

## Problem Statement

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Your software engineering team has been hired to meet the needs of a client, 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.

The solution must be cloud-based, and work on mobile as well as PCs. Healing Paws main concerns are the following:

- Ability for customers to make appointments for their pets. There are two appointment types: emergency and standard. These will need to be handled by Healing Paws employees accordingly. It should be possible for one customer to make appointments for multiple pets if possible.
- Ability for customers to see the status of their pets for serious cases when required. For instance, surgery date confirmed, surgery complete, pet ready for release, etc.
- Ability for employees to organize, prioritize and keep track of pets in the system
- Ability for customers to ask questions and for employees to answer them.
- The system should have two portals – one for customers and one for employees.

In addition the system should be:

- Cloud-based
- Web-accessible
- Secure
- Reliable
- The ability for users and employees to interface with the new solution in English or Chinese.

For the first beta solution, your team has 12 weeks to implement a solution ready for testing by the customer, Healing Paws. In week 13 you will provide a written report documenting the software you have implemented. The documentation will include technical details of how your team implemented your solution AND include full instructions on how to access and operate the system. There should be two parts to these instructions – customer instructions and employee instructions. In weeks 14 and 15 you will demonstrate your prototype to your customer, Healing Paws.