Project Plan

<MyDent Dental Website Enhancement>

Industry Partner	MyDent Dental
Primary Instructor	Anjana Shah
Team Member	Ruslan Makhanov
Team Member	Abbas Said
Team Member	Erdal Ozkaya
Team Member	Oguzhan
Team Member	Raul England Pelenio

Document Revision History

Revision #	Date
1	10/08/2023
2	02/04/2024

Table of Contents

1. Executive Summary

The following describes the project to be executed.

Objective	While we were looking through their site we noticed needed an updated website. Their website currently is outdated and does not look appealing. Hopefully the change in the design of the website will cause there to be more desire for new patients to visit and eventually become a regular patient.
Corporate Goals Addressed	The new website aims to provide a contemporary and visually appealing design, ensuring an improved and enjoyable user experience. User interface elements will be optimized for intuitiveness, promoting easy navigation and engagement.
Planned Start Date	09/18/2023
Planned End Date	03/29/2024

2. Project Approvers, Reviews and Distribution List

Approvers, reviewers, and distribution list

Project Role	Name	E-mail	Date
Backend Developer	Ruslan Makhanov	Ruslan.Makhanov@georgebrown.ca	10/6/2023
Backend Developer	Abbas Said	Abbas.said@georgebrown.ca	10/6/2023
Backend Developer	Erdal Ozkaya	Erdal.Ozkaya@georgebrown.ca	10/6/2023
Web Developer/Content Writer	Raul England Pelenio	RaulEngland.Pelenio@georgebrown.ca	10/6/2023
Web Developer/Content Writer	Oguzhan Burhan	oguzhan.burhan@georgebrown.ca	10/6/2023

3. Scope

In Scope	Out of Scope
Homepage - A welcoming landing page with easy navigation to all parts of the website. - Features high-quality imagery and branding that aligns with the dental office's professional image. - Includes snippets of key information such as office hours, location, and a brief introduction to services.	**E-commerce Functionality** - The project will not include an online store for purchasing dental products or services. - There will be no cart, checkout, or payment processing systems implemented.
Appointment Booking System - An intuitive interface allowing patients to book appointments online. - Calendar integration for real-time availability. - Automated confirmation emails or SMS messages once an appointment is booked.	**Complex Database Functionality** - The website will not support complex database operations like advanced patient data analytics. - It will not integrate with medical record software for the purpose of storing or retrieving detailed patient treatment histories.
About Us - Detailed information about the dental clinic, its history, mission, and values. - Professional profiles of the dental team, including credentials and areas of expertise. - Multimedia elements like images or videos to create a connection with potential patients.	**Language Translation** - The website will be provided in a single language and will not include multi-language support or on-the-fly translation features. - There will be no automated or manual translation services for content.
Contact Page - Comprehensive contact information, including phone numbers, email addresses, and a contact form. - An embedded map for easy location of the clinic. - Links to social media and other online platforms associated with the clinic.	**Integration with Third-Party Systems** - The website will not have the capability to integrate with third-party applications such as insurance providers' systems or external healthcare databases.

Inventory Management System	Mobile App Development
- A backend module for staff to manage dental supplies and equipment inventory. - Capabilities to add, update, and track inventory levels.	- Creating a dedicated mobile application for different platforms (iOS, Android) is not included. - No cross-platform or native mobile app features will be developed as part of this website project.
Staff Scheduling System - A secure platform where administrators can create and modify staff work schedules. - Visibility for all staff members to view their upcoming shifts a - Integration with the appointment system to ensure staff availability aligns with booked appointments.	**Patient Health Records Management** - The system will not store or manage detailed personal health records or treatment histories. - No integration with electronic health record (EHR) systems will be provided.
Login Component for Staff - Secure login portal for staff to access backend systems like inventory and scheduling. - Different access levels based on roles, ensuring staff see only the information relevant to their duties. - Features such as password recovery	**Live Chat Support** - Real-time online customer support chat functionality will not be included. - The project will not encompass chatbot development or live support services.

4. Deliverables

This project will deliver the following.

Deliverable	Description
New Website	The site will include a user-friendly interface, responsive design, and key features such as appointment scheduling, service details, and contact information.
Inventory Management System	This system will allow the clinic to keep track of dental supplies and equipment, manage stock levels, and generate reports
Email Automation System	This system will enable automated email campaigns, appointment reminders, and newsletters
Patient Scheduling System	This system will include an online booking interface, calendar integration, and confirmation notifications

Staff Scheduling System	This system will allow efficient management of staff schedules, including shifts, breaks, and time-off requests

5. Assumptions

This project makes the following assumptions.

Integration with Existing Office Management Software
- Assumes compatibility between the new web app and the dental office's current software for patient management, scheduling, and record-keeping.
- The new system will complement, not replace, the existing workflow and data repositories.

Patient Access to Internet and Devices
- Assumes that the majority of the clinic's patient base has access to reliable internet services and owns devices capable of accessing the web application.
- Assumes patients are sufficiently tech-savvy to navigate the new system with minimal support.

Dental Office Infrastructure
- Assumes the dental office has the necessary hardware and stable internet connectivity to support the web application's functionality without significant additional investment.
- The current network and server can handle the anticipated load from the new website's features.

Staff Training
- Assumes that the dental clinic will allocate time and resources to train staff on how to use the new web app.
- Assumes the existence of personnel within the clinic capable of training others or a budget for external trainers.

Web App Accessibility
- Assumes that the website will be designed to be available 24/7, barring scheduled maintenance or unforeseen outages.
- Assumes the clinic is prepared to handle any technical issues

Feedback for Improvement
- Assumes that both staff and patients will be willing and able to provide feedback on the new system.

Budget Availability
- Assumes that the clinic has secured the necessary budget for the project's duration and any unexpected costs.

Vendor Support
- Assumes that third-party vendors for services such as hosting, security, and email systems will provide reliable and consistent support.

Marketing and Patient Outreach
- Assumes that the clinic will conduct marketing and patient outreach to inform them of the new website and its features.
- Assumes there will be a strategy for introducing the website to new and existing patients to facilitate a smooth transition.

6. Dependencies

The following are the internal and external dependencies that will have to be acknowledged and addressed.

Team Availability (INTERNAL):
- This involves coordinating the schedules of all team members to ensure that everyone is available for necessary project work. It's critical to align team member availability with project milestones and deadlines.

Content Creation (INTERNAL):
- The task of generating the project's content, which could include research, writing, and multimedia production. It requires planning to meet quality standards and deadlines, and it's done within the team.

Technology Infrastructure (INTERNAL):
- Relies on the college's provision of technological resources such as computer labs, software subscriptions, and online platforms. It's about ensuring that the necessary technical tools are accessible when needed.

Academic Schedule (INTERNAL):
- Adherence to the college's academic calendar is essential for timely project completion. This includes aligning project timelines with semester deadlines, exam periods, and breaks.

Peer Collaboration (INTERNAL):
- The extent and effectiveness of working with classmates and peers on the project. This involves communication, division of tasks, and collaborative problem-solving within the team.

Decision-Making Process (EXTERNAL):
- The project may be subject to decisions made by external entities, such as regulatory approvals, partnership agreements, or feedback from industry advisors, which can influence various aspects of the project.

7. Risk Management

Potential Risk	Severity (H/M/L)	Likelihood (H/M/L)	Management Strategy
Technical Issues During Development	H - Technical issues can lead to significant delays and increased costs.	M - Development projects often encounter unexpected technical challenges.	Thorough testing at each stage, involve experienced developers, have a contingency plan for technical glitches. Engage in rigorous requirements analysis to reduce the likelihood of technical mismatches.
Delays in Project Timelines	H - Delays can impact clinic operations	M - Projects can be delayed due to various unforeseen factors	Develop a detailed project schedule with clear milestones and deliverables. Regularly communicate with stakeholders to set realistic expectations and adjust timelines if necessary. Implement an agile methodology, allowing the project to adapt to changes and feedback without significant delays.
Underestimation of Required Resources	M - Can lead to feature cuts	M - Resource needs can often be misjudged in complex projects	Conduct a thorough initial resource estimation with contingency factors for known unknowns. Regularly review resource utilization against the plan to identify and address any discrepancies. Establish clear criteria for prioritizing features and allocate resources accordingly.

Integration Failures with Existing Systems	H - Can cause major functionality issues and user dissatisfaction	M - Often arises due to complex existing systems or lack of documentation	Conduct a detailed analysis of existing systems before design. Plan for adequate testing phases specifically focused on integration.
Data Security Breaches	H - Breaches can lead to loss of patient trust and potential legal repercussions	L - With proper security measures, breaches should be preventable	Implement robust security measures, conduct regular security audits, and ensure compliance with relevant data protection regulations.

8. Communication

Reporting

The following reports will be produced;

Report	Audience	Frequency
Project Status	Project Stakeholders	Monthly
Financial	Project Managers, Finance Team	Monthly

Meetings

The following meetings/communication will be established;

Meeting	Purpose	Attendees	Frequency
Weekly Project Status	Discuss progress, address challenges	Project Team	Weekly
Project Kick-off	Introduce project, discuss goals	Project Team, Stakeholders	One-Time

9. Task Listing (WBS- Work Breakdown Structure)

The following resource proposal template summarizes the resource hours committed to this project, upon final approval of this document.

Reference	Tasks	Duration	Dependency
1.0 PP	**Project Planning:** - Involves assembling the project team to establish communication protocols, define project objectives, assess necessary resources, and identify potential risks, creating a foundational project blueprint that aligns with business needs.	21 days	None
2.0 WD	**Website Development:** - Engages in a systematic development process that includes stakeholder design input, technical infrastructure setup, phased feature implementation, and a strong emphasis on creating a superior user experience.	60 days	1.0 PP
3.0 ISI	**Inventory System Implementation:** - Focuses on capturing specific functional requirements, selecting an appropriate system or vendor, customizing the system to fit existing business processes, and conducting pilot testing to ensure operational compatibility.	15 days	1.0 PP
2.1 MSD	**Marketing Strategy Development:** - Entails crafting a cohesive brand message, analyzing the target market to determine effective outreach strategies, selecting the optimal marketing channels, and setting up success metrics for campaign evaluation.	10 days	2.0 WD
2.2 UT&F	**User Testing and Feedback Incorporation:** - Involves recruiting a representative sample of end-users to test the system, gathering and analyzing feedback, and making iterative enhancements to the product to refine user experience and interface design.	8 days	2.0 WD, 3.0 ISI

10. Gantt Chart

Task	Start Date	Duration	End Date	Dependency	Progress
Project Planning	10/10/2023	21 days	01/11/2023	None	100%
Website Development	12/01/2024	60 days	12/03/2024	1.0 PP	35%
Inventory System Implementation	02/01/2024	15 days	17/01.2024	1.0 PP	60%
Marketing Strategy Development	21/03/2024	10 days	01/04/2024	2.0 WD	0%
User Testing and Feedback Incorporation	13/03/2024	8 days	21/03/2024	2.0 WD, 3.0 ISI	0%

11. Milestones

Major Activity or Milestone	Estimated Milestone Target date	Owner/Reviewer Team Members
Project Planning Completion	10/10/2023	Ruslan Makhanov, Abbas Said.
Website Development Completion	11/01/2023	Erdal Ozkaya, Raul England Pelenio, Oguzhan Burhan
Inventory System Implementation	12/01/2023	Abbas Said, Erdal Ozkaya, Oguzhan Burhan
User Testing and Feedback Incorporation completion	02/01/2024	Abbas Said, Raul England Pelenio, Oguzhan Burhan
Present Website to Stakeholders	04/01/2024	Ruslan Makhanov, Abbas Said, Erdal Ozkaya, Raul England Pelenio, Oguzhan Burhan

12. RAM – Responsibility Assignment Matrix

Task	Abbas Said	Ruslan Makhanov	Erdal Ozkaya	Raul England Pelenio	Oguzhan Burhan
Project Planning (1.0 PP)	P	S	S	S	S
Website Development (2.0 WD)			P	S	P
Inventory System Implementation (3.0 ISI)	S	S	P		P
Marketing Strategy Development (2.1 MSD)				S	P
User Testing and Feedback (2.2 UT&F)	S			S	S
Staff Training				S	S
Present Website to Stakeholders	P	S	S	S	S

"S" stands for support, and "P" stands for Primary where the team member is the lead on that task.

13. Approval

The signatures below indicate their approval of the contents of this document.

Project Role	Name	Signature	Date
Team Member	Ruslan Makhanov	Ruslan Makhanov	10/06/2023
Team Member	Abbas Said	Abbas Said	10/06/2023
Team Member	Erdal Ozkaya	Erdal Ozkaya	10/06/2023
Team Member	Raul England Pelenio	Raul England Pelenio	10/06/2023
Team Member	Oguzhan Burhan	Oguzhan Burhan	10/06/2023