

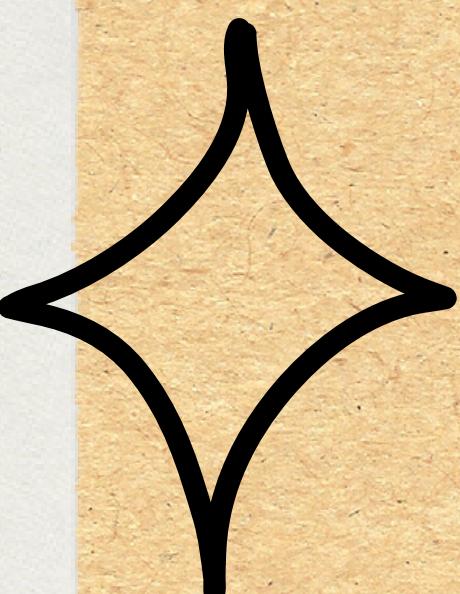
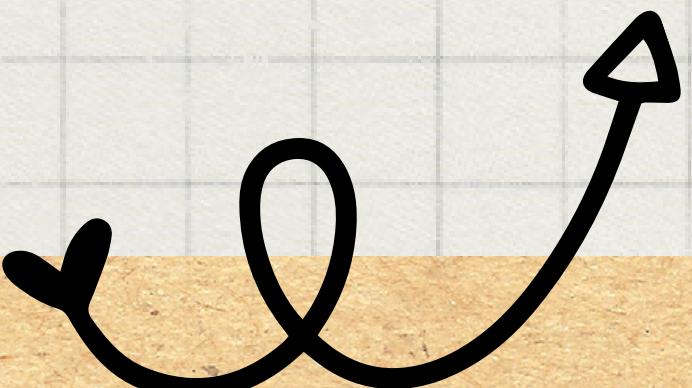


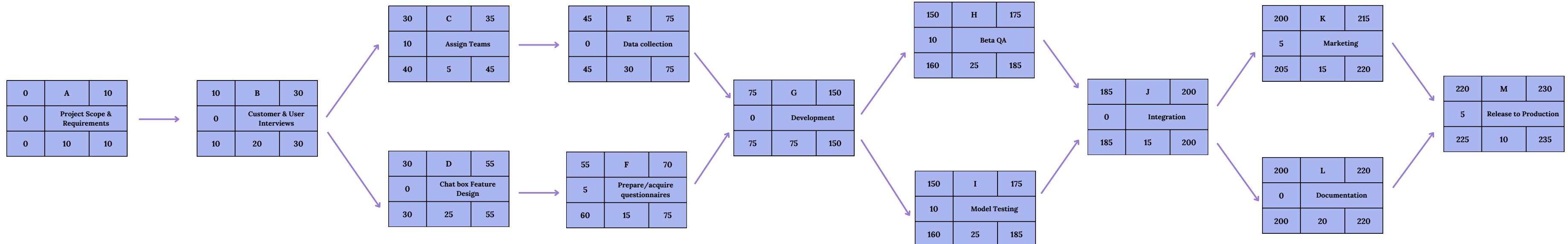
INDIVIDUAL ASSIGNMENT 8A

Aayushi Gandhi

IMT 587

PROJECT NETWORK

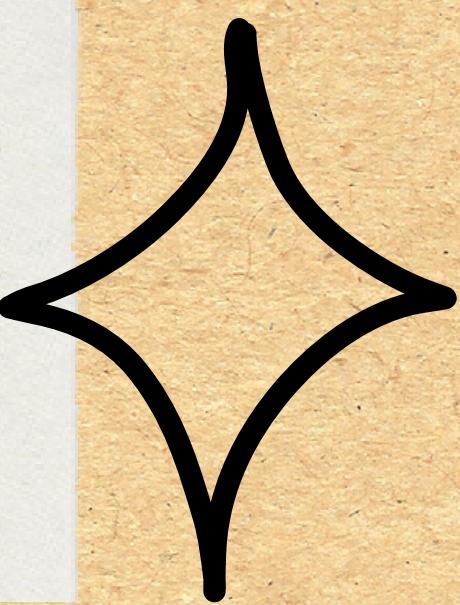
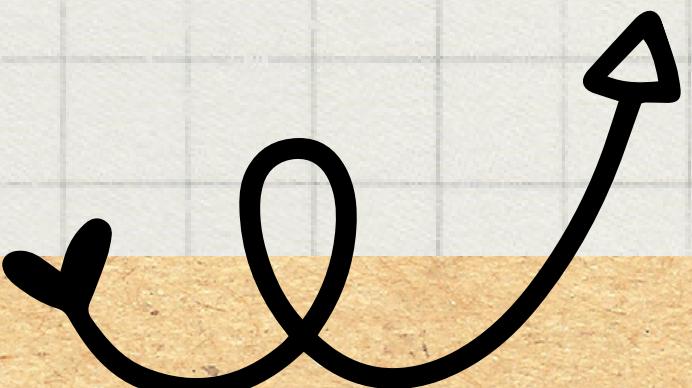




| Legend | | |
|---------------------|---------------------|----------------------|
| ES (Early Start) | ID (Activity ID) | EF (Early Finish) |
| SL (Slack) | Description | |
| LS (Late Start) | DUR (Duration) | LF (Late Finish) |

| MyChart Chatbox Integration | | | | | |
|-----------------------------|--------------------------------|--------------------|----|---------------|--------------------|
| ID | Description | Preceding Activity | ID | Description | Preceding Activity |
| A | Project Scope | None | G | Development | E, F |
| B | Customer & User Interviews | A | H | Beta QA | G |
| C | Assign Teams | B | I | Model Testing | G |
| D | Chat box Feature Design | B | J | Integration | H,I |
| E | Prepare/acquire questionnaires | C | K | Marketing | J |
| F | Data collection | D | L | Documentation | J |
| M | Release to Production | K,L | | | |

CHANGE REQUEST



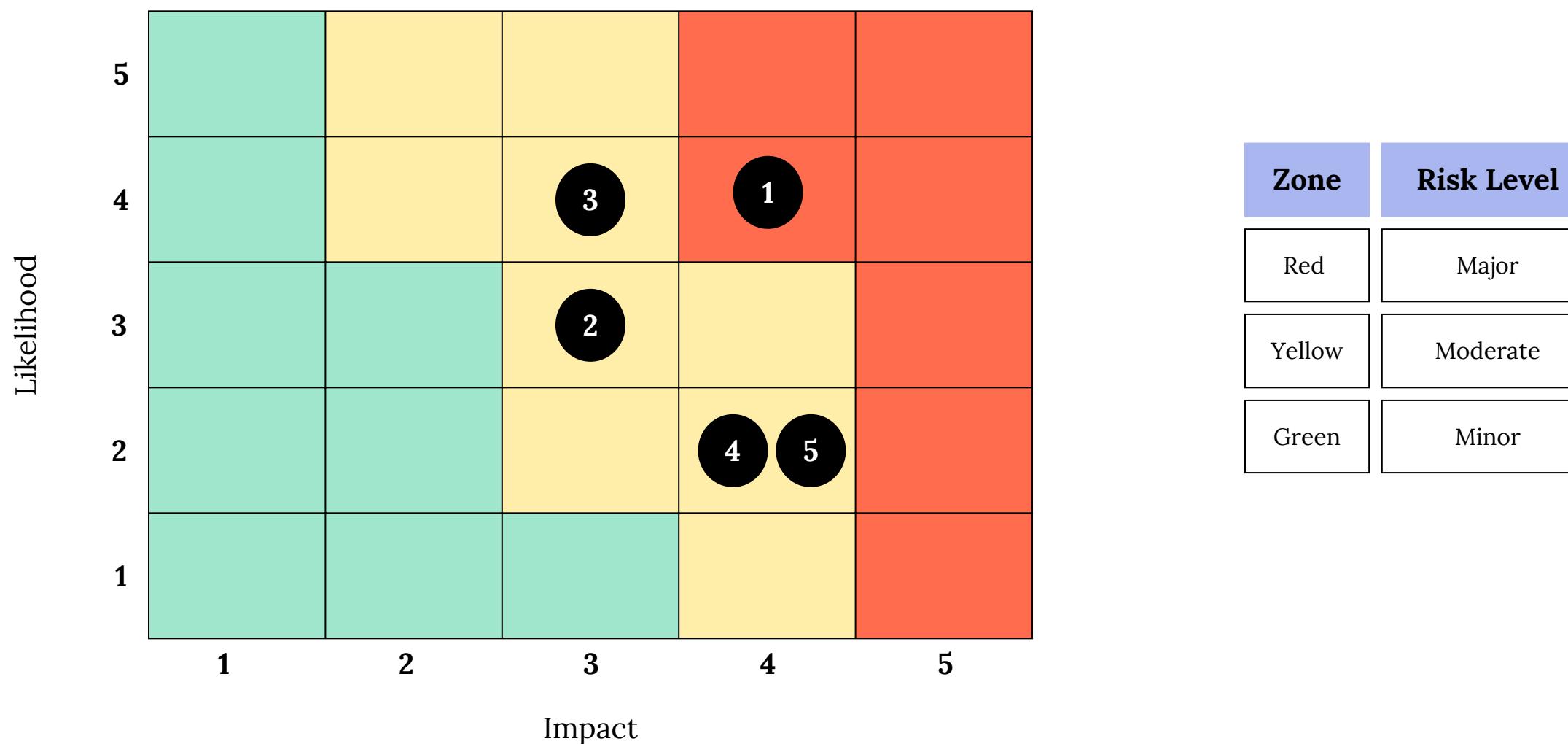
| 1. CHANGE INFORMATION | | | | 2. CHANGE REQUEST ANALYSIS | | |
|---------------------------|---|-----------------|-------------------|---|--|--|
| Project Name | HealthEzy | | | | | |
| Project Status | <p>The original scope of the project entails adding a chat box feature to the MyChart platform in order to assist with appointment scheduling quickly and efficiently. By integrating chat box, we can help reduce workload for the medical personnel (customers) in assisting with appointments, as well as streamline the process for users.</p> <p>The project is on schedule to be completed by end of 2023, with an estimated completion date as December 1, 2023</p> | | | The proposed change will be labeled as out-of-scope for the full initial project length and will not affect the project's core scope. | | |
| Name of Request | Integrate geolocation API into the product, to help schedule appointments closer to the user's vicinity. | | | | | |
| Requested By | | Date | November 24, 2022 | | | |
| Request No | 1 | Priority | Medium | | | |
| Change Description | <p>According to the information gathered from customer & user interviews, we would like to propose of integrating a location services feature, which would extend the project into the first quarter of 2024.</p> <p>The proposed change would enhance the scope areas:</p> <ul style="list-style-type: none"> • Making appointment scheduling more accessible • Allowing users to look for services in their vicinity and be connected to the right medical provider. | | | | | |
| Change Reason | <p>Currently, in order to book specialist appointments, the portal will display all available specialists to the user.</p> <p>In order to help users save time & find medical personnel closer to them, the location API feature will prove to be beneficial. It will also help group users according to area to give priority to the users.</p> | | | Impact on Schedule | <p>This proposed change will span over Q1 of 2024.</p> <p>The change is proposed to be independent of the development, testing and release of the MVP feature - chat box. However, it is projected to help reduce appointment scheduling load significantly, as well as increase user satisfaction.</p> | |
| Proposed Action | <p>We propose the following approach to be on track with the estimated schedule :</p> <ul style="list-style-type: none"> • The focus and priority should be on the primary project scope to build a chat box as it aligns with the product's aim to make appointment scheduling easier and more efficient, as well as providing a human touch to appointment scheduling by connecting medical personnel to users. • A detailed project charter should be created for the proposed change highlighting the time, budget and schedule. Based on the information the team should make a decision to take this additional feature as it falls in line to aid users and ultimately help business work efficiently. | | | Impact on Budget | <p>Potential Expenditure</p> <p>Considering that the change is an addition to the initial scope, the below mentioned additional personnel requirements will ensure successful delivery of the project:</p> <ul style="list-style-type: none"> • 1 Product Manager - \$20,000 • 1 Software Engineer - \$20,000 | |

RISK SEVERITY & MITIGATION PLAN

| ID | Risk | Risk Description | Owner | Before Risk Response | | | | After Risk Response | | | | Residual Risk Contingency Plan |
|----|---|---|--|----------------------|--------------|------------|-------------------|--|------------------|--------------|------------|---|
| | | | | Likelihood (1-5) | Impact (1-5) | Risk Value | Response Strategy | Response Strategy Description | Likelihood (1-5) | Impact (1-5) | Risk Value | |
| 1 | Users are not comfortable with chatting | Users do not wish to interact with a technical automated assistant, they prefer calling to speak to a human. | • Software Engineer • QA Specialist | 4 | 4 | 16 | Transfer | Make the feature highly user friendly, and only after extensive user research, catering to users' needs. | 1 | 4 | 4 | Add option to connect to a human/ speak to personnel to not lose customers. |
| 2 | Abandoned chats | Users start chatting but abandon it midway, hence not fulfilling its purpose. | • Product Manager | 3 | 3 | 9 | Mitigate | When chat response gets stagnant, add option to connect to personnel, or redirect to portal to restart chat. | 2 | 4 | 8 | N/A |
| 3 | Complexity and difficulty in using/navigating the new feature | The users may experience difficulties and may find it complex to navigate the new feature. | • Software Engineer • Project Manager | 3 | 4 | 12 | Mitigate | Extensive user testing followed by feedback incorporation should be undertaken to ensure easy navigation and access of the feature | 2 | 2 | 4 | Add tutorial to help navigate. |
| 4 | Delayed responses from scheduler | When user tries to connect to a personnel to book appointment via chat, responses from scheduler are delayed due to technical difficulties. | • Project Manager • Product Owner | 2 | 4 | 8 | Mitigate | Research into reason for technical difficulties, followed by mitigation. | 1 | 4 | 4 | Add option to connect to a human/ speak to personnel to not lose customers. |
| 5 | Failed initial user experience | Unsuccessful initial experience of customer using the new feature adds threat for difficulty in customer retention. | • Software Engineer • Product Manager | 2 | 4 | 8 | Mitigate | Roll out feature after extensive user testing, and making all necessary changes/additions to make the feature user friendly. | 1 | 2 | 2 | N/A |

Failure Mode and Effects Analysis (FMEA)

Impact X Likelihood = Risk Value



ORGANIZATIONAL STRUCTURES IT HELPS

Project Network

It is useful for organizations that can have projects that span across a longer period, along with setting limits to achieve milestones to regularly get progress checks done, as well as making changes and adjusting quickly.(2018, Grey & Larson) The structure of Type A organizations fosters functional planning with predetermined priorities, therefore it is likely that they will apply this technique.

Change Request

Organizations use change requests to keep track of all proposed changes, as well as the justification for the same. (2018, Grey & Larson) Change request management helps to keep project stakeholders and team members informed of changes because organizations have several stakeholders for each product outcome. Additionally, it is beneficial for teams to develop, iterate, and maintain products on their own. Hence they are more useful in type B organizations.

Risk Severity & Mitigation Plan

Organizations with detailed projects that have multiple milestones and simultaneous tasks need risk mitigation plan to assess consequences of a risk and to plan how to deal with it at the earliest. (2018, Grey & Larson) We can prevent or reduce losses that might happen if something goes wrong by anticipating risks. Hence, they would be useful for type A organizations who plan the entire project ahead of time.

ORGANIZATIONAL STRUCTURES WHERE IT IS UNNECESSARY

Project Network

It is not useful for organizations that have shorter projects with quicker milestones, or in agile environment where the plan will constantly change. (2018, Grey & Larson) Hence it is not useful for organizations of type A.

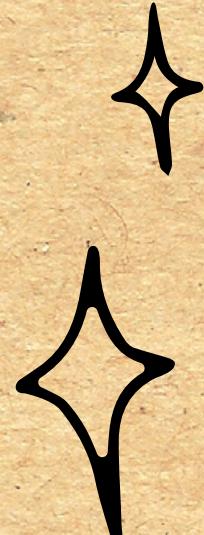
Change Request

They are unnecessary for short-term projects, especially those with minimal milestones - no changes need to be added. It is less useful for organizations of type B, which works in an Agile environment, learning and improving with multiple iterations.

Risk Severity & Mitigation Plan

Developing a risk severity and mitigation plan is unnecessary for short-term or single goal-oriented projects, with little to no room for changes, hence no risks. Type B organizations have multiple iterations to help improve the product, leaving very little room for risks.

REFERENCES



Erik W. Larson & Clifford F.Grey(2018),Project Management : The Managerial Process