**DMIT 2027 Project Essentials-0A01**

**Project Scope**



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**Umbrella Medical Service Website/Information System:**

As technology proliferates nowadays, more and more people are getting the lifestyle of using various services through the internet, such as ordering food, shopping online, and meeting/learning through various online platforms.

Alberta Health Services has requested an upgrade to an already existing website they have, expanding to an online booking system for the greater part of the Edmonton area. Additionally, they need to include a database with patient information to make this possible. The Umbrella Medical Service aims to provide a management solution for several medical clinics running a less superior service. This designed service will provide a web-based medical service that will display wait times in associated medical clinics, a booking system, contact information regarding the selected medical clinic, and a complete database of patient's information who have previously entered an Alberta Health Services facility. This service will take the digital records that are already in existence and move them into our service, available to any medical clinic running our program.

Alberta Health Services would like to test this project on 10 Clinics within Edmonton. After the first year, they plan to expand to other clinics across the city. By the fourth year of Alberta Health Services using the Umbrella Medical Service, they expect to have every clinic in the province running this service for ease of patients and physicians.

As people move more frequently than they used to, due to work, education, or personal preference, medical clinics experience patients transfer more often than before. With Umbrella Medical Service, our main objective is to make records that can be transferred between facilities. Umbrella Medical Service would give an advantage that can secure individual health service all over the province and the health workers to track and provide better services. Alberta Health Services supporting our web service would mean every medical clinic across the province would have access to the database of patient information.

# Project Deliverables

**Project Deliverable 1:** Database of all clinics across Alberta

**Description:** The patient database serves as the record files and history of the medical company. The database can help the staff find previous records of similar cases or conditions to make diagnosis of illnesses smoother. Stakeholders of this deliverable includes the medical staff of the chosen company. To fill out the database, the medical staff must provide patient history as accurate as possible. Edits to the database can be made with staff approval. The developers will have to program the database to make it easy for the medical staff to access and make changes.

**Acceptance Criteria:** Is it easy for the staff to find information? Are the records and files up to date? Can the information be easily sorted?

**Due Date:** June 1, 2025

**Project Deliverable 2:** Booking and Appointment System

**Description:** The website calendar will include a booking and appointment system so that patients can make and cancel appointments at any time. This can help users make a pre-emptive appointment schedule without needing to call the staff or wait at a certain time of the day. Loggin into the system and verifying their e-mail and heath care number to create an account will be included in our service. Logged-in users can view the schedule of the medical staff on the calendar and see the availability of various times of the day.

**Acceptance Criteria:** Does the calendar update when changes are made? Does the system work and is it error-free? Does the calendar display information properly?

**Due Date:** June 25, 2023

**Project Deliverable 3:** Notification/Verification System

**Description:** The notification system lets users know if their booked appointment has been approved, postponed, or cancelled. With a verification e-mail, they can confirm that they have made the appointment. This allows users to have a flexible schedule and second look on their appointments, and it allows the medical staff know who or when someone books a date on the calendar.

**Acceptance Criteria:** Do users receive the notifications on time? Is the system efficient? Do the notifications go to the right person? Does the calendar notify the medical staff?

**Due Date:** March 25, 2023

**Project Deliverable 4:** Digitizing and Transfer of Records and Documents

**Description:** Before the online database will be complete, there will be mass transfer of records and information from the old computers into the website. Database workers will be responsible for communicating with the medical staff of various clinics to make sure all information are complete and up to date.

**Acceptance Criteria:** Were the information transferred accurate and updated? Has all the information undergone a verification process? Did the database workers successfully transfer everything?

**Due Date:** April 14, 2025

**Project Deliverable 5:** Information Compatibility for all Clinics in Alberta

**Description:** Data transfer between Alberta Health Service Clinics will be simplified, giving access to previous records and conditions of patients across clinics in Alberta.

**Acceptance Criteria:** When a person recently moved to another clinic, will that clinic be able to access the information that the previous clinic has? Does the website display the same information and that there are no inconsistencies?

**Due Date:** October 15, 2024

**Project Deliverable 6:** Contact Information for Clinics across Alberta

**Description:** Along with the complete database for the website, there will be tons of clinics registered. There will be numerous medical staff available to contact from, but users can search contact information by clinic location.

**Acceptance Criteria:** Are all the contact information displayed on the website, correct? Can guests and logged in users find the contact information easily?

**Due Date:** June 25, 2023

# Stakeholder List & Characteristics:

|  |  |  |
| --- | --- | --- |
| **Stakeholder** | **Values/Interests** | **Description** |
| Doctors | Health Care | The professional health care provider who is working For Alberta Health Services. |
| Nurses | Health Care | The professional health care provider who is working For Alberta Health Services. |
| Clerks | Health Care | The individuals who are being responsible for non-medical works, including but not limited to administration, filing, and reception.  Transfer all data and patients' profile from existing media onto the new database framework. |
| AHS | Well-Being of Citizens | Alberta Health Services. |
| Web Developers | Maximize Profits | Develop a website based on the client's needs. |
| Web Designers | Maximize Profits | Design the website based on the client's requirements. |
| Business analyst | Maximize Profits | Guide the business in improving processes, products, services, and software through data analysis. |
| Data technician | Maximize Profits | Responsible for the collection, recording and retrieval of information. |
| Graphic Designers | Maximize Profits | Create visual concepts by hand or by using computer software. Solves specific communication challenges and achieving specific creative outcomes. |
| Project Managers – Allan, Bryan, Qiuchen, Davin | Maximize Profits | Lead role in planning, executing, monitoring, controlling and closing projects. Accountable for the entire project scope, project team, resources, and the success or failure of the project. |

# Scope

* In-scope:

Based on the request of AHS, the Umbrella Medical Service development includes three components for the medical system upgrading: the database management system, the website, and the appointment booking system.

The database management system is designed for the clinic staff, includes doctors, nurses, and non-medical employees who work in the clinic and have access to the patient’s profile. The database management system helps the clinic staff search patients' profiles, track records, book appointments, manage staff work schedules, and communicate with the pharmacies.

The website is designed for public users. Public users may go on the website to get the information they need regarding to their concerns. It will include the 10 clinics that are in the process of system upgrading in the current stage. More clinics will be added into the list as the project moving forward. The website will also contain a feature that public users can send emails to the specific clinic regarding their questions, which would also be a way to create new patient database based on the existing information.

The appointment booking system is designed for both new and existing patients. By creating an account and log in through the website (health care number is required, so all accounts are unique), the patients can make appointments with their doctor in a specified clinic at home or using their cell phones. A notification through email or text message will be sent out to the patient as confirmation. The patients can also see their historical visit record and medication record by logging into their account.

This project is aimed to create a test point for switching the traditional clinic database to the digital management system for the entire province. The high priority users are the personnel who works in the clinic and will be using the system with front-line experience feedback.

* Out-of-scope:

Based on the timeline and budget constraint, the development of mobile-end application will not be the focus in current stage.

The employee training for the provided system will be paid for by AHS. Umbrella Medical Service will provide the manual for all changed and function as instruction, however the training will not be included.

There is the possibility that this project will be running as a long-term project and expanding as a provincial-wide system. However, only ten clinics will be considered in the current stage.

Pharmaceutical firm, pharmacies and prescription medication will not be part of the consideration in this project. Even though there will be medication display in the patient's profile, but the information of it will not be changed due to the implementation of the project.

Insurance companies will not be part of the consideration.

# Assumptions

|  |  |
| --- | --- |
| **#** | **Assumption** |
| **1** | The website is robust and will be able to take the daily traffic. |
| **2** | Everyone will have access to all the needed resources to complete the project. |
| **3** | The project scope will not change throughout the developing period. |
| **4** | All features are functioning properly during testing. |
| **5** | All users have basic technology skills to learn to use the new system. |
| **6** | The funding is adequate for project development. |
| **7** | All stakeholders have acknowledged the development of the project. |
| **8** | The project will complete within the timeline. |

# Milestone Schedule

|  |  |  |
| --- | --- | --- |
| Project Milestone | Description | Expected Date |
| Year 1 Milestones |  |  |
| 1. Website Research and Planning | Time spent on this day is used to research website names and buy web hosting to setup in the following days. | June 1, 2022 |
| 2. Domain Name | Buying a domain name for the website is necessary for people to find and access the website. The domain name must check copyright to make sure it doesn’t infringe others’ rights. | June 3, 2022 |
| 3. Hiring Business Analysts | Business Analysts need to be hired first as they are the liaison between management and developers/designers. | June 6, 2022 |
| 4. Hiring Graphic Designers | Graphic Designers need to be hired to setup the designs of the web pages. | June 16, 2022 |
| 5. Hiring Web Developers | Web Developers are the main people who will code the entire website to make it functional. |  |
| 6. Hiring Database Technicians/Designers | Database Technicians/Designers will be responsible for transferring and validating information from the old computers into the website. | June 23, 2022 |
| 7. Web Hosting Setup | A web hosting account also needs to be bought so that the website can store files and data. Options are shared hosting (less expensive but shared with other websites) and dedicated hosting (private but more expensive). | June 30, 2022 |
| 8. First Meeting with Business Analysts and Database Technicians/Designers | Project Management will meet with Business Analysts and Database Technicians/Designers at this time. | July 8, 2022 |
| 9. Consultation with 5 Clinics | Database Technicians/Designers will meet and consult with the medical staff of said clinics to determine what information will be put into the website. Some information may need to be updated, discarded, etc. | July 20, 2022 |
| 10. First Meeting with the Developers and Designers | After hiring the required amount of web developers and designers, there will be a meeting to explain and discuss what the developers and designers need to be doing. | August 10, 2022 |
| 11. Web Page: Homepage Completion | The homepage is the main page of the website so it will need to be finished before all the other pages. | September 15, 2022 |
| 12. Web Page: Calendar Completion | The calendar can be viewed by everyone. The calendar provides announcements and information on business hours and upcoming events. | October 5, 2022 |
| 14. Quarterly Bug Testing and Certification (Fall) | First stage of testing to see if the website functions as expected. The medical staff will need to consult with Business Analysts to ensure that the website is user-friendly. | October 15, 2022 |
| 15. Second Meeting with Business Analysts and Database Technicians/Designers | Second meeting with business analysts to checkup client feedback and make sure that everything has been going well with the transfers. | October 27, 2022 |
| 16. Second Meeting with the Developers and Designers | Second meeting with the developers and designers to discuss plans for the user login system and | November 10, 2022 |
| 17. User Login System Completion | Website will have a user login system for the medical staff to access the current status of their patients. Patients can log in to check the status of their appointments. | December 10, 2022 |
| 18. Quarterly Bug Testing and Certification (Winter) | Second stage of testing to see if the user login works and if the medical staff of various clinics can access them with ease. | December 15, 2022 |
| Year 2 Milestones |  |  |
| 1. Consultation with another 5 Clinics | Database Technicians/Designers will meet and consult with the medical staff of said clinics to determine what information will be put into the website. Some information may need to be updated, discarded, etc. | January 15, 2023 |
| 2. Third Meeting with Developers and Designers | Third meeting to discuss plans for the next features that need to be implemented on the website. | January 28, 2023 |
| 3. Third Meeting with Business Analysts and Database Technicians and Designers | Third meeting with the Business Analysts and Database workers to ensure that progress has been going well with dealing more clinic medical staffs. | February 12, 2023 |
| 4. Account Management and Notification System | Users need to be able to access and manage their accounts on the website. They should be able to receive notifications from the calendar appointments. | March 25, 2023 |
| 5. Website Analytics Program | This is an important feature that needs to be added to the website so that the page performance can be monitored. | April 14, 2023 |
| 6. Quarterly Bug Testing and Certification (Spring) | A quarterly testing period to make sure that the website works and needs approval from the clients before the development phases continue. | April 27, 2023 |
| 7. Fourth Meeting: Business Analysts and Database workers | Another meeting with Analysts and Database workers to check on progress with clients and discuss the plans for another 5 various clinics. | May 6, 2023 |
| 8. Consultation with another 5 Clinics | Database Technicians/Designers will meet and consult with the medical staff of said clinics to determine what information will be put into the website. Some information may need to be updated, discarded, etc. | May 18, 2023 |
| 9. Fourth Meeting: Developers and Designers | Another meeting with developers and designers to discuss plans on the next implementation of the booking and appointment system. | May 28, 2023 |
| 10. Booking, Appointment, and Contact System Completion | Developers and designers will work towards and polish the booking and appointment system of the website. This includes contact information of all clinics registered at this point. More will be added as developers and designers polish and update the website. | June 25,2023 |
| 11. Publishing | After the website has been tested and make sure it works on both web and mobile browsers, the last step is to publish the website and make it go live. | July 14, 2023 |
| 12. Quarterly Bug Testing and Certification (Summer) | A quarterly testing period to make sure that the website works and needs approval from the clients before the development phases continue. | July 28, 2023 |
| 13. Fifth Meeting: Business Analysts and Database workers | Another meeting with the analysts and database workers to discuss plans for the next transfer of data for more clinics in Alberta. | August 28, 2023 |
| 14. Consultation with more clinics in Alberta | Database Technicians/Designers will meet and consult with more medical staff of clinics in Alberta to determine what information will be put into the website. Some information may need to be updated, discarded, etc. | August 15, 2023 |
| 15. Quarterly Bug Testing and Certification (Fall) | A quarterly testing period to make sure that the website works and needs approval from the clients before the development phases continue. | September 17, 2023 |
| 16. Website Polishing and Bug Fixing | As more data and clinics are registered, the website will be in the phase of polishing to make sure the site is in the best condition possible. Developers and designers will have one entire month to do this. | October 27, 2023 |
| 17. Sixth Meeting: Business Analysts and Database workers | Another meeting with the analysts and database workers to discuss plans for the next transfer of data for more clinics in Alberta. | November 10, 2023 |
| 18. Consultation with more clinics in Alberta | Database Technicians/Designers will meet and consult with more medical staff of clinics in Alberta to determine what information will be put into the website. Some information may need to be updated, discarded, etc. | November 25, 2023 |
| 19. Quarterly Bug Testing and Certification (Winter) | A quarterly testing period to make sure that the website works and needs approval from the clients before the development phases continue. | December 15, 2023 |
| Year 3 Milestones |  |  |
| 1. Website Polishing and Bug Fixing | As more data and clinics are registered, the website will be in the phase of polishing to make sure the site is in the best condition possible. Developers and designers will have one entire month to do this. | January 15, 2024 |
| 2. Seventh Meeting: Business Analysts and Database workers | Another meeting with the analysts and database workers to discuss plans for the next transfer of data for more clinics in Alberta. | January 27, 2024 |
| 3. Consultation with more clinics in Alberta | Database Technicians/Designers will meet and consult with more medical staff of clinics in Alberta to determine what information will be put into the website. Some information may need to be updated, discarded, etc. | February 16, 2024 |
| 3. Fifth Meeting: Web Developers and Designers | Another meeting with developers and designers to discuss plans on the website as the database and number of clinics registered grows. | March 20, 2024 |
| 4. Quarterly Bug Testing and Certification (Spring) | A quarterly testing period to make sure that the website works and needs approval from the clients before the development phases continue. | April 28, 2024 |
| 5. Website Polishing and Bug Fixing | As more data and clinics are registered, the website will be in the phase of polishing to make sure the site is in the best condition possible. Developers and designers will have one entire month to do this. | May 7, 2024 |
| 6. Eighth Meeting: Business Analysts and Database workers | Another meeting with the analysts and database workers to discuss plans for the next transfer of data for more clinics in Alberta. | May 26, 2024 |
| 7. Consultation with more clinics in Alberta | Database Technicians/Designers will meet and consult with more medical staff of clinics in Alberta to determine what information will be put into the website. Some information may need to be updated, discarded, etc. | June 20, 2024 |
| 8. Sixth Meeting: Web Developers and Designers | Another meeting with developers and designers to discuss plans on the website as the database and number of clinics registered grows. | July 28, 2024 |
| 9. Quarterly Bug Testing and Certification (Summer) | A quarterly testing period to make sure that the website works and needs approval from the clients before the development phases continue. | August 12, 2024 |
| 10. Website Polishing and Bug Fixing | As more data and clinics are registered, the website will be in the phase of polishing to make sure the site is in the best condition possible. Developers and designers will have a lot of time to do this. | September 4, 2024 |
| 11. Ninth Meeting: Business Analysts and Database workers | Another meeting with the analysts and database workers to discuss plans for the next transfer of data for more clinics in Alberta. | September 28, 2024 |
| 12. Quarterly Bug Testing and Certification (Fall) | A quarterly testing period to make sure that the website works and needs approval from the clients before the development phases continue. | October 7, 2024 |
| 12. Consultation with more clinics in Alberta | Database Technicians/Designers will meet and consult with more medical staff of clinics in Alberta to determine what information will be put into the website. Some information may need to be updated, discarded, etc. | October 15, 2024 |
| 13. Seventh Meeting: Web Developers and Designers | Another meeting with developers and designers to discuss plans on the website as the database and number of clinics registered grows. | November 17, 2024 |
| 14. Quarterly Bug Testing and Certification (Winter) | A quarterly testing period to make sure that the website works and needs approval from the clients before the development phases continue. | December 12, 2024 |
| Year 4 Milestones |  |  |
| 1. Website Polishing and Bug Fixing | As more data and clinics are registered, the website will be in the phase of polishing to make sure the site is in the best condition possible. Developers and designers will have lots of time to do this. | January 18, 2025 |
| 2. Final Meeting: Business Analysts and Database workers | Another meeting with the analysts and database workers to discuss plans for the next transfer of data for more clinics in Alberta. | February 12, 2025 |
| 3. Final Meeting: Web Developers and Designers | Another meeting with developers and designers to discuss plans on the website as the database and number of clinics registered grows. | March 16, 2025 |
| 4. Quarterly Bug Testing and Certification (Spring) | A quarterly testing period to make sure that the website works and needs approval from the clients before the development phases continue. | April 14, 2025 |
| 5. Final Website Polishing and Bug Fixing | As more data and clinics are registered, the website will be in the phase of polishing to make sure the site is in the best condition possible. Developers and designers will have one entire month to do this. | May 24, 2024 |
| 6. Complete Alberta Clinic Database | By the end of the fourth year, all clinics in Alberta will have a complete database of records and information. | June 1, 2025 |

# Constraints and Dependencies

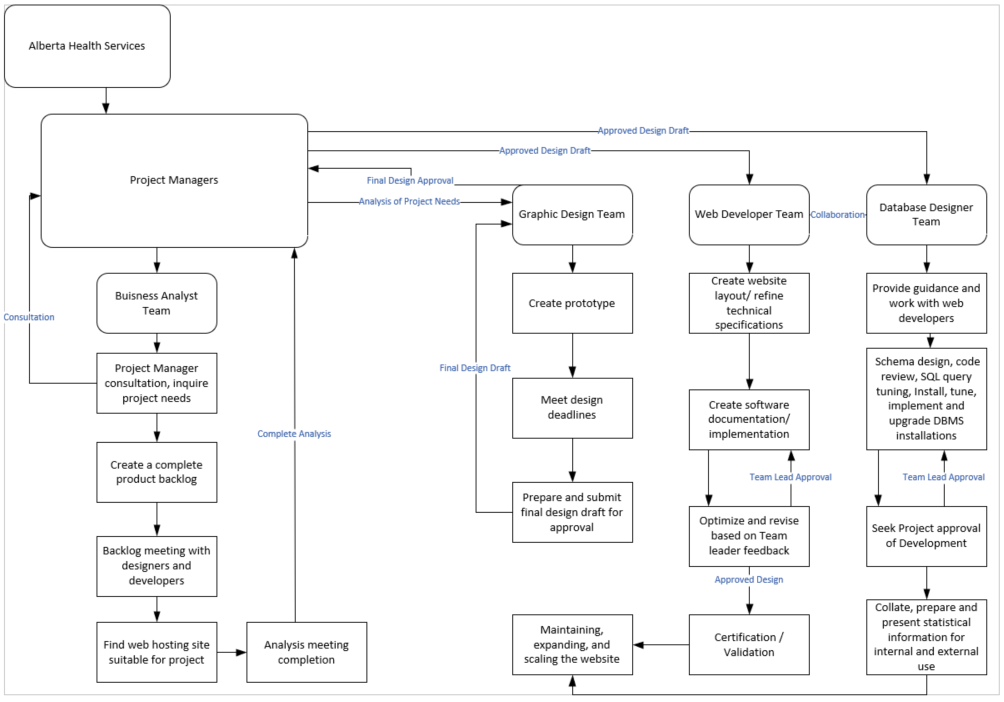
Constraints:

* The website service won’t have all its planned features and pages until the end of the second year of development.
* There will not be a mobile-end application being developed in this project.
* Web developers and designers will not be available right away to start working on the website.
* Developers and designers must meet the fixed schedule of deadlines for website features such as calendar and user systems.
* Website features are fixed and already planned from the beginning of the website’s development.

Dependencies:

* The website may not be user-friendly to all clinics once it’s published.
* A mobile app will only be developed if the website is proven successful and there are enough time and resources for it.
* Developers, designers, database workers, and business analysts may or may not be able to attend all meetings due to having various schedule times.
* Fixed deadlines may or may not give the developers and designers enough time to finish the feature or task.
* Additional website features could be added but not until the basic and planned features are implemented first. Also, there needs to be enough time and resource to add them on the schedule.

Project Flowchart



# Risk Management

The first risk to the Umbrella Medical Webservice development is the 10% chance that the underestimation of the time and resources, the impact of this would result in a delay to the deployment of the service or worse would result in additional costs. To mitigate this, we will properly communicate with our stakeholders and business analysts to rank the priority of the features in the PBIs.

Second is the possibility of an inaccurate project price and estimation from an agency we have chosen, the probability of this happening would be around the 30-40% range. This will also result in delays and additional costs. Having too many stake holders wanting to add more features to the webservice is another risk, although it is a 10-15% probability and low impact. To mitigate that we have made clear boundaries and constraints.

Risk number three is a 3rd party program integration which is a mere 10-15% probability that will have a significant impact through conflicts in the websites coding, we have made a clear boundry with researching which programs will integrate well with the website's framework.

Our last risk is the staff being unable to use the new system is 30-40% possibility with a low impact. A mitigation plan for this is with proper training from the development team for users of the new online system.

**Project Risks:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Description** | **Probability** | **Impact** | **Mitigation Plan** |
| **1** | Underestimation of the time / resource | 10% | HIGH | Communicate with stakeholders to rank the priority of the feature in the PBIs. The ones on the top will be developed first. |
| **2** | Inaccurate project price and time estimation by agency | 30-40% | HIGH | Create a clear budget, draw clear boundaries for a deadline. Select a reputable agency to create the webservice to complete it in an ideal time frame. |
| **3** | Too many stakeholders wanting to add more features. | 10-15% | LOW | Make clear boundary and constraints. Clearly identify the scope during development meeting. |
| **4** | 3rdparty program integration | 10-15% | HIGH | Make a clear boundry as to which programs will function with the website. |
| **5** | The staff is unable to use the new system | 30-40% | LOW | The development team shall provide proper training for the users. |

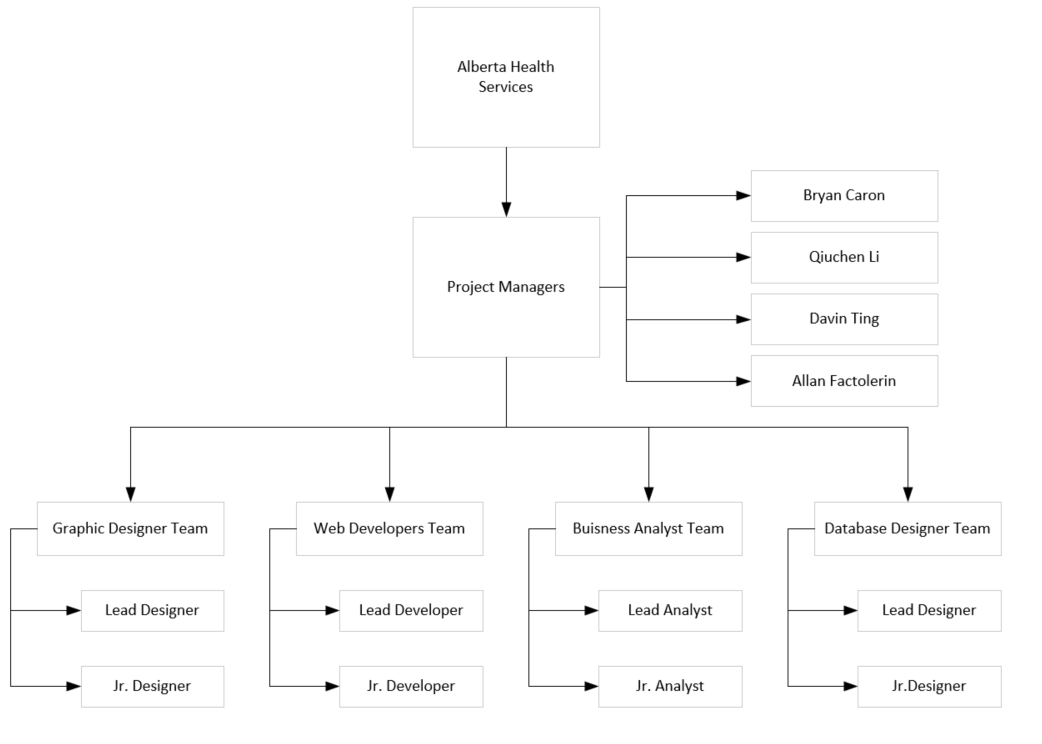
# Financial Management

Website Development Cost:

To complete the webservice, the entire cost of all the services needed is approximately $78000. We will be providing the Umbrella Medical Service to the many Medicenter’s in Edmonton as per AHS’s request.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Phase/ Cost Category** | **Estimated Cost by Fiscal Year** | | | |
|  |  |  |  |
| **Quarterly** | **Quarterly** | **Quarterly** | **Quarterly** |
| **Phase 1 – Business Analyst** |  |  |  |  |
| salary/cost | $35/hour - 150-200hours | $0 | $0 | $0 |
| Professional Services | Evaluate business processes and make improvements |  |  |  |
| O&M | None | None | None | None |
| **Phase 2 – Graphic Design** |  |  |  |  |
| Salary/Cost | $35/hour -  150-200hours | $0 | $0 | $0 |
| Professional Services | Web Designer to develop a design for our client. | None | None | None |
| O&M | None | None | None | None |
| **Phase 3 – Web Development** |  |  |  |  |
| Salary/Cost | $75/hour – 150-200hours | $75/hour  40hrs | $75/hour  40hrs | $75/hour  40hrs |
| Professional Services | Initial Website development | Website Maintenance and Updates | Website Maintenance and Updates | Website Maintenance and Updates |
| O&M | Monthly Maintenance | Quarterly  Update | Quarterly Update | Quarterly  Update |
| **Phase 4 – Database** |  |  |  |  |
| Salary | $75/hour – 300-400hours | $75/hours - 40hrs | $75/hours - 40hrs | $75/hours - 40hrs |
| Professional Services | Database Development | Database Development | Database Development | Database Development |
| O&M | Working with Developer | Maintaining and updating Database | Maintaining and updating Database | Maintaining and updating Database |
| **Phase 5 –Web Hosting/Domain** |  |  |  |  |
| Salary/Cost | $227.88/Year | $227.88/Year | $227.88/Year | $227.88/Year |
| Professional Services | Web Hosting Company | Web Hosting Company | Web Hosting Company | Web Hosting Company |
| O&M | None | None | None | None |

# Organizational Chart



List of References:

1 Absolute Beginner’s Guide to Project Management, 2nd Edition, 2009, Gregory M. Horine,

# Top 10 Website Project Risk Factors, March 23, 2015, Ross

<https://www.itomic.com.au/top-10-website-project-risk-factors/>

Graphic Designer Refrence

<https://www.google.com/search?rlz=1C1CHZN_enCA935CA935&sxsrf=ALeKk02v5tMkm_gQFw18CjKsICXFXt2vbg:1614812475448&ei=OxVAYI_lGo-y0PEP4pe72AE&q=graphic+Designer+jobs&oq=graphic+Designer+jobs&gs_lcp=Cgdnd3Mtd2l6EAMyAggAMgoIABCxAxDJAxBDMgIIADICCAAyAggAMgIIADICCAAyAggAMgIIADICCAA6BwgjELADECc6BwgAEEcQsAM6BQgAEJIDOgcIABCxAxBDOgQIABBDUPAWWKkcYK4eaAFwAngAgAGzAYgBmwSSAQM1LjGYAQCgAQGqAQdnd3Mtd2l6yAEJwAEB&sclient=gws-wiz&uact=5&ibp=htl;jobs&sa=X&ved=2ahUKEwi4srGinZXvAhWUKn0KHdptATgQkd0GMAF6BAgvEAE#fpstate=tldetail&htivrt=jobs&htiq=graphic+Designer+jobs&htidocid=WVmIgl6cmdVEwj7SAAAAAA%3D%3D>

Web dev

<https://www.thebalancecareers.com/web-developer-job-description-salary-and-skills-2061841>

Business Analyst Role References:

<https://ca.indeed.com/cmp/First-Canadian-Financial-Group/jobs?jk=780a7174275c3311&start=0&clearPrefilter=1&from=acme-wonder>

Data tech

<https://www.greatsampleresume.com/job-responsibilities/statistics/data-technician>