

Sri Lanka Institute of Information Technology



IT2080 - Information Technology Project

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Activity 01

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**Project Title: Veterinary Management System
(PetIQ)**

Group Details

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Question 01

Brainstorm and identify a real-world problem that needs an IT solution. This can be a business requirement, an organization's requirement to improve the current process, or an innovative idea that solves a current issue.

Answer:

Veterinary Management System (VMS)

Many veterinary clinics in Sri Lanka continue to handle their daily operations with outdated manual systems. From scheduling appointments to managing payments and keeping medical records, most of these tasks are completed by hand, either on paper or with simple tools like notebooks and spreadsheets. Although this may have been effective in the past, it is currently a major source of inefficiency and frustration for both pet owners and clinic employees.

For instance, because of overlapping or forgotten appointments pet owners frequently experience lengthy waiting times. Veterinarians might not have easy access to a pet's medical history without an appropriate digital record keeping system, which could result in unnecessary repeated tests or even medical mistakes. Additionally, there is a lack of consistency in communication between pet owners and clinics, with some relying only on phone calls or word of mouth, which is impractical in the fast moving world of today. The billing process is one of the main sources of discomfort. Financial transaction management becomes disorganized and time consuming in the absence of a digital payment system. Staff may find it difficult to keep track of income, expenses, and outstanding payments, and clients may find it difficult to comprehend charges, causing unnecessary stress for all parties.

A modern, centralized solution that streamlines these processes is desperately needed, given the rising demand for effective and high quality veterinary care. The Veterinary Management System (VMS) is useful in this situation.

VMS is intended to bring all necessary clinic functions onto a single, user friendly platform. It tracks prescription and vaccination histories, securely stores and manages digital medical records, lets pet owners schedule appointments in real time, and automatically reminds pet owners about the impending appointments or treatments. Additionally, it accepts a variety of digital payment methods, which facilitates and increases the transparency of transactions.

However, the VMS goes beyond that. Additional services like a Pet Food Mart, where customers can purchase pet supplies straight from the website, can be added to the system to further increase its value. In addition to improving pet owner's convenience, this gives clinics a new source of income.

By implementing such a system, veterinary clinics can significantly cut down on administrative tasks, get rid of paperwork errors, enhance service delivery, and ultimately give pets and their owners a better experience. The Veterinary Management System is a step towards modernizing animal healthcare in Sri Lanka by going beyond simply being just a software tool.

Question 02

Identify the users of the product and the benefits that they will get from the software system.

Answer:

Users	Benefits
Pet Owners	<ul style="list-style-type: none">• Reduced waiting time for appointments.• Access to a digital queue and real-time notifications.• 24/7 access to pet medical records and online booking system.• Easy tracking of past treatment history.• Multiple payment options (cash, card, online).• One-stop platform for appointments and pet supplies.
Veterinarians	<ul style="list-style-type: none">• Well organized and clearly visible appointment schedules.• Minimizes human errors in record handling and treatment logging.• Accurate and fast medical record keeping.
Receptionists	<ul style="list-style-type: none">• Clear visibility of daily appointments and time slots.• Reduces workload related to manual data entry and tracking.
Nurses	<ul style="list-style-type: none">• Coordinated schedules aligned with veterinary sessions.• Efficient treatment tracking and follow ups.

Question 03

Present your ideas using a mind map

Answer:



Question 04

Prepare a list of user requirements for the features you have identified.

Answer:

User Management:

- Admin users should be able to manage (add/update/remove) staff roles such as Receptionist, Nurse, and Veterinarian.
- Each user should have secure login credentials and appropriate access based on their role.

Appointment Booking:

- Pet owners should be able to view available time slots and book appointments with veterinarians.
- Pet owners should be able to cancel or reschedule appointments without needing to visit the clinic.

Medical Record Management:

- Veterinarians and nurses should be able to create, update, and view pet medical records.
- Medical records should be securely stored and accessible only by authorized staff.

Pet Product Management:

- Pet owners should be able to browse available pet food, add items to a cart, and place orders through the system.
- The system should show availability and prices.

Payment Management:

- The system should support payments through cash, credit/debit cards, and online gateways.
- The system should provide digital invoices/receipts for all transactions.

Notifications:

- The system should automatically send appointment reminders via email or SMS to pet owners

Question 05

Suggest a suitable name for the project.

Answer:

PetIQ (Pet+IQ)

PetIQ was chosen because it combines **"Pet"**, which directly connects to the target audience (pets and their care), with **"IQ"**, symbolizing smart, efficient, and intelligent solutions. The name reflects a **technology-driven** system that enhances pet care with **smart features** like real time updates, appointment management, and medical record tracking, all designed to improve the pet clinic experience.