

**Deakin University**

HIVE AI

Project Scope

Project Sponsor

Company/Department, Name

Project Team

Team A

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# Document Revision History

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# Motivation / Problem Description

Why is there a need for AI enhanced teleconsulting?

* Clinics can be crowded
  + Crowded Doctors clinics which don’t have a booking policy and is first in first serve with long waiting times
  + Sometimes
  + Often new parents who are overly worried will take children in for the smallest of ailments taking up appointment times better served to patients that actually need care
* Remote access
  + Residential location is remote and prohibitive or difficult to access health care
  + Expensive to travel to clinic
* Non-medical ailments often fill up bookings when more urgent/medical issues may miss out or prolonged

Project Vision

* Briefly talk about the vision of this project – the ultimate goal. What would be the main outcome(s) of the project

Why HIVE AI enhanced teleconsulting?

* Current solutions both internal and Australian offer a platform where
  + Patients are screened by the chat bot or by a contact centre staff who will then book an appointment and the patient is assigned a doctor from a poolo of doctors.
  + Health Now in Australia provide a phone service
* With Hive AI enhanced teleconsulting, a doctor or a clinic of doctors can utilise the platform to:
  + better service their current patient list
  + increase patient list
  + reduce waiting time
  + reduce cost to their patients for unnecessary consultation time

# Context

* Background of the problem
* Current state-of-the-art
* Gaps/Problems in current solutions
* Factors contributing to the problem
* What else you need to tell us?

# Value Proposition

* What are the benefits of adopting this solution in terms of:
  + Commercial
  + Social
  + Technological
  + Operational

# Core Idea/User Stories/Requirements

* What is the core idea of your solution? Eg use Natural Language Processing to automate document summarisation, use a chatbot to assess a user’s understanding of the subject matter, etc

# Target Deliverables

The following goals have been identified as dependencies that need to be addressed early in the life cycle of the project.

1. A Platform that allows a person to
   1. Become a user of the platform by
      1. Having a registration process that is
         1. Easy to use
         2. Intuitive
         3. Not too complex
         4. Does not use big or unusual words
         5. Simple input areas
   2. Login by
      1. A simple login in interface
      2. Shows where the error may be if the input is incorrect
      3. Is easy to retrieve password or login name via
   3. Make a booking
   4. Chat to doctor
   5. Pay for services

# Roadmap

## S1 – Release of the Teleassistance Platform for generic use with support for customers management and billing

## S2 – Release of the HIVE Ai Assistant for Doctors

## S3 – Onwards, further releases of AI Assistants specific to the domains

## Execution Strategy

* Explore the input data provided and confirm if acceptable for the focus of Proof of Concept
* Incrementally,
  + Build and deliver a docker container with blah blah functionality (to permit the client team to explore integration & validate it fits within the target deployment environment)
  + Refine the docker container and provide updates to (client name) with incremental features
* Prepare research report
* Provide knowledge transfer

## Sprint 1

**Goals** The goal of Sprint 1 is to deliver scope document and work with Hive AI to agree on the acceptance criteria and priority for the deliverables. These can be decomposed to:

* Project success criteria
* Problem domain clarification
* Visual depiction of the workflow in a flow chart of the processes that this project will automate

**Target deliverables**

* Workflow flowchart that has been agreed upon by all parties
* Scope document (this document) that has been agreed upon by all parties
* Communication and delivery expectations that has been agreed upon by all parties

## Sprint 2

**Goals** (these are examples)

The goal of Sprint 1 is to deliver the end to end infrastructure so we can start collaboratively planning the interfaces to enable integration efforts to commence on (client name)’s side. These can be decomposed to:

* Get an end to end solution working
* Collaboratively create an output data format / schema (in collaboration with client)
* Prepare a suitable environment within a docker container to encapsulate and execute the transformation process

**Target deliverables**

* A docker container encapsulating the transformation engine
* An invocation script that accepts the input folder, output folder and invocation parameters
* A deployment document that describes how to install and use the solution

## Sprint 3

**Goals** (can be amended based on how Sprint 2 goes)

The goal of Sprint 3 is to build upon the Increment in Sprint 2, namely by adding:

* Error logging
* Input/Output Validation
* Transformation logic

**Target deliverables** (can be amended based on how Sprint 2 goes)

* A docker container encapsulating the transformation engine
* An invocation script that accepts the input folder, output folder and invocation parameters
* A deployment document that describes how to install and use the solution
* List of errors and associated meaning
* Sample dataset to validate the transformation engine reported results

## Sprint 4

**Goals** (can be amended based on how Sprint 3 goes)

The goal of Sprint 3 is to…

* bang
* pow
* smash

**Final deliverables** (can be amended based on how Sprint 3 goes)

* thing 1
* thing 2
* thing 3
* thing n

# Limitations, Constraints and Considerations

The limitations, constraints and considerations of the project are as follows:

The following constraints apply for the PoC and need to be considered when integrating the outputs produced in a larger workflow/pipeline,

* The blah needs to work on AWS as that is technology stack used by (client).
* The transformation engine needs to be in Python as that is technology stack used by (client).
* This project will not focus on UI/UX refinements, instead focusing on implementation of the functionality
* The front end will conform to Web Content Accessibility Guidelines of at least AA.