



## **LABORATORY 2**

**Submitted in partial fulfillment of the requirements  
of the course**

### **SOFE 3490U SOFTWARE PROJECT MANAGEMENT**

**by**

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## Introduction

As a group of software project managers, we have chosen to create an application to manage a pharmacy's clientele because we believe it can bring significant improvements to the way pharmacies operate. The healthcare industry is constantly evolving, and with the rise of technology, pharmacies need to be able to efficiently manage their client data, communicate with clients, and streamline their operations.

The application we are creating addresses several problems that pharmacies face, including the handling of sensitive client data, communication with clients, and the efficient management of client information. Currently, pharmacies rely on manual processes for managing client data, which is time-consuming and increases the risk of errors. The application we are creating aims to automate these processes and ensure that client data is securely stored and easily accessible.

The email blast and SMS features of the application are designed to improve communication between the pharmacy and its clients. Clients will receive timely updates regarding their prescriptions, reducing the chances of missed pickups and improving the overall client experience.

In terms of user management, the application will allow employees to access client data, while admin users will have access to both client and employee data, providing a more centralized and streamlined management process.

In conclusion, as a group, we hope to create an application that streamlines pharmacy operations, improves the management of client data, and enhances communication between the pharmacy and its clients. By doing so, we aim to improve the overall efficiency and client satisfaction of the pharmacy.

## Objectives

Listed below are the project's objectives:

1. **Securely manage and store client data:** Our primary objective is to ensure that the sensitive client data of the pharmacy is securely stored and easily accessible to authorized employees.
2. **Streamline communication with clients:** Our goal is to improve communication between the pharmacy and its clients by implementing email blasts and SMS features for sending prescription updates.
3. **Improve data management:** The application will automate manual processes for managing client data, reducing the risk of errors and increasing efficiency.
4. **Enhance user management:** The application will provide separate sign-in options for employees and admin users, allowing for centralized and streamlined management of client and employee data.
5. **Meet budget constraints:** Our objective is to deliver the project within the budget provided by the investors, without compromising on quality and security.
6. **Ensure data privacy and security:** We will implement strict security measures, such as encryption and access controls, to ensure the privacy and security of client data.
7. **Improve client satisfaction:** Our ultimate goal is to improve the overall efficiency and client satisfaction of the pharmacy by streamlining its operations and improving communication.

## Measure of Success

Listed below are the project's measures of success:

1. **Secure client data management:** Our success will be measured by the number of successful data breaches and the level of encryption used to protect client data.
2. **Improved communication with clients:** We will measure success by tracking the number of email blasts and SMS messages sent, and monitoring client satisfaction with the updated prescription information.
3. **Streamlined data management:** Our success will be measured by the reduction in manual processes, increased data accuracy, and the time saved on data management tasks.
4. **Effective user management:** We will measure success by tracking the number of employees and admin users who have successfully logged into the system and accessed client data.
5. **Budget constraints met:** Our success will be measured by comparing the actual costs of the project against the budget provided by the investors.
6. **Data privacy and security:** Our success will be measured by conducting regular security audits and monitoring any incidents of unauthorized data access.
7. **Improved client satisfaction:** Our ultimate measure of success will be the feedback we receive from clients and the overall improvement in efficiency and client satisfaction.

## Infrastructure

Listed below are the project's infrastructure requirements:

1. **Secure Server:** A secure server with sufficient storage capacity to store and manage client data and other sensitive information.
2. **Database Management System:** A database management system, such as MySQL or PostgreSQL, to store and manage client data.
3. **Communication Platform:** A communication platform, such as Twilio, for sending SMS and email blasts to clients.
4. **User Management System:** A user management system, such as Auth0, to provide secure sign-in options for employees and admin users.