Project Overview

MediBook: Booking App for Health Professionals

Group 7

- Matin Salimzadeh
- Theo Oey
- Johnny Nguyen
- Xinran Chen
- Luca Novello

TABLE OF CONTENTS

TABLE OF CONTENTS 1

GROUP MEMBERS, ROLES & RESPONSIBILITIES 2

STAKEHOLDER ANALYSIS 3

Identify Stakeholders & Categorizes 3

Stakeholder Register 3

Power-Interest Grid 3

Stakeholder Risks & Issues 4

SCOPE MANAGEMENT PLAN 5

Scope Statement 5

WBS Diagram 6

WBS Dictionary 7

STAKEHOLDER COMMUNICATIONS MATRIX 9

RACI CHART 9

GROUP MEMBERS, ROLES & RESPONSIBILITIES

Name	Project Role	Responsibility
Matin Salimzadeh	Administrative Consultant	Oversee documentation, ensure compliance with project guidelines, and facilitate administrative processes
Theo Oey	Operations Consultant	Manage workflow efficiency, coordinate project operations, and optimize team collaboration
Johnny Nguyen	Cost Consultant	Handle budgeting, financial planning, and cost control to ensure project feasibility
Xinran Chen	Administrative Consultant	Assist with documentation, maintain project records, and support administrative tasks
Luca Novello	Human Resource Consultant	Manage team roles, facilitate communication, and ensure effective collaboration within the group

STAKEHOLDER ANALYSIS

Identify Stakeholders & Categorizes

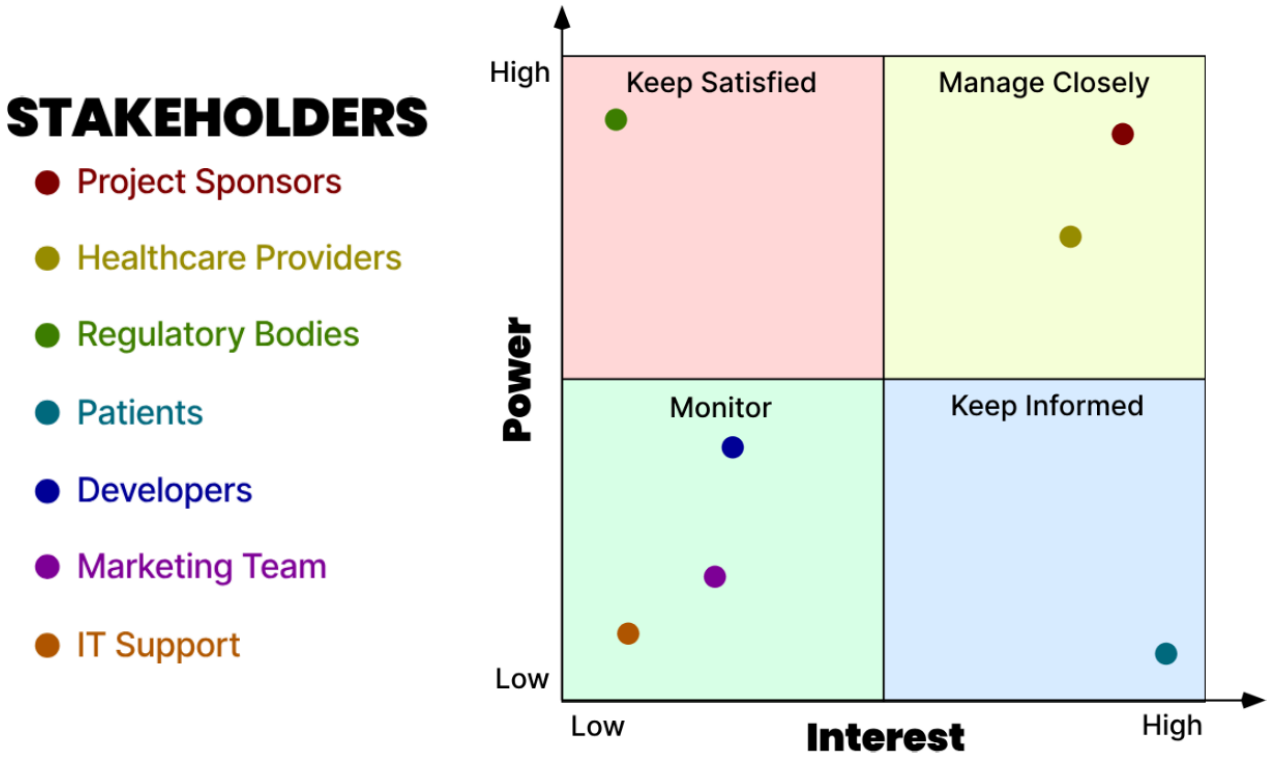
Who They Are	What They Do	Category
Patients	People using the app to book appointments.	External - Main
Healthcare Providers	Doctors, clinics, hospitals using the app.	External - Main
Project Sponsors	Provide money and support for the project.	Internal - Main
Developers	Build and code the app.	Internal - Main

Stakeholder Register

Who They Are	What They Do	Category
Patients	Use the app to book appointments	External - Main
Healthcare Providers	Manage appointments using the app	External - Main
Project Sponsors	Fund and support the project	Internal - Main
Developers	Build and maintain the app	Internal - Main
Designers	Create the app's look and feel	Internal - Support
Regulatory Bodies	Ensure the app follows legal rules	External - Support
Marketing Team	Promote the app to get more users	External - Support
IT Support	Keep the app working and secure	Internal - Support

Power–Interest Grid

Stakeholder	Power	Interest	Placement on Grid
Project Sponsors	High	High	Manage Closely
Healthcare Providers	High	High	Manage Closely
Regulatory Bodies	High	Low	Keep Satisfied
Patients	Low	High	Keep Informed
Developers	Low	Medium	Monitor
Marketing Team	Low	Medium	Monitor
IT Support	Low	Low	Monitor



Stakeholder Risks & Issues

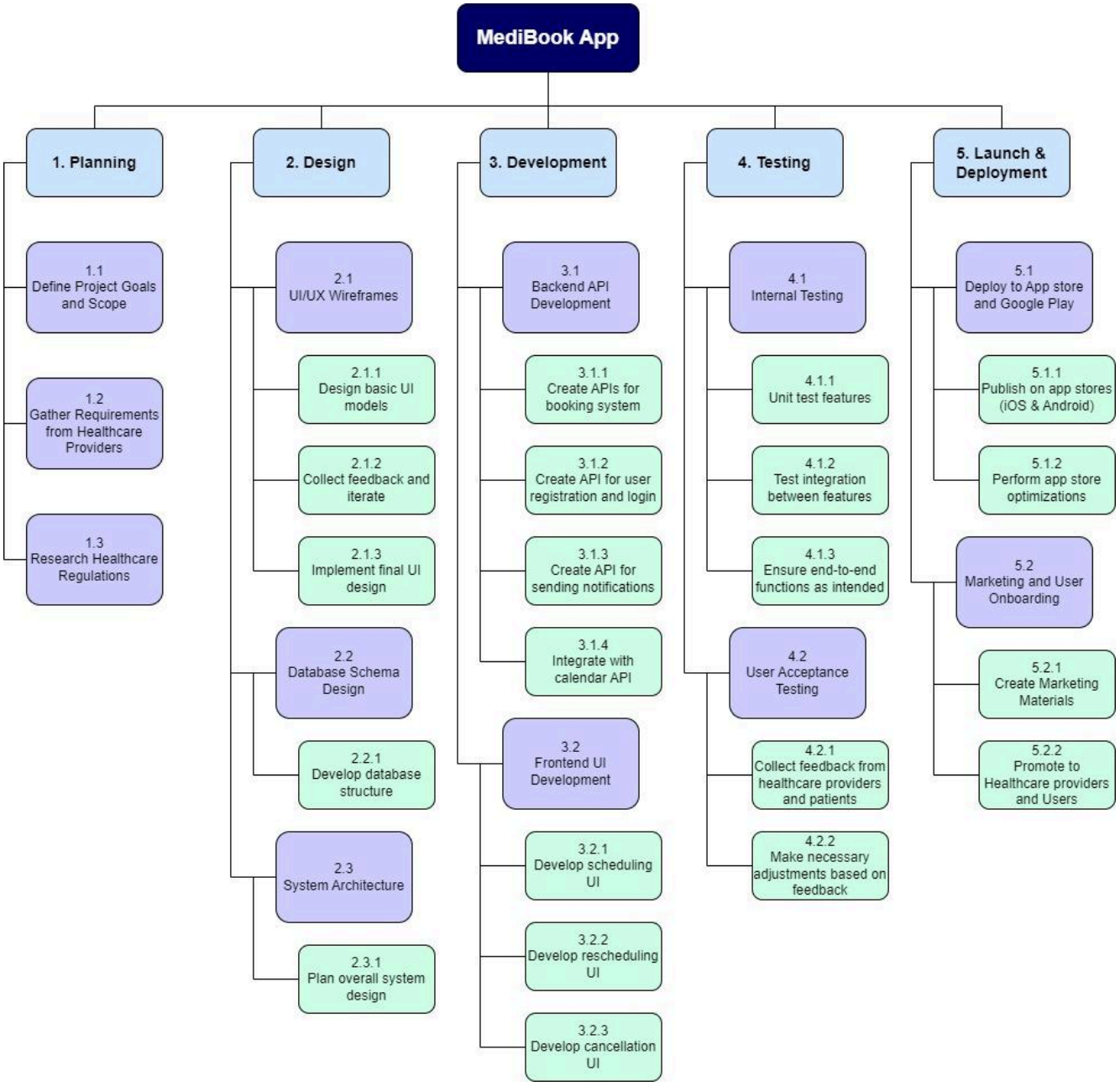
Who They Are	Possible Problem	How to Fix It
Patients	May not know about the app or prefer phone calls	Ads, easy guides, special offers
Healthcare Providers	Might not want to switch from current system	Training, show benefits, support
Regulatory Bodies	Strict privacy rules could slow progress	Follow legal rules, security checks
Developers	Not enough time to finish the app properly	Clear plan, work in small steps
IT Support	System crashes or security problems	Regular checks, backup system
Marketing Team	Not enough people use the app	Social media, partner with clinics

SCOPE MANAGEMENT PLAN

Scope Statement

Project title	MediBook: Health Professionals Appointment App
Date	February 17, 2025
Project Manager	Matin Salimzadeh
Project Scope Description	The project involves developing a mobile application that enables patients to book, reschedule, and cancel healthcare appointments. The app will integrate with provider schedules, send reminders, and improve accessibility.
Project Objective	To reduce no-shows, improve scheduling efficiency, and provide a user-friendly digital solution for healthcare appointment booking.
Project high level requirements	1. Mobile-friendly interface 2. Appointment booking & cancellation 3. Automated reminders & notifications 4. Secure user authentication & data privacy compliance 5. Calendar integration for real-time availability
In scope	• Mobile app for iOS & Android • User account creation & login • Booking, rescheduling, and canceling appointments • Notifications & reminders • Healthcare provider availability management
Out of Scope	• In-person appointment booking • Direct medical diagnosis or consultation • Payment processing within the app
Approved by	• Matin Salimzadeh • Theo Oey • Johnny Nguyen • Xinran Chen • Luca Novello

WBS Diagram


MediBook App
1. Planning
1.1 Define Project Goals and Scope
1.2 Gather Requirements from Healthcare Providers
1.3 Research Healthcare Regulations
2. Design
2.1 UI/UX Wireframes
2.1.1 Design basic UI models
2.1.2 Collect feedback and iterate
2.1.3 Implement final UI design
2.2 Database Schema Design
2.2.1 Develop database structure
2.3 System Architecture
2.3.1 Plan overall system design
3. Development
3.1 Backend API Development
3.1.1 Create APIs for booking system
3.1.2 Create API for user registration and login
3.1.3 Create API for sending notifications
3.1.4 Integrate with calendar API
3.2 Frontend UI Development
3.2.1 Develop scheduling UI
3.2.2 Develop rescheduling UI
3.2.3 Develop cancellation UI
4. Testing
4.1 Internal Testing
4.1.1 Unit test features
4.1.2 Test integration between features
4.1.3 Ensure end-to-end functions as intended
4.2 User Acceptance Testing
4.2.1 Collect feedback from healthcare providers and patients
4.2.2 Make necessary adjustments based on feedback
5. Launch & Deployment
5.1 Deploy to App store and Google Play
5.1.1 Publish on app stores (iOS & Android)
5.1.2 Perform app store optimizations
5.2 Marketing and User Onboarding
5.2.1 Create Marketing Materials
5.2.2 Promote to Healthcare providers and Users

WBS Dictionary

WBS ID	Task Name	Description	Owner
1. PLANNING			
1.1	Define Project Goals and Scope	Identify and document key project objectives and scope.	Team Lead
1.2	Gather Requirements from Healthcare Providers	Collect needs from healthcare providers.	Research Team
1.3	Research Healthcare Regulations	Investigate compliance requirements.	Research Team
2. DESIGN			
2.1	UI/UX Wireframes	Design user-friendly app screens and interface.	Designer
2.1.1	Design basic UI models	Create initial wireframes for the app interface.	Designer
2.1.2	Collect feedback and iterate	Review wireframes with stakeholders and revise.	Designer
2.1.3	Implement final UI design	Finalize and prepare the UI for development.	Designer
2.2	Database Schema Design	Design database tables and relationships for data storage.	Developer
2.2.1	Develop database structure	Create tables and relationships for storing data.	Database Engineer
2.3	System Architecture	Define the overall structure, modules, and technologies.	Lead Developer
2.3.1	Plan overall system design	Design technical architecture and infrastructure.	Lead Developer
3. DEVELOPMENT			
3.1	Backend API development	Develop APIs for user authentication and booking.	Backend Developer
3.1.1	Create APIs for booking system	Build API endpoints for scheduling appointments.	Backend Developer
3.1.2	Create API for user registration and login	Develop user authentication endpoints.	Backend Developer
3.1.3	Create API for sending notifications	Develop endpoints for in-app and email notifications.	Backend Developer
3.1.4	Integrate with calendar API	Connect the booking system with calendar services.	Backend Developer

3.2	Frontend Development	Build the mobile app interface.	Developer
3.2.1	Develop scheduling UI	Create screens for booking appointments.	Frontend Developer
3.2.2	Develop rescheduling UI	Implement rescheduling functionality on the app.	Frontend Developer
3.2.3	Develop cancellation UI	Add options for canceling appointments.	Frontend Developer
4. TESTING			
4.1	Internal Testing	Conduct functional and integration testing.	QA Tester
4.1.1	Unit test features	Test individual components and modules.	QA Tester
4.1.2	Test integration between features	Ensure compatibility between modules.	QA Tester
4.1.3	Ensure end-to-end functions as intended	Test full user workflows and app behavior.	QA Tester
4.2	User Acceptance Testing	Gather feedback from end-users and adjust the app.	QA Tester
4.2.1	Collect feedback from healthcare providers and patients	Conduct surveys and usability tests.	QA Tester
4.2.2	Make necessary adjustments based on feedback	Implement updates based on feedback.	Development Team
5. LAUNCH & DEPLOYMENT			
5.1	Deploy to App Store and Google Play	Publish the app for users on iOS and Android.	Developer
5.1.1	Publish on app stores (iOS & Android)	Complete submission and review processes.	Developer
5.1.2	Perform app store optimizations	Optimize app descriptions, keywords, and visuals.	Marketing Team
5.2	Marketing & Onboarding	Promote app and provide user training.	Marketing Team
5.2.1	Create Marketing Materials	Develop ads, videos, and promotional content.	Marketing Team
5.2.2	Promote to Healthcare providers and Users	Conduct outreach campaigns and webinars.	Marketing Team

STAKEHOLDER COMMUNICATIONS MATRIX

Stakeholders	Document Name	Document Format	Contact Person	Due
Project Sponsors	Project Status Report	Email, Presentation	Matin Salimzadeh	First of Month
Healthcare Providers	System Usage Guide	Hard Copy, Email	Theo Oey	Before Launch
Patients	User Guide, FAQs	In-app, Webpage	Marketing Team	Before Launch
Developers	Technical Specification Document	Email, Repository	Johnny Nguyen	As Needed
Designers	UI/UX Design Mockups	Online Design Tools	Matin Salimzadeh	During Development
Regulatory Bodies	Compliance Report	Email, Hard Copy	Xinran Chen	Quarterly
Marketing Team	Campaign Strategy	Email, Presentation	Luca Novello	Biweekly
IT Support	System Maintenance Plan	Intranet, Email	Internal IT Team	Monthly

RACI CHART

Tasks	Matin Salimzadeh	Theo Oey	Johnny Nguyen	Xinran Chen	Luca Novello
Needs assessment	R, A	R, A	R, A	R, A	R, A
Research of healthcare regulations	I	R, A	C	I	I
Partnerships with providers	R, A	C	I	C	I
UI/UX Design Development	C	I	C	I	R, A
Backend & API Development	I	I	R, A	C	C
Testing & Quality Assurance	I	I	C	R, A	C
Stakeholder Communications	R, A	C	I	C	I

R: Responsible A: Accountable C: Consulted I: Informed