**Background**  
On 31 December 2019, the Wuhan Municipal Health Commission in Wuhan City, Hubei province, China, reported a cluster of 27 pneumonia cases (including serve cases) of unknown aetiologia. 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 a specialist animal hospital that only treat dos and cats. They moving their current operating procedure from a dated paper-based system to a computerized system. The new system will allow customer to make appointment for their pets online, and allow employees of healing paws to organize, prioritize and keep track of appointments. Healing paws has three location: 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 order 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 analyses tasks and produce minimal required project management document: 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 require minimal support for Android 10 and fit for the website visit.

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

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| Client | Healing Pawl Veterinary |
| Sponsor | Jiadi Li |
| Project manager | Jiadi LI |
| Project team members | Arno Oldham, Sergey Brin, Elon Musk |

**Project Milestones**

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

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| --- | --- |
| 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  , Project Client |  | Jiadi Li, Project Sponsor |  | Jiadi Li, Project Manager |