Problem Case 4

ARHTREX STOREFRONT & WELLNESS

Connor Kristofik, John Halstead, Jonathan Orth, Carter Bradford
ARTHREX 2/23/2023

Problem Case 4 – Arthrex Storefront & Wellness

Project Description: For this project, we are desiring to use a software program to make our customers and employers lives easier, while desiring them to maintain their health and physical activity. We are currently seeking to grow our wellness center and storefront and we desire to be able to manage the day-to-day transactions in the store while also ensuring there is an appropriate class space that exists for each customer and employer at Arthrex.

Project Attributes: This project will consist of …
- The software that is being developed by a 3rd party vendor.
- A proper team to manage and work on this project ranging from managers to analyst.
- Surveys of wellness center and storefront users to see which times are typically busier than others.
- Technology devices such as proper server sites in the building, monitors and some sort of card or PIN for users to use when entering the facilities/buying/using products.

Project Constraints:
- Lack of internet connection for the database server if internet traffic is busy.
- Budget being 250,000$
- Possible delay of technical devices from our 3rd party vendor.
- Arthrex does not want to manage cash for transactions.
- Finding an effective way to manage class to personal trainer relations regarding the bookings.
- During the project, need some way for Arthrex guests to purchase food and/or apparel.
- Employees do not have a way to make purchase directly against payroll.
- System must be aligned with the new database for the new fitness building.

Scope Statement

Project Title: Arthrex Storefront & Wellness   **Date: 2/15/2023**   **Prepared by:** Jonathan Orth
Project Justification: A solution is required to manage day to day transactions at the Apparel Store and Café, as well as to support the ability to manage classes at the wellness center and ensure that appropriate class space exists for employees and guests.
Product Characteristics and Requirements: 1. Arthrex does not want to manage cash for transactions.   2. Guests to the Arthrex campus need a way to purchase food and/or apparel.   3. Employees need a way to make purchases directly with payroll. Use ID Card.   4. A way to effectively manage class and personal trainer bookings. Online interface.   5. System Running on day 1 of Wellness Center Opening   6. Apparel Revenue
Product User Acceptance Criteria: Our acceptance criteria include providing a POS system in time for the opening of the Wellness Center, create a wellness class calendar that will integrate with the POS system and work via mobile and desktop, a system that integrates with the necessary support systems, and to create an efficient and simple application for a streamlined customer experience.
Summary of Project Deliverables   1. Management: WBS, Communication Plan, Stakeholder Registry, Scope Statement, Product Backlog, Scope Management Plan   2. Software: POS, Wellness Calendar, Integration System   3. Staff Training   4. Performance Check: Customer Satisfaction, Fitness Booking Utilization

Scope Management Plan

Project Name: Arthrex Storefront and Wellness
Version: Sprint 1
Author: Carter Bradford, John Halstead, Connor Kristofik, Jonathan Orth
Last-Revision-Date: 02/20/2023

Contents

1. PURPOSE

Purpose is to find a solution to manage day to day transactions at the Apparel Store and Cafe, as well as to support the ability to manage classes at the wellness center and ensure that appropriate class space exists for employees and guests. Also, provide a clear understanding of the development and management of the Arthrex storefront and wellness software system. This document will outline the scope of the project, the roles and responsibilities of the project team, and the procedures for managing scope changes and revisions.

2. DEFINITIONS, ABBREVIATIONS, ACRONYMS

Term	Definition
Application	The software component of the system
Software	An electronic program consisting of algorithms, control logic, data structures, data sets, operating system, user interface. Software may consist of critical and non-critical components and may be used as a part or as an accessory of a medical device to perform pre-defined and approved operations on medical devices. Software may itself be a medical device. Software may be used in the production of a device (e.g., programmable logic controllers used in the manufacturing of equipment.) Software may be used in implementation of the device manufacturer's quality system (e.g., Software that records and maintains the device history record.
SOP	Standard Operating Procedure

3. REFERENCES

- FDA Guidance for the Content of Premarket Submissions for Software Contained in Medical Devices
- Draft Guidance for Industry and Food and Drug Administration Staff Mobile Medical Devices
- FDA 21 CFR Part 820 Quality System Regulation

4. ROLES & RESPONSIBILITIES

This section will outline the roles and responsibilities of the project team. Specific roles and responsibilities will be determined based on the project needs and resources.

Name	Role	Responsibilities
VP of Marketing	Project Sponsor	Primary Sponsor
RonDall Evans	Project Manager	Overview of project and point of contact
Carter Bradford	Leader	Leader
Connor Kristofik	Scheduler/Secretary	Schedule meetings
Entire Group	Presenters	Present
Entire Group	Communicators	Using the forms of communication
Jonathan Orth	Judge	Judge scope changes
Connor Kristofik	Investigator	
John Halstead	Organizer/Coordinator	Organization

5. SCOPE STATEMENT PREPARATION ACTIVITIES

Scope preparation will be done internally with project team members. Work will be divided up between members and will reconvene daily to make sure work aligns with each other.

6. WORK BREAKDOWN STRUCTURE ACTIVITIES

To create the Work Breakdown Structure, the project team member given this job will figure four key points, and break those down into actual deliverables and activities that need to be completed.

7. PRODUCT DELIVERABLES VERIFICATION ACTIVITIES

After each step is completed, they will be sent to a group message board for other project team members to observe and review the work to verify completion.

8. SCOPE CHANGE PROCEDURES

Scope Changes will be drafted into its own document, which will then be judged on the benefits and costs of said change. These will be reviewed by the project judge, and if approved, will be handed over to the organizer for integration.

9. REVISION PROCEDURES

We will draft any document that needs to be created…

By reviewing the document, we can edit the document and see if it needs to be improved in any specific way.

Next, the higher up will go about approving the document so the team can begin acting.

The manager of the project will go and release the project documents.

Since it was released, lastly the team will be able to begin work.

Stakeholder Register for Arthrex Storefront & Wellness

Prepared by: Jonathan Orth   **Date: 2/15/2023**

Name:	Position	Internal / External	Project Role	Team / Project
	Product Owner	Internal	Core Team: IT	Project
	Merchandise Manager	Internal	Business Team: Marketing	Project
	Wellness Manager	Internal	Business Team: Marketing	Project
	Business Analyst	Internal	Core Team: IT	Project
	2 Application Developers	Internal	Core Team: IT	Project
	Enterprise Integrations Analyst	Internal	Core Team: IT	Project
	SAP Developer	Internal	Ad Hoc: IT	Project
	Organizational Training Specialist	Internal	Core Team: IT	Project
	2 SQA Analysts	Internal	Ad Hoc: IT	Project
	Business Analyst	External	External Core Team: Vendor	Project
	Platform Developer	External	External Core Team: Vendor	Project
	Vendor Project Manager	External	External Core Team: Vendor	Project
VP of Marketing	Project Sponsor	Internal	Primary Sponsor	Project

RonDall Evans	Project Manager	Internal	Overview of project and POC	Project
Hulya Julie Yazici	Professor	External		Project
Carter Bradford	Leader	External	Leader	Team
Connor Kristofik	Scheduler/Secretary/Investigator	External	Schedule meetings, researcher	Team
Jonathan Orth	Judge	External	Judge scope changes	Team
John Halstead	Organizer/ Coordinator	External	Organization	Team

Communication Management Plan

Project Name: Problem Case 4 – Arthrex Storefront & Wellness
Version: version-here
Author: Connor Kristofik
Last-Revision-Date: 02/19/2023

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10. PURPOSE

The purpose of this project is to edit the software/database of some sort that has been developed and make sure that it can monitor day to day transactions at the Arthrex Apparel Store and Café. Also, at the Arthrex headquarters in Naples, FL, they have a wellness center. So, a goal of ours in this project is also to make sure the employers and guests of Arthrex have the specific amount of space they need for certain activities. By achieving these, we desire to make life easier for guests and the staff that are already so busy consumed with stress filled, work related activities.

11. DEFINITIONS, ABBREVIATIONS, ACRONYMS

Term	Definition
Application	The software component of the system
Software	An electronic program consisting of algorithms, control logic, data structures, data sets, operating system, user interface. Software may consist of critical and non-critical components and may be used as a part or as an accessory of a medical device to perform pre-defined and approved operations on medical devices. Software may itself be a medical device. Software may be used in the production of a device (e.g. programmable logic controllers used in the manufacturing of equipment.) Software may be used in implementation of the device manufacturer's quality system (e.g. Software that records and maintains the device history record.
SOP	Standard Operating Procedure

Term	Definition
POS	Point of Sales
Database	A platform that can store data, whether it be on a cloud storage setting or a physical server room.
Wellness Room	Room where the employers and customers can partake in some physical activity.

12. REFERENCES

- FDA Guidance for the Content of Premarket Submissions for Software Contained in Medical Devices
- Guidance for the Wellness Center from a random sample of employees and customers in the Arthrex company.

13. STAKEHOLDER COMMUNICATIONS REQUIREMENTS

You must be able to speak with your stakeholders and get their honest opinion. Make sure to be transparent, accurate and communicate effectively to them so when you leave, you are all on the same page, feeling ready to go regarding this project.

14. COMMUNICATIONS SUMMARY & RESPONSIBILITIES

Stakeholders	Department	Group	Type	Due/Frequency
Product Owner	IT	Core Team	Internal	Wed. mornings at 9 AM/ Weekly
Merchandise Manager	Marketing	Business Team	Internal	First Thursday of month at 10 AM
Wellness Manager	IT	Business Team	Internal	July 1, 2007
Business Analyst	IT	Core Team	Internal	Tues. afternoons at 2:00.
2 Application Developers	IT	Core Team	Internal	Weekly
Enterprise Integrations Analyst	IT	Core Team	Internal	Weekly
SAP Developer	IT	Ad Hoc	Internal	As Needed
Organizational Training Specialist	IT	Core Team	Internal	Weekly

2 SQA Analysts	IT	Ad Hoc	Internal	As Needed
Business Analyst	Vendor	External Core Team	External	Weekly
Platform Developer	Vendor	External Core Team	External	Weekly
Vendor Project Manager	Vendor	External Core Team	External	Weekly
VP of Marketing	Project Sponsor	Business Team	Internal	As Needed
RonDall Evans	Project Manager	Business Team	Internal	Weekly
Hulya Julie Yazici	Professor		External	As Needed
Carter Bradford	Leader	Project Member	External	Daily
Connor Kristofik	Scheduler/Secretary/ Investigator	Project Member	External	Daily
Jonathan Orth	Judge	Project Member	External	Daily
John Halstead	Organizer/Coordinator	Project Member	External	Daily

15. COMMENTS & GUIDELINES

We will expect all our employees and stakeholders to be on the same page. By meeting as listed above, we will make sure that this happens. We also want to make sure that we have a free ranged discussion setting here for this project, we will rely a lot on our team to speak up and ask questions if he/she is struggling with anything specific or needs any sort of clarification.

16. ESCALATION PROCEDURES FOR RESOLVING ISSUES

Any issues that come to the table will resolve in the following manner…
1) Individual will bring the issue to the attention of the team leader.
2) Team leader will watch over the issue to see if it escalates.
3) IF it escalates, then the team leader will say something to the professor.
4) IF the issue continues, the professor will be written up and kicked off the project for distraction.

17. REVISION PROCEDURES

We will draft any document that needs to be created…

By reviewing the document, we can edit the document and see if it needs to be improved in any specific way.

Next, the judge will go about approving the document.

The project team will go and release the project documents.

Since it was released, lastly the group will be able to begin work.

Project Management Plan

Project Name: Arthrex Storefront and Wellness
Version: Sprint 1
Author: Carter Bradford, John Halstead, Connor Kristofik, Jonathan Orth
Last-Revision-Date: 02/20/2023

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18. PURPOSE

The purpose of this document is to outline the key management and technical processes for the Arthrex Storefront and Wellness project. The document provides a framework for managing the project and ensuring that all stakeholders are aligned and working towards the same goals.

19. DEFINITIONS, ABBREVIATIONS, ACRONYMS

Term	Definition
Application	The software component of the system
SOP	Standard Operating Procedure

20. REFERENCES

- FDA Guidance for the Content of Premarket Submissions for Software Contained in Medical Devices
- Draft Guidance for Industry and Food and Drug Administration Staff Mobile Medical Devices
- FDA 21 CFR Part 820 Quality System Regulation

21. PROJECT ORGANIZATION

The project will be managed using a hierarchical structure. The Project Manager will be responsible for overall project management, supported by the Project Team, consisting of functional and technical resources. The Project Manager will use Agile methodology to manage the project.

22. PRODUCT OR SERVICE DESCRIPTION

The Arthrex Storefront and Wellness project is a web-based platform that enables customers to purchase Arthrex products and wellness services. The project will include a storefront for Arthrex products, as well as an area for customers to book wellness services such as yoga and meditation classes. The project aims to increase customer engagement and drive revenue for Arthrex company.

23. MANAGEMENT PROCESSES

The project will be managed using Agile methodology. This methodology allows for frequent reviews and course correction, ensuring that the project stays on track and meets stakeholder expectations. The project will be divided into sprints, with each sprint having a specific set of deliverables.

24. TECHNICAL PROCESSES

The technical processes for the project will include designing the platform, implementing the platform, testing the platform, and deploying the platform. The design phase will include creating wireframes, mockups, and functional requirements. The implementation phase will include coding, database setup, and integration with third-party services. The testing phase will include unit testing, integration testing, and user acceptance testing. The deployment phase will involve deploying the platform to production and ensuring it is stable and scalable.

25. SCHEDULE INFORMATION

[text-here. Strictly speaking, the project schedule with dates does not belong in the Project Mgmt Plan. Schedule with dates is why we have a Gantt Chart and Project Schedule. Also, dates change, and we don't want to be required to update this document every time a date changes. A good approach I've seen is to include a milestone list with anticipated cumulative durations to each gate. Though, if you feel strongly about adding a draft schedule with dates, that is acceptable. Below is a milestone list. Note: each project has a different milestone list. What are the 6-12 most important events (project gates) to your project?]

The project schedule will be managed using a Gantt chart. The following milestones will be used to track progress:

Milestone	Cumulative Duration
Project Initiation	0 Days

Milestone	Cumulative Duration
Vendor Contracts Executed and Signed	45 Days
Design Specification Approved	?
Development Complete	?
User Acceptance Testing Complete	?
Production Deployment Complete	?

26. BUDGET INFORMATION

The budget for the project is outlined in the Business Case document. Any changes to the budget will be managed through the Change Control process. Product budget is 250,000 dollars, with an expected timeline to launch of about 9-months.

27. REVISION PROCEDURES

This document will be reviewed and updated as necessary. The revision process will follow the standard drafting, reviewing, approving, releasing, and distributing procedures outlined in the Management Plan Revision Procedure SOP.

Work Breakdown Structure (WBS)

Project Name: Arthrex Storefront & Wellness

1.0 Management
      1.1 Draft WBS
      1.2 Attributes & Constraints
      1.3 Communication Plan
      1.4 Stakeholder Register
      1.5 Scope Statement
      1.6 Product Backlog
      1.7 Management Plan
      1.8 Scope Management Plan

2.0 Software
      2.1 POS
            2.1.1 Apparel Store
            2.1.2 Cafe
      2.2 Wellness Calendar
            2.2.1 Integrate to the POS system
            2.2.2 Work Via Mobile
            2.2.3 Work Via Desktop
      2.3 Integration System
            2.3.1 Integration with Employee Payroll

3.0 Staff Training
      3.1 POS System Based
      3.2 Wellness Calendar Based

4.0 Performance Check
      4.1 System Running
            4.1.1 Day One of Wellness Center opening
      4.2 Customer Satisfaction
            4.2.1 Five-Point Scale
      4.3 Corresponding Payroll Deductions
      4.4 Fitness Booking Utilization
      4.5 Apparel Revenue