

Project Plan

MediBook: Health Professionals Appointment App

Version 1.0

Group 7

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TABLE OF CONTENTS

TABLE OF CONTENTS	1
REVISION HISTORY TABLE	2
SIGN-OFF MATRIX	2
OVERVIEW	3
Document Purpose (Week 4)	3
Project Sponsors and External Stakeholders (Week 4)	3
PROJECT SCOPE MANAGEMENT (Week 4)	3
Project Goals (Week 4)	3
Project Feasibility (Week 4)	4
Scope Inclusions (Week 6)	4
Scope Exclusions (Week 6)	4
Scope Definition Documentation (Week 6)	4
PROJECT TIME MANAGEMENT - SCHEDULE & MILESTONES (Week 9)	5
Estimation Methodology (Week 9)	5
Project Duration (Week 4)	5
Project Milestones (Week 4)	5
Gantt Chart (Week 9)	5
PROJECT COST MANAGEMENT - BUDGET (WEEK 4)	6
PROJECT QUALITY MANAGEMENT (WEEK 11)	6
PROJECT HUMAN RESOURCES MANAGEMENT (WEEK 4)	7
Project Team (Week 4)	7
RAM (Responsibility Assignment Matrix) (Week 11)	7
PROJECT COMMUNICATIONS MANAGEMENT (WEEK 7)	7
Communications Planning & Distribution	7
Project Meetings and Meeting Minutes (Week 4)	8
Project Documentation (Week 4)	8
PROJECT RISK MANAGEMENT (WEEK 10)	8
Assumptions	8
Dependencies	8
Risks	8

REVISION HISTORY TABLE

Version Number	Version Date	Added By:	Revision Description
1.0	Feb 2 2025	Luca Novello	Initial Plan
2.0	Apr 13, 2025	Matin Salimzadeh	Final Revision

SIGN-OFF MATRIX

Name & Title	Project Role	Date	Signature
Matin Salimzadeh	Project Manager	Feb 2, 2025	M.S.
Theo Oey	Scheduler & Operations Lead	Feb 2, 2025	T.O.
Johnny Nguyen	Financial & Scheduling Analyst	Feb 2, 2025	J.N.
Xinran Chen	Risk & Documentation Analyst	Feb 2, 2025	X.C.
Luca Novello	Presentation & Communications Lead	Feb 2, 2025	L.N.

OVERVIEW

Document Purpose (Week 4)

This document is the project plan for the Health Professionals App. It addresses scope, deliverables, risks, assumptions, milestones, schedule, budget and team working practices required to achieve a successful outcome. The Project Plan is a configuration item and must be placed under change control once agreed. Updates to the Project Plan must be reviewed and approved by the Project Manager and any relevant stakeholders for the section that is changed.

Project Sponsors and External Stakeholders (Week 4)

Project Role	Organizational Role
Executive Sponsor	Provides funding and high-level project oversight.
Project Manager	Leads the project, manages tasks, and ensures timely completion.
Healthcare Consultant	Ensures the app meets medical standards and regulations.
Healthcare Providers	Doctors, clinics, and hospitals use the app for scheduling.
Patients/End Users	People booking, rescheduling, or canceling appointments.
Regulatory Bodies	Ensure compliance with healthcare privacy laws.
Marketing Partners	Promote the app to reach healthcare providers and users.
Technology Vendors	Provide software, cloud services, and technical support.

PROJECT SCOPE MANAGEMENT (Week 4)

This project focuses on developing a mobile app for **easy** and **quick** health appointment booking. The app will let patients **schedule**, **reschedule**, and **cancel appointments** while helping healthcare providers manage their availability. The project was started to **reduce wait times**, **improve scheduling**, and **minimize no-shows** by offering a digital solution that makes booking more convenient.

Project Goals (Week 4)

This project aims to develop a mobile app that simplifies healthcare appointment booking, making the process **faster**, **more efficient**, and **accessible** for both patients and healthcare providers.

The project was initiated to **address key issues** in traditional booking systems, such as:

- **Long wait times** and **difficult scheduling** processes.
- **High no-show rates**, leading to wasted resources for healthcare providers.
- **Lack of flexibility**, preventing patients from booking outside of business hours.

By implementing an easy-to-use mobile app, the project seeks to:

- Provide a **simple and convenient** way for patients to book, reschedule, or cancel appointments.
- Reduce no-shows through **automated reminders** and better scheduling options.
- Improve efficiency for healthcare providers by **streamlining appointment management**.
- Enhance accessibility by allowing **flexible booking options** beyond regular office hours.

Project Feasibility (Week 4)

*Discount rate 10%					
Year	0	1	2	3	Total
Costs	\$135,511.00	\$10,000.00	\$10,000.00	\$10,000.00	
Discount Factor	1.00	0.91	0.83	0.75	
Discounted Costs	\$135,511.00	\$9,090.91	\$8,264.46	\$7,513.15	\$160,379.52
Benefits	\$0.00	\$135,000.00	\$135,000.00	\$135,000.00	
Discount Factor	1.00	0.91	0.83	0.75	
Discounted Benefits	\$0.00	\$122,727.27	\$111,570.25	\$101,427.50	\$335,725.02
Discounted Benefits-costs	(\$135,511.00)	\$113,636.36	\$103,305.79	\$93,914.35	
Cumulative Benefits-costs	(\$135,511.00)	-\$21,874.64	\$81,431.15	\$175,345.50	
NPV					\$254,528.22
ROI					109.33%

Our Net Present Value analysis indicates that our mobile app is highly feasible and financially viable. With an NPV of \$254,528.22, the project is expected to generate more than its cost. With a high ROI of 109.33% for every dollar invested, it is expected to generate \$2.09 in return. Using the 10% discount rate, a positive NPV and early positive net gains by year 2, this shows a strong financial viability and potential for success. Continued growth into year 3 further shows a potential for long-term success.

Scope Inclusions (Week 6)

- Mobile app for iOS and Android platforms
- Patient account creation and secure login
- Appointment booking, rescheduling, and cancellation
- Real-time calendar integration with healthcare providers
- Automated email and in-app notifications
- User-friendly UI/UX with accessible design
- Admin dashboard for provider schedule management
- Data encryption and privacy compliance (PIPEDA, HIPAA)
- Basic user feedback collection system
- App store deployment and onboarding content

Scope Exclusions (Week 6)

- In-person or phone-based booking support
- Direct payment processing within the app
- Medical diagnosis or consultation features
- Integration with electronic medical records (EMR)
- Multilingual support beyond English
- AI-powered chatbots or virtual assistants
- Telehealth or video appointment capabilities
- Offline usage or SMS-based booking
- Real-time support or helpdesk integration
- Pharmacy or prescription services

Scope Definition Documentation (Week 6)

Stored in the group's shared OneDrive folder: [PMC444-NHH-Group7](#)

Referenced file: [PMC444-NHH_Group7_Scope-Statement-and-WBS.pdf](#)

PROJECT TIME MANAGEMENT – SCHEDULE & MILESTONES (Week 9)

Estimation Methodology (Week 9)

The team used expert judgment and analogous estimation to determine task durations and resource needs. Estimates are based on experience, historical academic projects, and group discussion. The final values reflect a $\pm 15\text{--}30\%$ precision suitable for Project Plan stage planning.

Project Duration (Week 4)

This project consists of many different tasks that need to be done and cannot be done by only one person because it would take too long. However, since there are five of us, we can easily divide up the work and tackle different tasks together, giving us an estimate of 12 weeks to complete the project.

Project Milestones (Week 4)

Project Phase/Activity	Completes On
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Planning: <ul style="list-style-type: none"> Defining the project goals and scope Collect schedules and key information from healthcare providers 	Weeks 1-2
Design: <ul style="list-style-type: none"> Create basic app design and models Get feedback from stakeholders and make improvements 	Week 3-5
Development: <ul style="list-style-type: none"> Build the app with key features and like booking, notifications and calendars 	Week 6-9
Testing: <ul style="list-style-type: none"> Test the app for no bugs, errors and crashes for users to have a easy and simple time 	Week 10-11
Launch: <ul style="list-style-type: none"> Publish app on mobile phones Promote the app to healthcare providers and users 	Week 12

Gantt Chart (Week 9)

The full Gantt chart is included in the Scheduling Plan document.

Location: [PMC444-NHH-Group7](#) > [pmc444nhh-project_scheduling_plan_chart-group7.pdf](#)

PROJECT COST MANAGEMENT – BUDGET (WEEK 4)

Budget Estimate		
Expenses		Cost
Personal	Developers	\$48,000
	Designer	\$18,000
	Project Manager	\$22,500
	Healthcare Consultant	\$10,000
	QA Testers	\$16,000
	Total Personnel Cost	\$114,500
Tools and Software	Design Tools	\$300
	Testing Tools	\$450
	Cloud services	\$1,500
	Total Tools Cost	\$2,250
Marketing and Launch	App store fees	\$124
	Marketing Campaigns	\$5,000
	Total Marketing Cost	\$5,124
Miscellaneous	Training and Documentation	\$1,500
	Contingency (10% of budget)	\$12,137
	Total Miscellaneous Cost	\$13,637
Total Budget		\$135,511

PROJECT QUALITY MANAGEMENT (WEEK 11)

- Document control via OneDrive
- Internal peer reviews
- User feedback during testing
- Weekly team check-ins
- Functional and usability testing
- Compliance with privacy regulations
- Version control of documents
- Post-launch user feedback monitoring

PROJECT HUMAN RESOURCES MANAGEMENT (WEEK 4)

Project Team (Week 4)

Project Role	Name
Project Manager	Matin Salimzadeh
Scheduler & Operations Lead	Theo Oey
Financial & Scheduling Analyst	Johnny Nguyen
Risk & Documentation Analyst	Xinran Chen
Presentation & Communications Lead	Luca Novello

RAM (Responsibility Assignment Matrix) (Week 11)

	Project Team Members				
Deliverables	Matin (PM)	Theo (Scheduler)	Johnny (Finance)	Xinran (Risk/Docs)	Luca (Comms)
Project Planning Docs	A/R	C	C	R	C
Scheduling Plan	I	A/R	R	I	I
Cost Estimation	I	I	A/R	C	I
Risk Register	C	I	C	A/R	I

PROJECT COMMUNICATIONS MANAGEMENT (WEEK 7)

Communications Planning & Distribution

Document	Distributed To	Frequency
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Project Charter	All team members, Sponsor	Once at project start
Project Plan	All stakeholders	Updated as needed
Meeting Minutes	Internal team	Weekly (Thursdays)
Status Reports	Sponsor, Internal team	Biweekly
Lessons Learned	Team, Instructor	End of project
Change Requests	Project Manager, Team	As needed
Final Presentation	Instructor, Class	End of semester

Project Meetings and Meeting Minutes (Week 4)

Meetings will be held weekly on Thursdays between 6:00 PM and 6:30 PM to review the assignment and divide tasks. Meetings will be held online via Microsoft Teams. Recording meeting minutes will be a shared task amongst all group members and will be distributed via Microsoft Teams.

Project Documentation (Week 4)

All project documentation related to this project will be kept in the following shared OneDrive folder: [PMC444-NHH-Group7](#)

PROJECT RISK MANAGEMENT (WEEK 10)

Assumptions

ID	Description
A1	All team members will be available for weekly meetings and task completion.
A2	Stakeholders will provide timely feedback during design and testing phases.
A3	Required tools and software will be accessible throughout the project.
A4	Healthcare providers will cooperate during requirement gathering and testing.
A5	No major regulatory changes will occur during the project timeline.

Dependencies

ID	Description
D1	App development depends on timely completion of UI/UX design.
D2	Testing phase depends on completion of all core app features.
D3	Successful launch depends on approval from app stores (iOS & Android).

Risks

ID	Description
R1	Low user adoption due to lack of awareness.
R2	Healthcare providers may resist switching from existing systems.
R3	Data privacy issues could arise if regulations aren't followed properly.
R4	App crashes or performance issues during launch.
R5	Budget cuts could limit the scope or reduce feature development.