

Background

On 31 December 2019, the Wuhan Municipal Health Commission in Wuhan City, Hubei province, China, reported a cluster of 27 pneumonia cases (including severe cases) of unknown aetiology. By 27 April 2020, all EU/EEA countries and more than 150 countries worldwide are affected, and many EU/EEA countries started to adjust their response measures, such as gradual opening school, small shops and other businesses.

Under this context, healing paws veterinary hospital authorize our team to develop an online order process system for them. This is a specialist animal hospital that only treats dogs and cats. 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.

Goals

1. Using 3 months to develop a website, that includes the basic functionalities for the veterinary hospital. The customer can use the system to create orders and the employees can use it for managing appointments.
2. The website supports several different languages.
3. Both doctors and customers can keep track of the appointment.
4. The appointment messages should be stored in server and ensure the security.
5. The system should be developed in a scalable structure, which is true for various age groups to use.

Scope

The project is aimed at ensuring finishing a reliable, scalable and transparent online order system product.

First of all, the team will analyse tasks and produce minimal required project management documents: estimates, a list of risks and milestone chart based on which we will be able to agree on the final scope and dates for the project.

The veterinary hospital system requires minimal support for Android 10 and is fit for the website visit.

Two detailed documents including system document and user document should be included within the final delivery.

Key Stakeholders

Client	Healing Pawl Veterinary
Sponsor	Jiadi Li
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 Chapter, clarity scope and success criteria	The developing team
	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

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Project Budget

Non-recurring expense	-\$80.000 is required for offering to hardware expense.
Monthly recurring	\$7,000 is required per person-month

Constraints, Assumptions, Risks and Dependencies

Constraints	<ul style="list-style-type: none">-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.- The current circumstance is largely under the pandemic; the members should cooperate online.- Some high-performance machine, such as workstation should be put into our development activities.- Project cost should not go beyond the project budget.
Assumptions	<p>This project is based on the following assumptions:</p> <ul style="list-style-type: none">-The veterinary client is committed to support our developing team.-The member of team should work as the team agreement required.-The member of the team should have all of the required programming skills.-The vendor delivery time should be arranged after the test date.-In the development process, a weekly meeting should be hold as regular.
Risks and Dependencies	<ul style="list-style-type: none">-The covid-19 outbreak extremely influences the teamwork. The distance meeting cannot perform regularly, it may impact the development process.- The team cannot do anything but wait till the Design Approval comes.- The front-end team cannot start their work but wait till the prototype has been finished.- The activities of project team can start only after customer's activity is complete such as the requirement analysis. The development activities is dependent on the customer's activity.

Approval Signatures

Veterinary Hospital, Project Client , Project Client	Jiadi Li, Project Sponsor	Jiadi Li, Project Manager
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