Project Plan

MediBook: Health Professionals Appointment App

Version 1.0

Group 7

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* Xinran Chen
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# 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](https://seneca-my.sharepoint.com/:f:/g/personal/msalimzadeh_myseneca_ca/EhCvjYuoIEpNuAODlcg8HOsBn2rllbz1TDUYeZR-C1JwPw?e=7yfjWR)

Referenced file: [PMC444-NHH\_Group7\_Scope-Statement-and-WBS.pdf](https://seneca-my.sharepoint.com/:b:/g/personal/msalimzadeh_myseneca_ca/EdzjNsqCuAFEoWO2QlEsNkwBoqbySvJruruFXfTMYJ80eQ?e=cajYu5)

# 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 ±15–30% 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** |
| **Planning:**   * Defining the project goals and scope * Collect schedules and key information from healthcare providers | Weeks 1-2 |
| **Design:**   * Create basic app design and models * Get feedback from stakeholders and make improvements | Week 3-5 |
| **Development:**   * Build the app with key features and like booking, notifications and calendars | Week 6-9 |
| **Testing:**   * Test the app for no bugs, errors and crashes for users to have a easy and simple time | Week 10-11 |
| **Launch:**   * 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](https://seneca-my.sharepoint.com/:f:/g/personal/msalimzadeh_myseneca_ca/EhCvjYuoIEpNuAODlcg8HOsBn2rllbz1TDUYeZR-C1JwPw?e=rltStx) > [pmc444nhh-project\_scheduling\_plan\_chart-group7.pdf](https://seneca-my.sharepoint.com/:b:/g/personal/msalimzadeh_myseneca_ca/EcslKpiQXshPl-hEUbaEexgBTOoJXjahGTDr5QAC1X5wTQ?e=K3xU7B)

# 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 |
| 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**](https://seneca-my.sharepoint.com/:f:/g/personal/msalimzadeh_myseneca_ca/EhCvjYuoIEpNuAODlcg8HOsBfmbg5TJHHmq47YUzAtAZBw)

# 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. |