

**Jiadi Li 17205985**

---

## Background

The Healing Paws Veterinary Hospital. This is a specialist animal hospital that treats dogs and cats only. They are moving their current operating procedure from a dated paper-based system to a computerized system.

The new system will allow customers to make appointments for their pets online, and allow employees of Healing Paws to organize, prioritize, and keep track of appointments. Healing Paws has three locations: Beijing, Shanghai and Chengdu.

Additional requirements for the system:

- Cloud-based
- Web-accessible
- Secure
- Reliable
- Language switch

## Goals

The outcomes of the projects will be:

- A pet hospital website that is designed primarily around the user need and behavior, and can perform the basic functionality
- A more user-friendly and usable site architecture is designed and a navigation system
- A robust database and data system, a clear strategy for how to develop and maintain website content on an ongoing basis.
- A homepage that is intuitively designed around user-identified critical tasks

## Scope

The scope of project includes;

- all pages on the library domain ([www.healingpaw15.xyz](http://www.healingpaw15.xyz)) will be subject to review
- exploring options for delivering a mobile version of the website with a mobile application
- Further deployment, testing and maintenance for this website

The scope of project does not include:

- The truly testing data that is used in the real scenario.

## Key Stakeholders

Client	Healing Pawl Veterinary
Sponsor	BDIC college
Project manager	Jiadi Li
Project team members	Arno Oldham, , Sergey Brin, Elon Musk.

## Project Milestones

Project Timeline	When	What	Who
	Mar 2 2020	First meeting- Go over project Charter, clarity	The developing team

Jiadi Li 17205985

		scope and success criteria	
	Mar 15 2020	Draft site goal	Project team
	Mar 22 2020	User interview	UX team
	Mar 29 2020	Critical task brainstorm	Project team
	Apr 2 2020	Persona Development	Project team
	Apr 12 2020	User survey for top 3 site tasks	Arno, UX Team
	Apr 20 2020	Develop navigation	Project Team
	Apr 22 2020	Open card sort with team and user	Arno
	Apr 29 2020	Develop content strategy	Arno
	May 1 2020	Revise web style guide for contributor	Jiadi Li
	May 10 2020	Meet with teams to fill out content	Working group & Web team
	May 20 2020	Check success criteria	Project Team
	May 25 2020	Develop permissions	Project Team
	May 30 2020	Develop training material for user instruction and system detail	Web Team
	June 5 2020	Hard Launch of new website	Deployment team
	June 10 2020	Re-perform user testing to verify completion of project	UX and Team

**Jiadi Li 17205985**

---

[Describe the main project expenses: non-recurring & monthly recurring.]

**Constraints, Assumptions, Risks and Dependencies**

Constraints/	-Team members: We have complete confidence in project team but also realize that the individuals on the team have other demands on their time - Timing of user testing: Getting users to participate in user testing can be conflict.
Assumptions	This project is based on the following assumptions: -The veterinary client is committed to support our developing team.
Risks and Dependencies	-The covid-19 outbreak extremely influences the teamwork. The distance meeting cannot perform regularly, it may impact the development process.

**Approval Signatures**

---

Veterinary Hospital, Project  
Client

---

BDIC College, Project Sponsor

---

JiadiLi, Project Manager