Design Document

Luca Marzi
luca.marzi@mail.polimi.it

Patrick Michelberger
patrick.michelberger@tum.de

Abstract

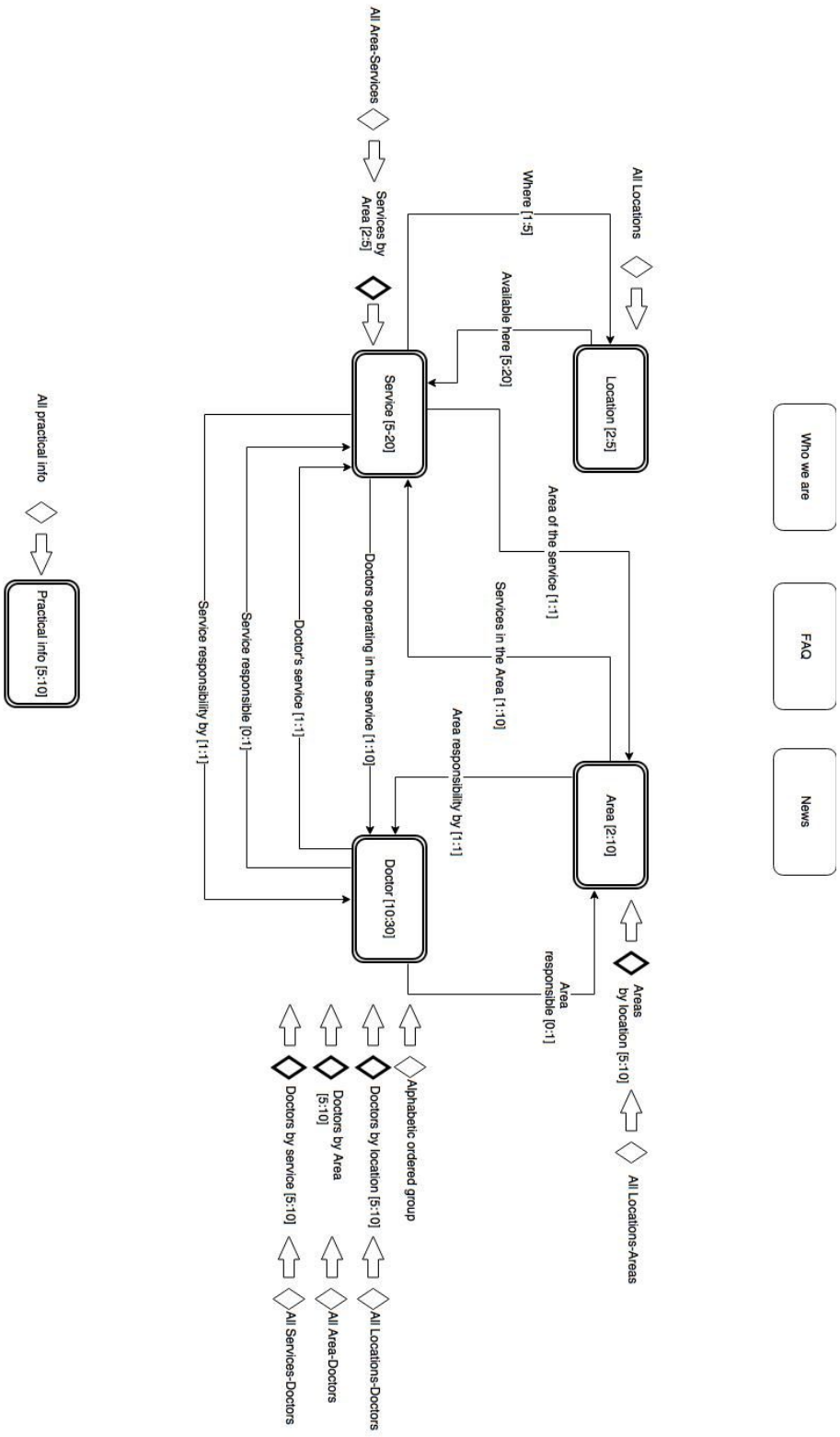
This document aims to provide an overall formal description of the website to be, that is a website for a small-medium multi-center clinic providing different health services (diagnosis, visits, day-hospitals therapies).
The formal description is made by following the **IDM meta-model** notation and semantics.
All the the graphical representations of the IDM schemas have been produced with the online tool **draw.io**.
All the graphical representation of sketches, mockups and interactive mockups have been produced with the **Balsamiq Mockups 3** tool.

I. Graphical representations of IDM schemas

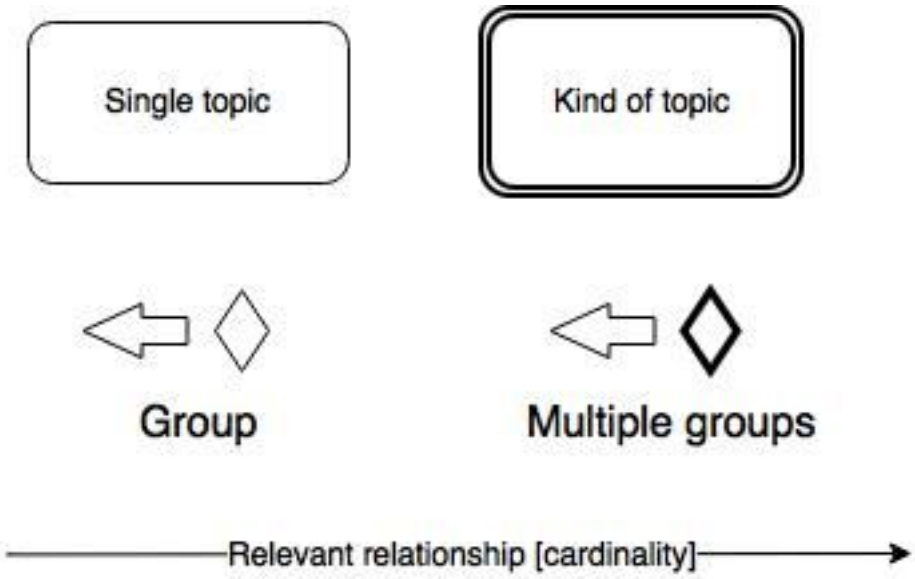
This section of the document aims to provide a detailed graphical representation of the main IDM schemas that have been used to design the website.

All the schemas provide a legend to be used as reference to the standard IDM notation and, if necessary, a short description of the main design choices that have been taken.

C-IDM


Who we are
FAQ
News
Location [2:5]
Service [5:20]
Area [2:10]
Doctor [10:30]
Practical info [5:10]
All Locations
Where [1:5]
Available here [5:20]
Area of the service [1:1]
Services in the Area [1:10]
Area responsibility by [1:1]
Doctors operating in the service [1:10]
Doctor's service [1:1]
Service responsible [0:1]
Service responsibility by [1:1]
All Area-Services
Services by Area [2:5]
All practical info
Areas by location [5:10]
All Locations-Areas
Area responsible [0:1]
Alphabetic ordered group
Doctors by location [5:10]
All Locations-Doctors
Doctors by Area [5:10]
All Area-Doctors
Doctors by service [5:10]
All Services-Doctors

Legend:



Notes:

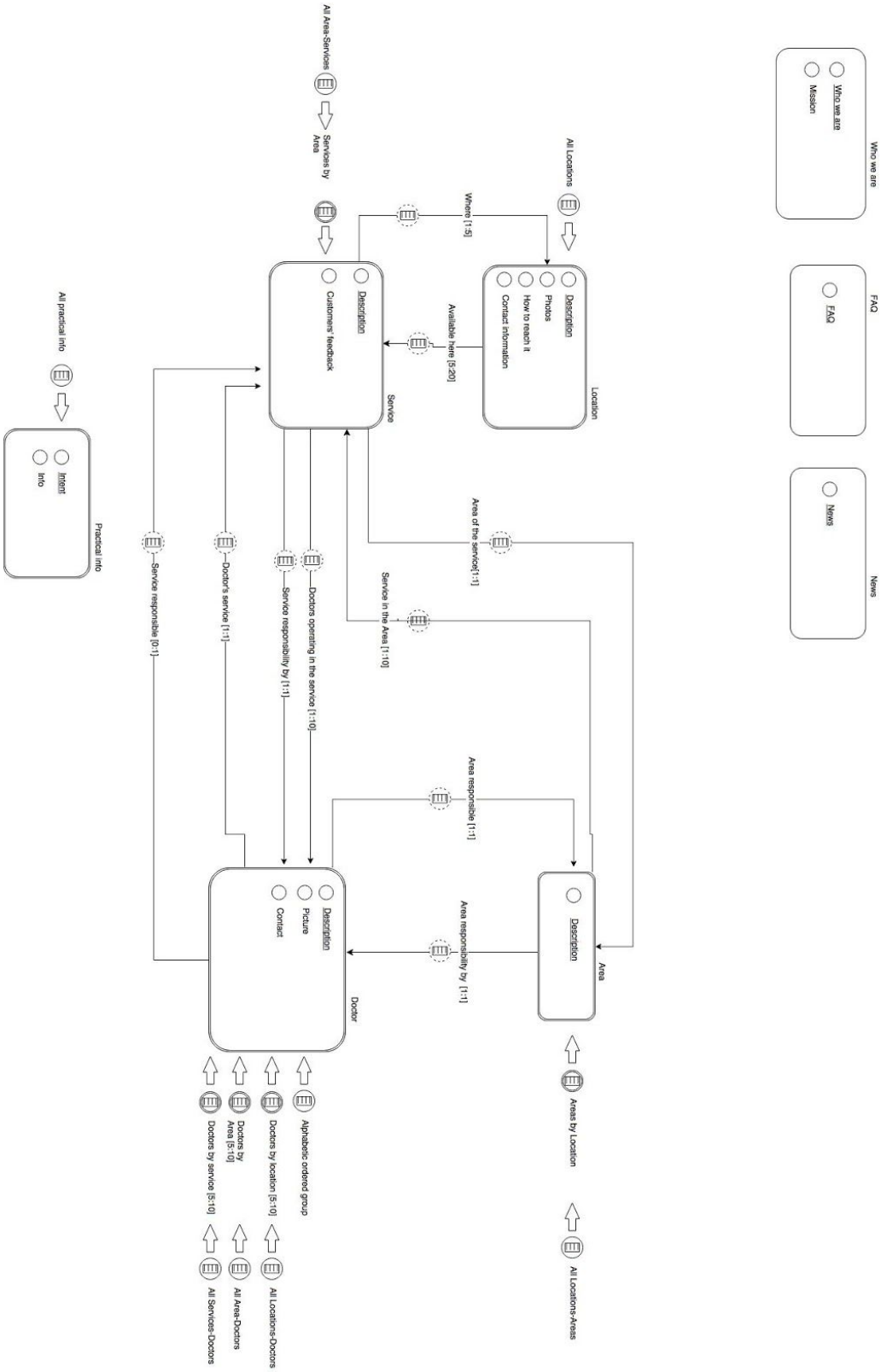
- The C-IDM schema follows the standard IDM notation for the C-IDM schemas that is defined in the following document:

  ➢ C-IDM-document1

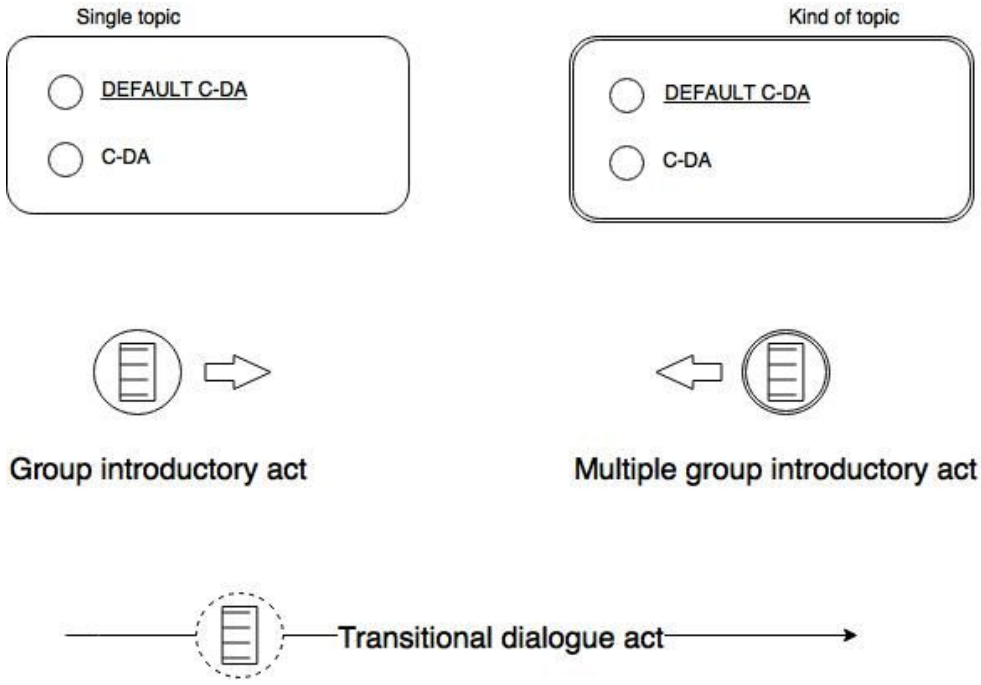
  Any missing reference to the standard notation can be found in the document linked above.

- In the case in which the image isn't clear enough, here there's the original schema on draw.io.

L-IDM


Who we are
Who we are
Mission
FAQ
FAQ
News
News
All Locations
Description
Photos
How to reach it
Contact information
Location
Where [1:5]
All Area-Services
Services by Area
Description
Customers' feedback
Service
Available here [5:20]
All practical info
Intent
Info
Practical info
Area of the service[1:1]
Service in the Area [1:10]
Service responsible [0:1]
Doctor's service [1:1]
Service responsibility by [1:1]
Doctors operating in the service [1:10]
Area responsible [1:1]
Description
Area
Area responsibility by [1:1]
Description
Picture
Contact
Doctor
Areas by Location
All Locations-Areas
Alphabetic ordered group
Doctors by location [5:10]
Doctors by Area [5:10]
Doctors by service [5:10]
All Locations-Doctors
All Area-Doctors
All Service-Doctors

Legend:



Notes:

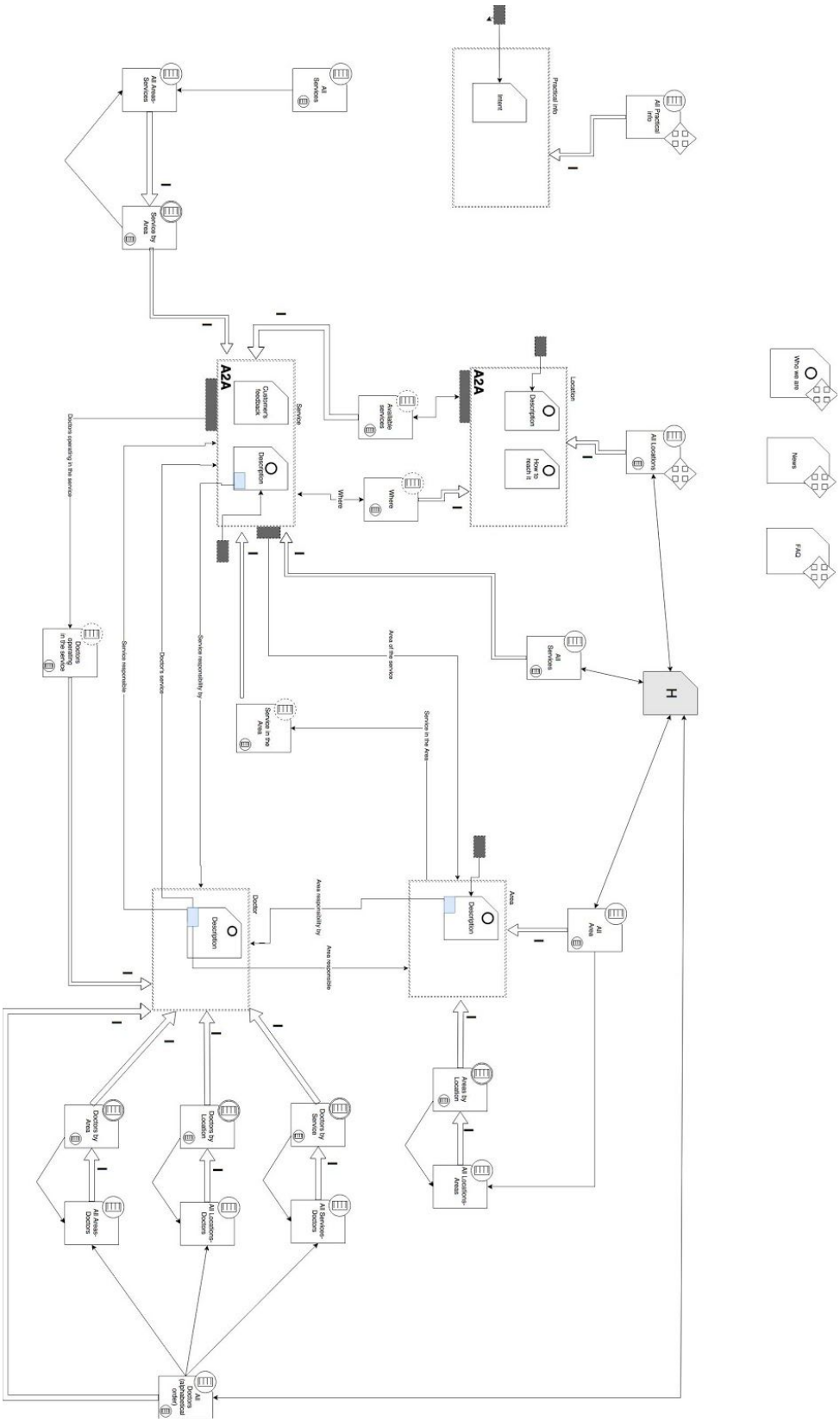
- The L-IDM schema follows the standard IDM notation for the L-IDM schemas that is defined in the following document:

  - L-IDM-document1

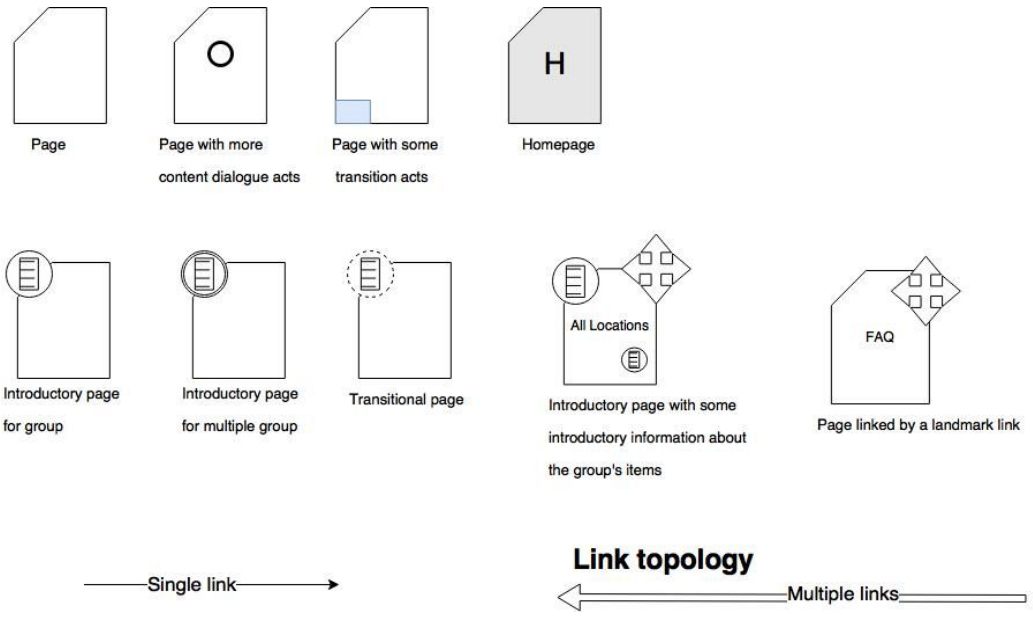
  Any missing reference to the standard notation can be found in the document linked above.

- In the case in which the image isn't clear enough, here there's the original schema on draw.io.

P-IDM


Intent
Practical info
All Practical info
All Areas-Services
All Services
Service by Area
A2A
A2A
Customer's feedback
Service
Description
Available services
Where
Where
Location
Description
How to reach it
All Locations
Who we are
News
FAQ
Doctors operating in the service
Doctors operating in the service
All Services
H
Service in the Area
Area of the service
Service responsible
Doctor's service
Service responsible by
Service in the Area
Doctor
Area responsible by
Area responsible
Area
Description
Description
All Area
Doctors by Area
Doctors by Location
Doctors by Service
Areas by Location
All Locations-Areas
All Areas-Doctors
All Locations-Doctors
All Services-Doctors
All Doctors (alphabetical order)

Legend:



Notes:

- The P-IDM schema follows the standard IDM notation for the P-IDM schemas that is defined in the following documents:
  - P-IDM-document1
  - P-IDM-document2

  Any missing reference to the standard notation can be found in the documents linked above.

- In the P-IDM schema, some pages might be duplicated for the sake of clarity of the schema itself (i.e. “All Services page”)

- In the case in which the image isn’t clear enough, here there’s the original schema on draw.io.

II. Scenarios

This section of the document aims to analyze two scenarios in order to highlight the main tasks that an average end user shall be able to accomplish by means of the web application.
This main scenarios will be simulable by means of the interactive mockups that will be provided as part of the design documentation.

Scenario N°1

<Persona>

Luca is a professional football player.

</Persona>

<Setting>

Luca got injured during a football match; some of his teammates suggested to him the name of a private clinic that has some specific treatments for sports injuries.

</Setting>

<Goals>

Luca would like to get more information about the services that are offered by the private clinic that was suggested by his teammates.
If it's possible, he would like to book for the service.

</Goals>

<Actions>

Luca googles the name of the private clinic and gets to the home page of the clinic's website.
He clicks on the "Services" link and he gets to the page with the list of all the clinic's services.
He finds out a service that looks just fine for his injury ("Surgery of Trauma Sports") and he click on the link for the description of the service.
He gets to the page that describes the service and, after looking at all the information about the specific service, he click on the "Book" action-link in order to book for the service and the procedure for booking a service starts.

</Actions>

Scenario N°2

<Persona>

Patrick is a loyal customer of the private clinic where he usually goes to solve his health issues.

</Persona>

<Setting>

Patrick got the results of the last service that he used; he knows that his clinic allows its customers to provide some feedback about the services that they use. On each service's result there's a unique code that can be used to post one feedback comment on the clinic's website.

</Setting>

<Goals>.

Patrick would like to use his code to post a positive feedback on the clinic's website.

</Goals>

<Actions>

Patrick opens the homepage of the clinic's website.
He clicks on the "Services" links that brings Patrick to the page with the list of all the offered services.
He clicks on the link for the service that he used ("Surgery of Trauma Sports").
Inside the page regarding the "Surgery of Trauma Sports", Patrick clicks on the link "Customers' feedback" and he gets to the page with all the customers' feedback for the specific service.
He click on the "Write a comment" button and the procedure for leaving a feedback starts.

</Actions>

III. Wireframes

This section of the document will provide a complete overview of all the main wireframes that have been produced to design the main pages of the web application.

All the wireframes are low-fidelity wireframes with plausible textual content.

All the wireframes have a reference to the P-IDM meta-models that have been presented in the previous section of this document.