**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.

**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
* The system development testing should be finished before 2020.07.01,
* The system should be deployed in time.
* Efficiency of staffs can gain considerably increase to 80%
* The system met all the user requirements.

**Scope**   
The scope of project includes;  
**-** all pages on the library domain ([www.healingpawl15.xyz](http://www.healingpawl15.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**

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| --- | --- |
| 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 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 |
|  |  |  |

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

|  |  |
| --- | --- |
| 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**

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| --- | --- |
| 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.  - 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 | This project is based on the following assumptions:  -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 | **-**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**

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| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| Veterinary Hospital, Project Client |  | BDIC College, Project Sponsor |  | JiadiLi, Project Manager |