

1. CHANGE INFORMATION			
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>		
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 accessibleAllowing 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>		
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.		

2. CHANGE REQUEST ANALYSIS		
Impact of Change	Impact on Scope	<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.</p> <p>The work on the proposed feature will begin once the initial scope of the MVP is fulfilled, and will be done simultaneously while testing out the MVP.</p>
	Impact on Risk	<p>The proposed change may add or bring in new risks to be considered.</p> <ul style="list-style-type: none">Location accuracy is important; similar or overlapping names of areas/counties/cities may increase risk of false matches.The feature need to be available across all versions of the product, and to be compatible with different devices.It will need permission from users to share location, and this location needs to be secure, not be shared or leaked in case of information breach.
	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>
	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 - \$20,0001 Software Engineer - \$20,000