

# 11/01/2018

Wednesday, 13 December 2017 7:35 PM

- Was contacted by Narges Zolfaghari, a GP, with the request to create a software solution to keep track of her clients, their visits to the practice, and document their visits with images and text. This interaction was face-to-face.
- Had a meeting with the client, outlining the problem and the solution. A audio file of the file can be found below:



Software  
Definition...



Software  
Definition...

14/01/2018

Sunday, 14 January 2018 2:06 PM

- Contacted the client asking for a list of the fields of information they would like attached to each client

### Information Regarding the Patient Database Solution



Eilia Keyhanee

2:05 PM

To: zolfagharinarges@gmail.com

Hello Dr Zolfaghari,

I was just contacting you in regards to the Patient Database software solution you requested. I was wondering if I could have a list of the fields of information you would like attached to each patient.

Eg:

-Name

-Address

-Phone number

Etc...

Thank you,

-Eilia

Sent from [Mail](#) for Windows 10



16/01/2018

Tuesday, 16 January 2018 11:55 AM

- Client replied to my earlier email with the requested information

**Re: Information Regarding the Patient Database Solution**



Narges Zolfaghari

14/01/2018 3:33 PM

To: Eilia Keyhaneh

Hi Eilia,

Thank you for your email. We usually need the following information:

Name, Family name, date of birth, gender

Postal address and residential address, phone number

occupation, and if the patient is aboriginal or torret strait islander

medicare number and health care number

emergency contact number

Please do not hesitate to contact me if you needed any further information about this.

Regards, Narges

# 21/01/2018

Sunday, 21 January 2018 6:47 PM

## Face-To-Face interaction:

- Client requested that the solution be named: "NargesLogs", during a face-to-face interaction.
- This name is based on the Client's name (Narges Zolfaghari)

22/01/2018

Monday, 22 January 2018 3:25 PM

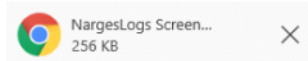
- Emailed the client with the screen designs / storyboards
- Also asked about colour scheme

From: Eilia.key@hotmail.com

To: [zolfagharinarges@gmail.com](mailto:zolfagharinarges@gmail.com) 

~~Subject:~~ NargesLogs' Screen Designs

Attachments



Hello Dr ~~zolfaghar~~ [Zolfaghari](#),

I have created some screen designs of the solution, implementing your earlier email regarding the fields of information required in the solution. I have also added some extra fields of information. The colour scheme in these designs is not by any means final, if you have any requests on the colour scheme you would like, please let me know in an email. Furthermore, if you have any objections, questions, or requests regarding the screen designs, please let me know.

I have attached the designs as both a ~~png~~ [png](#) file, as well as a html file that will take you to the website in which they were made, where you can get a higher resolution view of the image.

Thank you for your time,  
-Eilia Keyhanee

Sent from [Mail](#) for Windows 10

02/02/2018

Sunday, 4 February 2018 8:48 PM

- Contacted the client with screenshots of the UI
- Asked for feedback as well as a colour scheme

From: Eilia.key@hotmail.com



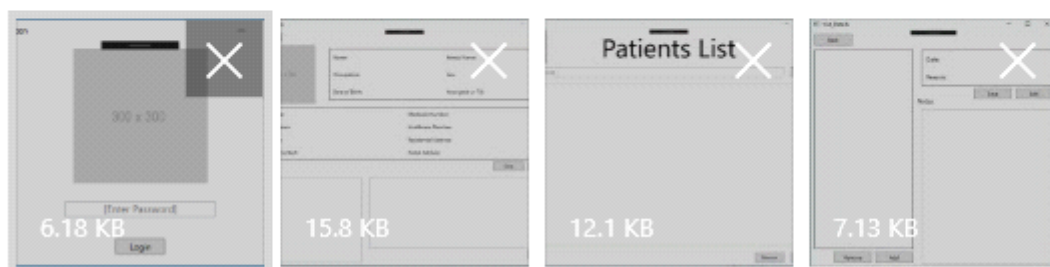
To: zolfagharinarges@gmail.com;



Cc & Bcc

User Interface for NargesLogs

#### Attachments



Hello Dr Zolfaghari,

I have completed the development of the User Interface for the project, while it is not yet animated or coloured, I would appreciate some feedback on what you would like to see in the user interface, as well as the colours you would like in this application. I have attached some screenshots of the current version of the UI to this email.

NOTE: In the current version of the UI, all graphics have a substitute image that says 300 x 300, this will be changed into something like what was displayed in the designs further into the development cycle. Furthermore, no patients or patient data has been added to the application, the ability to do this will be created later in the development cycle.

Thank you for your time,  
-Eilia Keyhaneh

Sent from [Mail](#) for Windows 10

# 03/02/3028

Tuesday, 13 March 2018 8:41 PM

## Face-To-Face Interaction:

- Client asked for the colour scheme to be blue.
- Client liked UI and said will ask for changes if she sees the need later.

20/03/2018

Tuesday, 20 March 2018 10:30 PM

- Asked the client on feedback regarding colour scheme, images, and new Logo

From: Eilia.key@hotmail.com

To: zolfagharinarges@gmail.com;

Completed implementing your requested colour scheme

Hello Dr Zolfaghari,

After halting the development of your project due to exams, I have restarted the development process. I have implemented the colour scheme you requested in our face-to-face communication, created and implemented some graphics for the program, and created a new logo as there were issues of copyright with the last one. Here are the screenshots of the program so far, I would appreciate some feedback.

Thank you,  
-Eilia Keyhanee





21/03/2018

Wednesday, 21 March 2018 9:40 PM

- Received an email from client:

**Re: Completed implementing your requested colour scheme**



Narges Zolfaghari <zolfagharinarges@gmail.com>

9:12 PM



To: Eilia Keyhaneh

Dear Eilia,

Thank you so much for your efforts. I like the user interface, it is so impressive.

I would appreciate if it would be possible that we have a meeting before you finalise the project, when it is still possible to make some practical changes if needed.

Many thanks,

Regards, Narges

Sent from my iPhone

- Client is pleased with UI
- Client wants to have an extra meeting before I begin finalization.
- Responded to the client accepting meeting:

From: Eilia.key@hotmail.com



To: [Narges Zolfaghari](#);

 [Cc & Bcc](#)

RE: Completed implementing your requested colour scheme

Hello Dr [Zolfaghari](#),

We absolutely may have a meeting before I begin the finalization process. I will be sure to inform you when the development process is approaching this stage so that you may arrange a convenient time for meeting up.

Thank you,

-Eilia Keyhaneh

Sent from [Mail](#) for Windows 10

# 25/03/2018

Sunday, 25 March 2018 8:17 PM

## Face-To-Face Communication:

- Client said they did not want the patient notes to be there as the visit notes would suffice.
- Client had some questions about how things would work.
- Client was impressed by UI.

# 26/03/2018

Monday, 26 March 2018 8:17 PM

- Had a discussion with Mr Stanuga regarding a 'Home Page' for the program, as having the list of patients as the home page may cause a privacy issue.

## Face-to-Face Communication:

- Asked the client about this issue.
- Client clarified that while their company policy is to lock computers before leaving them, and patients don't look at computers while they are being operated, it would be better if there was a proper home page.

26/04/2018

Thursday, 26 April 2018 7:42 PM

- During the less client involved parts of the development cycle, I decided to send monthly updates.

From: Eilia.key@hotmail.com



To: zolfagharinarges@gmail.com;

 Cc & Bcc

### Monthly Update on Solution Development

Hello Dr Zolfaghari,

I decided that it would be appropriate to send you monthly updates of the development process when working on the less client involved parts of the project, so that you may remain aware of the general state of the project.

During the last month I had been occupied with other school work. However, I have made significant progress in the project:

- I further polished the user interface by adding more streamlined features such as a consistent window size and fixed windows.
- I created a database for the application.
- I began working on a server to host the database, and made significant progress with the fundamentals of the server.

In the following month, as the external obstacles on development have been cleared, I will continue to further the project at a fast pace.

Thank you,

-Eilia Keyhane

Sent from [Mail](#) for Windows 10

27/04/2018

Friday, 27 April 2018 10:06 PM

- Received a reply from client:

To: Eilia Keyhane

Dear Eilia,  
Thank you for your email and all your job.  
Regards, Narges

Sent from my iPhone

26/05/2018

Saturday, 26 May 2018 11:15 PM

- Sent the client the monthly development update

From: Eilia.key@hotmail.com

To: [zolfagharinarges@gmail.com](mailto:zolfagharinarges@gmail.com);

 [Cc & Bcc](#)

### Monthly Update on ~~NargesLogs~~

Hello Dr ~~Zolfaghari~~,

This month I have made great progress in the development cycle. Here is a list of the new features created this month:

- Created sending, receiving, hosting, and more functions for the server.
- Created a "Ping" system which allows for timed communication between the server and the client.
- Created a loading feature for the client which loads all patients into the list in the "Patients List" window. The list displays:
  - Patient Ids
  - Patient names
  - Patient Ages
  - Patient's last condition
- Created the ability to click on patient entries and view them with more detail.
- Created a system of temporary folders and special naming to allow the client to store files temporarily on their local machine.
- Created the ability to add patients.
- Created the ability to add patient images.
- Created a working list of visits for each patient. The list displays:
  - Visit Date
  - Visit Reason
  - The number of images uploaded to that visit
- Created the ability to click on visit entries and view them in more detail. Including previously uploaded images and notes.

The progress this month has evidently been much greater than last month. This is most likely due to the fact that mid yearly exams are finished and I can focus on completing this project. I expect to make much more progress in the coming month, I expect the "build" section of the development cycle will be complete, and that I will be approaching the final stages of development in my next monthly update.

Thank you,  
-Eilia Keyhanee

Sent from [Mail](#) for Windows 10

20/06/2018

Wednesday, 20 June 2018 10:15 PM

- Emailed the client to let her know all functionality was complete and that I would now be polishing the application.

To: zolfaghari@gmail.com

Hi Dr Zolfaghari,

I am emailing you to inform you that the building of the functions of the application is now complete. This means that all parts of the software solution are now complete and functional. However, the development remains in the stage of 'Build' as I am currently going through the process of polishing the application. This means that I am working towards removing minor bugs and increasing the user interface feedback etc...

Nevertheless, this is a major milestone in the development process and I thought it would be appropriate to inform you of this progress. Thank you for your patience!

-Eilia Keyhaneh

Sent from [Mail](#) for Windows 10

26/06/2018

Tuesday, 26 June 2018 9:36 PM

- Emailed the client with a monthly update

## Monthly Update



Eilia Keyhanee <Eilia.key@hotmail.com>

Tue 26/06/2018, 9:31 PM  
zolfagharinarges@gmail.com; ✉



Hello Dr Zolfaghari,

As anticipated, this month we progressed a great deal into the build section of development. In fact, as of tomorrow, I expect this section of the development to be complete and by the 28<sup>th</sup>, I expect to be beginning the 'testing' phase of development. During this month, we achieved the milestone of completing all user functions, and the milestone of completing all server functionality including password protection and custom encryption. Here is a list of achievements since the last monthly update:

- Created patient editing and removing function.
- Created a visit adding function.
- Completed the loading function for visit images.
- Completed note taking function.
- Began a massive initiative to address all critical errors within the application
  - Recreated server structure to address:
    - Crashes when the user re-enters the patients list
    - The inability to change profile images.
    - Seemingly random disconnections.
  - Changed the method of reading and writing files to address loose ends and stop "permission" crashes.
  - Fixed issue of conflicting threads.
  - Created numerous error catches for when the user behaves unexpectedly. (There were a large number of error catches, if you would like more info please email me back)
- Began using changing cursors to give user feedback.
- Used threading to create a more user-friendly form of loading. (Removed blank windows and frozen functions)
- Upgraded the visit image loading function to only load relevant images, greatly decreasing load times.
- Made improvements to the remove buttons to make them address all data tied to the removed record.
- Made image uploading instant instead of dependant on the user pressing back.
- Created remove function for individual visit images.
- Re-formatted the way images load to make them selectable and more visually appealing. (With margins and a scroll wheel for browsing images)
- Created a function that allows the user to save an image anywhere on their computer.
- Created cleaning functions for when the program closes.
- Created a drag and drop feature for uploading images.
- Created a searching feature for patients.
- Created sorting functions, to sort by: ID, Name, Age, Sex, Number of visits, latest condition.
- Added a feature which automatically loads today's date into the date box when adding a new visit.
- Created "Network Settings" window which allow the user to change the specifications of the server they wish to connect to.
- Created Encryption, Decryption, password protection, and automatic back-up system for server.
- Created simultaneous input and output functionality for server console.
- Created 'help', 'terminate', and 'safeclose' commands for server.

A small number of other things need to be addressed, but progress has been steep. Thank you for your patience, and I look forward to informing you when the project moves on to the 'testing' phase.

-Eilia Keyhanee

Sent from [Mail](#) for Windows 10



# 05/07/2018

Thursday, 5 July 2018 8:50 PM

## Face-to-face communication:

- Asked client about going to their workplace, using real-world data, and having her conduct the testing in order to test the entire system, including environment, data, personnel etc...
- Client said that they would be available for testing the software.
- Client said that their workplace and work laptop would be available.
- Client said that while real-world data such as patient images and visit images could be used, mock information would have to be entered in order to protect patient privacy.
- I thanked the client and set-up a meeting for next Friday.

9/08/2018

Thursday, 9 August 2018 8:46 PM

- Contacted the client to let them know the testing phase has been complete:

From: Eilia.key@hotmail.com



To: [zolfagharinarges@gmail.com](mailto:zolfagharinarges@gmail.com);

Cc & Bcc

The testing phase of the application is complete

Hello Dr [Zolfaghari](#),

The testing of your solution has been complete and the solution now exists in a stable and reliable state. As requested, we may hold a familiarization and User Acceptance session when it is convenient for you.

- As we approach the due date of the project, we have only a few final tasks to complete before presenting you with the solution:
  - A user acceptance meeting must be held.
  - Final edits must be made based on your feedback.
  - User documentation such as a user manual and instructional video must be created.
  - The application code must be cleaned up to allow for better maintainability.
  - An installer must be created and presented to you on a disc.

Thank you for your patience.

-Eilia Keyhanee

Sent from [Mail](#) for Windows 10

10/08/2018

Saturday, 11 August 2018 6:54 PM

- Had a face-to-face encounter with the client in which the User Acceptance meeting was outlined.

30/08/2018

Thursday, 30 August 2018 6:49 PM

- Emailed the client regarding project completion and presentation.

### Project Completion



Eilia Keyhanee <Eilia.key@hotmail.com>

6:48 PM



To: zolfaghari@gmail.com

Hi Dr Zolfaghari,

It is my pleasure to let you know that following our user acceptance meeting, the user documentation has been complete, some final edits have been made, and a deployment package is now available.

As we approach the deadline, it is my pleasure to inform you that the project will be delivered in full without delay. As agreed upon, I can visit your workplace on Friday the 31<sup>st</sup> of August to present the solution to you.

It has been an honour doing business with you and I sincerely hope to continue business later.

-Eilia Keyhanee

Sent from [Mail](#) for Windows 10

# 30/08/2018

Thursday, 30 August 2018 9:44 PM

- Due to the client's change of plans, the program had to be presented in an out of work environment.
- The program was presented to the client.