all ages, and it is essential that we have access to resources that can help us manage and improve our mental well-being. The development of mental health apps has the potential to provide a convenient and cost-effective way for individuals to access mental health support, and this project has demonstrated the feasibility of creating a mental health app that is user-friendly, effective, and accessible. Overall, this project has been a valuable contribution to the field of mental health and has the potential to make a positive impact on the lives of many people.