2024-03-08 Client Initial Meeting

Minutes by Zimu

Contents

1 Attendance

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2 Summary

This is the first meeting with the client, Dr Lee. We went through the list of questions we prepared for today, clarified the requirements of the project. Alian and Ellen who planned on attending the meeting couldn't make it. This document will be used on the following monday for their briefing.

3 Topics

3.1 Basic Premise of the APP

- Client has around 10 students (clinicians) who each has 70-100 patients. On average 4 new patients (per student? emailing for clarification) are added every year.

- Clinicians need to be able to regularly notify patients about changing their dental appliances and communicate about stuff like rescheduling appointments.

- They currently do this by calling each other through landline in the dental clinic (yikes), due to not wanting to hand out personal cell numbers.

- They would like an application that accomplishes these requirements with as little technical overhead as possible.

3.2 Functional Requirements

3.2.1 Notification System

Clinicians can create a notification scheme for each patient. These schemes are typically "send a notification at 9am every 7th day", but some may be more complex. Notifications will be sent to each patient at times according to the scheme.

3.2.2 Chat System

Clinicians and patients can message each other sms style within the app.

3.3 Integration with Existing System/Database

- No such thing.

- The clinic uses an enterprise-grade medical database, but the students and their patients are not a part of it. This is why they have to do a lot of the admin work manually.

- In other words, we don't interact with any existing system or database. We don't need to interact with the patients' medical history or similar sensitive data.

3.4 Security

Continuing from the previous point. Dr Lee would like the App to handle only the minimum user data required for the App to function. Details such as encryption method for chat history are not discussed at this point.

3.5 Platform of Choice

3.5.1 Related Requirements

When discussing platform of choice, the client brought up these requirements:

- Client would like to not having to run a server by themselves. No server > we run it for them > they run it

- Client's current upkeep budget for this project is 0.

- Client would like to not incur costs on either patients or clinicians (e.g. sms services with message fees).

3.5.2 Options

Mobile application with P2P communication might be able to satisfy the "no server" requirement. Mobile apps have some other minor pros compared to web (better notification pipeline, for example), but it also brings complications such as Android/iOS build, and our team members have far more experience and expertise with expertise. In any case, the apparent options are:

- Mobile app with P2P communication

  - no server

- better notification
- harder due to P2P instead of server/client
- harder due to android/iOS divide
- harder due to unfamiliar tech stack

- Web app

  - needs a server
  - perhaps worse user experience than mobile app? (Zimu's personal opinion)
  - easier to do across the board

3.6   Conclusions

Information gained from the meeting is enlightening. Some aspects of the app's basic premise were not known until this meeting (users are students who don't access the professional database). Some of the potentially troublesome aspects of the app turned out to be void (system integration and large portions of database security). However, client's requirements on interacting with a server as little as possible made choosing a platform more problematic than expected. It should also be acknowledged that the client isn't fundamentally against servers, he more likely thinks hosting a server is a daunting task. We may convince him with using server by simplifying the server-hosting process. In conclusion, some topics need to be researched in order to make a decision. These topics include:

- Not Serverless

  - What options can we offer the client for hosting a server?
  - What can we do to simplify that process so it feels manageable for a non-tech person?

- Mobile APP

  - How much work is it to learn to write a cross-platform mobile app?
  - How much work is it to build and publish for Android?
  - How much work is it to build and publish for iOS?

- P2P Communication

- How difficult is it to build a p2p communication app?
- How would p2p communication apps be different from a server-client communication app?

- Are there serverless options other than p2p mobile app?

- Others. . . (can't think of anything else right now)

When a in-team decision is made, we'll then need to decide how to communicate with Dr Lee about it, what needs to be explained and what materials need to be prepared.

3.7 Plans for Next Monday Meeting (2024-03-11)

Briefing Alian and Ellen on the meeting with Dr Lee by going through contents of this document. Modify conclusions based on their input. Delegate research and other tasks to each member. Be clear about deliverables for those tasks.