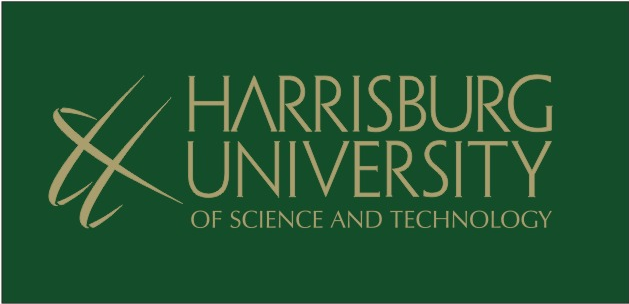
**

PILL REMINDER SYSTEM BY WALGREENS

Project Management Plan

PMGT 510-55 PRINCIPLES OF PROJECTMANAGEMENT

Prepared By

PRATIKKUMAR D PATEL

9-2-2016Table of Contents

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# Executive Summary

Health care industry is very important part of any country’s economy. With modern technology ii is very important for any private sector to be updated with latest technology and new strategy according to market. In health care industry pharmacy market is very important.Walgreens is second largest company is USA after CVC in pharmacy products. For Walgreens it is very important to ensure their targeted customers should remain with them and at the same time they can attract new customers by providing new services which can helpful to customers. This project will try to solve some basic problems with pill reminder and at the same time patients and doctors both can track health records. If patients approach multiple doctors and has multiple issues it will be hard for doctor to understand his/her situation. For doctors it is easy way if they can get summery of health issues with patients in application.

For majority of walgreens customers it is hard to remember their pills intake during busy schedule. This system will help walgreens to make sure their customers can easily access their health information and at the same time be loyal to retailer by providing updates of pills available in store and giving them health advantages by making sure they take pills on time and giving them direct notification from doctors for their health. Another major advantage will be for the associated nurses for specific patients , they can easily check medical history and pills intake for specific patient. Data can be transferred from one user to another. Although for using software customers have to pay little amount to ensure they got best customer service .

# Introduction

## Description of Project

Medical pill reminder system is combination of application software and database designed with information of patients , doctors , nurses, hospital and pills retailers . Basically whole system is designed with main goal to serve patients who have difficulties to remember their pill intake timing. Besides that software will also connected to database which can provide information about medical professionals for different cases like in emergency or associate nurse to patient or availability or pills in specific retailers. Major reason for walgreens to design such system is many of their patients have difficulties with their pill timing because of their working hours for young and mid age and fro old age memory problem. By designing such software Walgreen can ensure their customers get benefits and at the same time company can make money by selling application. Walgreens already have one application at small scale which can allow patients to enter pills and give notification on that but major disadvantage is only patient is allowed to access and it just set reminders and don’t have any back end to ensure pills entered are correct . so for walgreen decided to design whole system with application.

The front end will be software with easy interface which can be used by all age group easily . software will be designed as a part of whole system . At back end there will be database with all information. user criteria can be from age 16 to 99 for patients.

During first steps for projects walgreens have to decide how much of resources will be allocated to the project. Stakeholders of this projects will be patients who gets their pills from wlagreens , project manager , doctors , nurses , database designer . as project is related to healthcare walgreens already have employees in this area which can suggest core needs for such systems.

This project help to achieve two major goal , one ensuring all patients taking pills at time and for Walgreen increase profit by providing new service to customers by selling them application(software).

It is great opportunity for Walgreen to expand their services to their customers and ensure that they don’t go to any other retailer. With growing competition by cvs and other retailers it is important for Walgreen to ensure they provide best customer service to new and old customers.

## Project Purpose or Justification

This project has primary focus on solving pill reminder issues and second making healthcare database more accessible through application. Walgreens already have one application which is just a pill reminder without any notifications. new system will be developed with the help of developers to ensure that pill reminder application software is integrated with health care database. (Integration does not mean whole healthcare system will be evaluated and added to database of pill reminder system.) beside purpose of pill reminder system will help patients for pill refills update, heath notification according to their health history, check nearby retailers and availability of pills . Other main use of this system will be dedicated to associated nurses , as more old age people have associated nurses to take care of their health this system will help to nurses to create account and check patients account and associate patients to another nurses according to availability. One more purpose of this project is give notification of pill intake in any case even device switched off (like alarm clock). System will have basic healthcare details which should be available to any doctor or nurses for initial checkup.

## Objectives

Main objectives include designing new pill reminder software application and database for the system.

For each of this objectives there are some separate goals . for both first we have to define goals and strategy for each individual task.

There will be three phase for completing all objectives

Early phase- Research and feedback

Estimating cost of total project

Collecting patients details

Collecting retail outlets details

Collecting all medicine details

Collecting associated nurses and doctors details

Middle phase- Allocating resources

Designing prototype of application

Testing prototype

Developing application software

Developing database for pill reminder system

Integrating database with application

final phase- Ensuring security issues

Fixing bug from application

Defining price structure for system

Publishing application

### Primary Business Objectives

* Primary medical history will be collected from all sections
* Pill intake history of patients will be collected from all available database
* Details of all pills and medicine will be collected which are available to all retail stores
* Information of all retailers with their stock of medicine will be collected and must be updated in real time after publishing system
* Integrate all details in one database
* Organize all information at one location
* Secure all medical records of patients and details of customers

|  |  |  |
| --- | --- | --- |
| Reference No. | Business Objective Description | Specific Goal |
| 1 | Collecting heath care history of customers | In first 3 months , will be collected with reliability(cost-$134,980) |
| 2 | Collecting all Walgreens stores details with available stock | In first 2 months , will be collected (cost- $34,000) |
| 3 | Collecting associated nurses and doctors details to Walgreens | In first 3 months , will be collected(cost - $256,786) |
| 4 | Organizing and integrating all details | In second phase will be managed and organized (cost- $78,000) |
| 5 | Addressing security concerns with detail | In second phase will be completed (cost- $450,000) |
| 6 | Implementing structure that can update details | In last phase will be completed(cost- $250,000) |
|  |  |  |
|  |  |  |

### Project Objectives

*Provide brief statements of the Project Objectives that will be achieved in the project. There may be numerous Project Objectives to support each Business Objective. These objective statements should be stated in terms that are specific and quantifiable.*

|  |  |  |
| --- | --- | --- |
| Business Objective Ref. No. | Project Objective Ref. No. | Project Objective Description |
| 1 | 1 | To manage their medical history easily |
| 4 | 2 | To ensure all details must be accessible easily |
| 6 | 3 | To achieve flexibility and real time updates in application |
| 5 | 4 | To design system which provide most secure and reliable service to customers |

### Benefits

For user

By integrating database new application will we more functional and useful

Flexibility will be generated for associated nurses and doctors

User will never miss any important pills

Refile process of pills will be more easy

Before approaching Walgreens user can check availability of pills

Reward program can ensure customers can get best prices compare to other stores

For Walgreens

Profit can be gained by selling more applications to customers

Better service and more functions will ensure customers will stick to Walgreens

With good advertising Walgreens can attract new customers

## Project Success Criteria (Chapter 1)

Pill reminder system is highly demandable service for people who have to take medicine regularly. As number of people which reliable on medicine supplements in USA it is important for pharmacy retailers to ensure new customers will come to them . according to many surveys majority of people easily forget their pill intake timing easily which can be dangerous for their health. As every one have smartphone now a days it will be great idea to develop system which is not just pill reminder but can also help to ensure customers can get basic functionality related to their health in new application software. Healthcare and retail pharmacy sector is booming so it will be great step towards implementing new services to customers with latest technology. Another major reason for assuming great success to this project is Walgreens have already pill reminder application with low functionality which is widely used by their customers and some outside customers so with more usability of same application people will surely accept new system.

## High Level Requirements (Chapter 5)

This section will list the high level Requirements that have been identified to date. These requirements should be related to a Business or Project Objective and identified as such through inclusion of that requirements reference number.

| Objective Ref. No. | Requirement Ref. No. | Requirement Description |
| --- | --- | --- |
| 4 | 1 | Well experienced database administrators with good database server required (IBM DBv2 version will be used ) |
| 5 | 2 | Encryption of files , use of web application firewall, and good backup server required |
| 6 | 3 | Sanity check scripts needed ,minimum 4 full time database administrators required |
| 3 | 4 | Separate server needed for collecting data with DBv2 version |

*Feasible study*

*To check feasibility of project from different viewpoint , managers have to include operational, technical, economical feasibility.*

*Operational feasibility- it depends upon following questions*

1. *Is there enough demand for new product and customers intended to accept new product and change?*
2. *Is amount of money and energy needed for project will give desirable output?*
3. *After completion of project it will be used as per desire of company!*

*With regards to first question yes demand for product is high and customers are welcoming new change in application according to Walgreens research. Resources and energy used in project will give good output as per requirement by company.*

*Technical feasibility- technical feasibility can be determine by checking infrastructure , ability to update product, and developing user friendly interface. For this project as company has old application and technical team it will be easy for them to develop new project. They have well experienced team to ensure all technical operations will be operated smoothly. For updating part company can add new features easily.*

*Economical feasibility- economical feasibility is important to ensure success of project. To describe economical feasibility cost of the project will be low because Walgreens already have infrastructure for developing software part and they have database for all information. only integration of all part is hard in project. It will be economical for them to develop this project.*

*Functional requirements-*

*For functional level requirements application includes notification for all healthcare update.*

*Input design-*

*Basic functions like adding pills , removing pills , setting alarm for pills changing alarm setting for pills will be included*

*Output design-*

*Notifications for pills , notifications on health update, request for transfer to access for associated nurses.*

*System requirements- for system hardware and software both will be required.*

*Hardware requirements- for hardware system need separate database for all information. database server for all application user will be needed.*

*Software requirements- for software side Microsoft visual studio will be used to design software for all operating system.*

# Change Management (Chapter 4)

Handling change for any project is very important. During implementing project there can be many cases that force project management to make change in process or functions. Change management includes acknowledge change , review change , monitor change and implement or reject it.

Submit, review, coordinate, implement, and measure are processes of change management. Change control board contains all type of stakeholders who can give appropriate suggestions for change and make decisions on change.

## Project Change Control Narrative:

|  |  |  |
| --- | --- | --- |
| Step name | accountable | Action |
| Change suggestion | Change coordinator | Complete change request form |
| Change screening | IT team | Check change request and accept it |
| Change review | Project manager | Review change |
| Deciding class | Project manager | Decide class 1 or 2 for change |
| Accept or decline change | Stakeholders and change control board | Make final decision on change |
| Update project plan | Project manager | make new plan according to change |
| Implement change | IT team | Implement change in project |

## Project Change Control Flowchart:

In flow chart we can see who is authorized to accept change to who is authorized to implement it. Stakeholders, project manager, change control board, IT team, change coordinator are in decision making cycle. There are two types of change, change related to financial or economical will not be considered by IT team or project manager. It will be given to financial committee. Change related to pill reminder application and database system will be considered under process.



## Project Change Request Form Template:

This template will be used by Walgreens to ensure all change in project reviewed correctly by change control board which include all kind of stakeholders.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Change request form** | | | | |
| Project name- | | | Project ID- | |
| Form number- | | | Date- | |
| Project manager- | | | | |
| Change request | | | | |
| Requestor name-  Requestor number-  Request number- | | Priority description- | | |
| Change category- (check all that apply)  \_\_scope \_\_cost \_\_schedule \_\_technical requirements  \_\_testing/quality \_\_resources | | | | |
| Choose class of change-  Class 1- include economical decisions\_\_\_\_  Class 2- include application and database related decisions\_\_\_\_ | | | | |
| Description of change- | | | | |
| Estimated cost and time- | | | | |
| Describe alterative if possible- | | | | |
| Change evaluation | | | | |
| Evaluated by- | | | Comments on evaluation- | |
| Actions should be taken- | | |
| Impact on cost, schedule, quality, scope and risk- | | | | |
| Decision on change by change control board | | | | |
| Member name- | Decision - | | Signature- | Date- |
| Comments- | | | | |
| Member name- | Decision - | | Signature- | Date- |
| Comments- | | | | |
| Member name- | Decision - | | Signature- | Date- |
| Comments- | | | | |
| Member name- | Decision - | | Signature- | Date- |
| Comments- | | | | |

## Project Change Log Template:

Change log form will be used by change coordinator for making sure every change detail will be saved regardless it will be accepted or rejected.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Change log** | | | | | | | |
| Project- PILL REMINDER SYSTEM | | | | Last updated date- 9/24/16 | | | |
| Change id | Requested by | Date | Details on change | | Decision on change | Priority | Comments- |
| PLR\_01 | Dr.Powell J(doctor) | 9/1/2016 | Add hospital locations | | Rejected | Low | Not useful function as per majority of stakeholders |
| PLR\_02 | Mr Joseph K | 9/24/16 | Add audio assistance in application | | pending | High | Change control board evaluating effects and cost |

# SCOPE Description (chapter 5)

Pill reminder system will be designed by Walgreens to ensure customers will get application which will be great for basic pill reminder and medical intake purposes at the same time it will be useful to track healthcare record of customers. From gathering managing and organizing medical record of all patients to secure them and build database for long term use is main goal of project.

Project scope-

Intensify flexibility to access medical records and pill reminder application

Identify various customers and their medical history

Identify pill intake and medicine intake history and current plan for patients

Ensure all store locations of Walgreens are compatible with new application and database system

New functions like refill by scan and refill reminder in application will be added

Analyze medical record of patients

Analyze purchase history of customers to use it for promotions purposes

Ensure associated nurses and doctors with system have all information about patients.

# Schedule and Budget Summary (Chapters 6 & 7)

## Work Breakdown Structure

WBS forms -

|  |  |  |
| --- | --- | --- |
| WBS name- planning | WBS number-1.0 | WBS writer- Mr Jeff Taylor |
| WBS precursor- none  which component must be finished before start | WBS description - after defining requirements of plan, plan must be designed by project manager .from designing software to how to implement server for health care record must be completed in this task | |
| WBS level of effort- all level of managers with stakeholders must be included |
| Must start date-aug 17 2016 |
| Must finish date- sep 16 2016 | Assumptions and comments- | |

|  |  |  |
| --- | --- | --- |
| WBS name- implementing | WBS number-2.0 | WBS writer- Mr Jeff Taylor |
| WBS precursor- 1.0 which component must be finished before start | WBS description - implementation of both application and database will be done in this part according to project plan. | |
| WBS level of effort- |
| Must start date-sep 17 2016 |
| Must finish date- oct 20 2016 | Assumptions and comments- | |

|  |  |  |
| --- | --- | --- |
| WBS name- finance | WBS number-3.0 | WBS writer- Mr Jeff Taylor |
| WBS precursor- 2.0  which component must be finished before start | WBS description - resources will be allocated to each department and all accounting work will be done in this part. | |
| WBS level of effort- |
| Must start date-oct 20 2016 |
| Must finish date- nov 20 2016 | Assumptions and comments- | |

|  |  |  |
| --- | --- | --- |
| WBS name- deployment | WBS number-4.0 | WBS writer- Mr Jeff Taylor |
| WBS precursor- 3.0  which component must be finished before start | WBS description - deployment of product will be done after complete testing of product. | |
| WBS level of effort- |
| Must start date-nov 20 2016 |
| Must finish date- dec 20 2016 | Assumptions and comments- | |

|  |  |  |
| --- | --- | --- |
| WBS name- marketing | WBS number-5.0 | WBS writer- Mr Jeff Taylor |
| WBS precursor- 4.0  which component must be finished before start | WBS description - after final delivery marketing will be done with advertising | |
| WBS level of effort- |
| Must start date- dec 20 2016 |
| Must finish date- dec 31 2016 | Assumptions and comments- | |

## Summary Milestone Schedule (Chapter 6)

|  |  |
| --- | --- |
| Milestones | Target date |
| Phase-1 aug17 2016 – oct 20 2016 |  |
| 1. Approve project plan and strategy | Aug 17 2016 |
| 1. Design framework and project management context | Aug 30 2016 |
| 1. database framework tool | Sep 10 2016 |
| 1. present framework and design to review team | Sep 30 2016 |
| 1. review framework design as per review | Oct 5 2016 |
| 1. implement design of software | Oct 20 2016 |
| Phase -2 oct 20 2016 – dec 31 2016 |  |
| 1. review financial goal | Oct 20 2016 |
| 1. review change management report | Nov 1 2016 |
| 1. implement change according to report | Nov 15 2016 |
| 1. test application and database | Dec 4 2016 |
| 1. put product in market | Dec 21 2016 |

## Project Exclusions

In exclusions project management team will exclude following points after getting recommendation from stakeholders, financial committee and change control board.

Access of complete medical record to all doctors will be excluded. After only patients permission doctor will be allowed to check complete history.

Adding extra functions for Xerox and print of pages in application will be excluded from application.

Collaboration with CVS pharmacy in cases Walgreens unable to fulfil specific need is excluded.

Adding medical insurance descriptions and history in application will be excluded as companies providing insurance don’t agreed on terms.

Personal information like mail id, phone number, smoking history, liquor abuse, will not be shared with associated nurses and doctors.

## Assumptions (Chapter 5)

Few assumptions have been made which are required for successful completion of project.

Pill reminder is essential part of daily routine.

Customers are alright to pay for application which have higher functionality then free applications

Doctors and associated nurses are having difficulties without any technical help and availability of reminder for medical intake for their patients.

Customers are comfortable with new paid application which can give them pill notification and health update.

Any delay on access of any resources can cause delay in product delivery.

All change request will be evaluated by change control board and project is subject to change.

Efficiency level of working team will be high to ensure product will be available in allocated resources.

## Constraints (Chapter 5)

For any projects constraints are important and must be defined at beginning. Higher level management at Walgreens have decided many constraints to ensure scope and goals don’t go out of bound. For many issues budget is also problem as it is not a large scale project and financial committee will not approve more budget for it.

### Solution Constraints

- collecting information of various associated doctors and nurses.

- collecting data on available stoke from all outlet.

- deciding resource allocation for both software and database.

- customers should understand in which cases application can’t be used and should know how to use application.

- associated nurses should understand how to swap patients on their unavailability.

### Process Constraints

* Application will not be compatible with desktop computers. It will be only available for mobile operating systems.
* Application will not include functions like snoozing reminder for pills as it is not useful.
* Database with health record will not available to all doctors and associated nurses.
* Application will not have printing and photocopy functions.

## Product Deliverables & Acceptance Criteria (Chapter 5)

List the key tangible product outputs (deliverables or services) to be provided by this project. Include all internal and external deliverables that will evidence the successful completion of key project milestones.

*Identify delivery dates, delivery locations, and quantities, as appropriate. Explain the criteria that will be used by the product users to determine if the project can be accepted*. *It may be useful to portray these in a table.*

| **Deliverables** | **Date Available** | **Acceptance Criteria** |
| --- | --- | --- |
|  |  |  |
| Database with health record of customers | Oct 2 2016 | Should be well shorted to use with application |
| Application design | Nov 5 2016 | Easy to use , with good interface and attractive design should be available to implement in application |
| Software and hardware update | Nov 30 2016 | All software and hardware at Walgreens will be updated according to new system |
| Quality assurance test | Dec 20 2016 | Both application and database will be tested for any bug or crash |
| Change according to QA report | Dec 25 2016 | Change will be implemented as per QA report |
| Final product delivery | Jan 1 2016 | Product will be ready for use |

Table **x**. Key Project Deliverables

# PROJECT SCHEDULE (Chapter 6)

Time management for any project is very important part. Deploying product and related services in market in time is very crucial part of success for project. Walgreens management team decided to more concentrate on implementing and testing because of application software and database. Besides that marketing was also involved in schedule to ensure customers should know about new application and new functionality of application.

**Product management deliverables**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Product definition** | Statement of definition | Requirements definition | Roadmap definition | Sep 1 to sep 15 |
| **Product design** | Design prototype | Function design requirements |  | Sep 15 to oct 5 |
| **Development** | Initiate creation process | Initiate Implementation | Product branding and packaging | Oct 5 to oct 20 |
| **Beta version** | Beta requirements | Beta release date | Beta finding report | Oct 20 to nov 6 |
| **Pre-launch** | Final RRD | New requirements gathering | Testing | Nov 6 to dec 6 |
| **Delivery** | Deployment | Marketing |  | Dec 16 to dec 24 |
|  |  |  |  |  |

**Project management deliverables**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Process** | **Deliverables** | **Description** | **Resources** | **Start date** | **End date** |
| Initiate | 1. Project business model 2. Resource model | Project will be initiated | Project management team, business model , resource detail | Sep 1 2016 | Sep 5 2016 |
| Planning | 1. Framework design 2. Resources analysis | Planning on resources and schedules will be created | Analyst, developer, project manager | Sep 5 2016 | Sep 25 2016 |
| Requirements analysis | 1. Technical specifications 2. Requirements gathering | Hardware and software requirements will be gathered | Stakeholders , change control board | Sep 25 2016 | Oct 7 2016 |
| Design | 1. Application prototype 2. Testing plan | Prototype will be designed and testing plan will be developed | Developer, project manager, user | Oct 7 2016 | Oct 20 2016 |
| Implementation | 1. Implementing application and database 2. User and developer guide | Application and database will be implemented | Developers, software and hardware requirements | Oct 20 2016 | Nov 4 2016 |
| Testing | 1. Quality assurance 2. Bug report | Testing of application will be done and bugs and crash report will be solved | Developers, | Nov 4 2016 | Dec 20 2016 |
| Project closer | 1. Delivery of application 2. advertisement | Application will be available to customers | Project manager | Dec 20 2016 | Jan 1 2016 |

# Summary High Level Budget (Chapter 7)

For Walgreens developing budget and allocating finance to specific task is crucial. Their main focus is on development of application. It should be well designed and should be bug free. Testing is also important part to ensure hassle free application. Besides all of this management tired to allocate reserved funds in case of failure in any task which need to be done again.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Budgeted Item** | **July 2016 to Aug 2016** | **Aug 2016 to Sep 2016** | **Sep 2016 to Oct 2016** | **Oct 2016 to Nov 2016** | **Nov 2016 to Dec 2016** | **Total** |
| application developers | 180,000$ | 100,000$ |  |  |  | **280,000$** |
| Database administrators | 150,000$ | 70,000$ |  |  |  | **220,000$** |
| Network framework |  | 40,000$ | 50,000$ |  |  | **90,000$** |
| Management team | 200,000$ | 150,000$ |  |  |  | **350,000$** |
| Testing management |  |  |  | 80,000$ |  | **80,000$** |
| Server components |  |  | 30,000$ |  |  | **30,000$** |
| Hardware components |  | 100,000$ |  |  |  | **100,000$** |
| Reserved fund | 10,000$ |  |  |  |  | **10,000$** |
| Marketing |  |  |  |  | 50,000$ | **50,000$** |
| **Time Period Total** | **1 month** | **1 month** | **1 month** | **1 month** | **1 month** | **5 months** |
| **Accumulating Total** | **540,000$** | **460,000$** | **80,000$** | **80,000$** | **50,000$** | **1,210,000$** |

# Quality Management Plan (Chapter 8)

Quality management plan is crucial for Walgreens to decide project will be successful or not. As it is information technology project Walgreens had decided to ensure quality of its application should be best. Both quality control and assurance will be done with highest effort possible. Standards and milestones needed for products and services related to product will be ensured by Walgreens management team. To ensure all stakeholders will be satisfied quality management will be done with best efforts.

## Quality Assurance:

| Quality Assurance focuses on Project Processes. Think of quality assurance as activities that help to prevent quality problems while developing project deliverables. Quality assurance ensures that your project processes are appropriate and consistently followed. | | | |
| --- | --- | --- | --- |
| **Project Process/Procedure Subject to Quality Assurance**  (Activities you will use to help avoid the need for rework) | **Quality Standards for Process / Procedure1** | **Quality Assurance Activity and Frequency2**  (Audits, Process Reviews, Process Analysis, Assessments, etc.) | **Who is Responsible for performing Assurance Activity and reporting results** |
| Hiring project team members | Experts in the fields should be selected | Background check and interview will be taken to ensure best team members will be in team | HR department |
| Resource gathering | Resources needed for project should be gathered with lowest cost and best quality | All resources will be compared in terms of price and quality. | Project manager |
| Database implementation | Easy to use and hard to crash database server should be designed | Best database software like mysql will be used | Database administrator , developer |
| Software graphic design | User friendly and crash free design of application should be generated | Different type of prototype will be tested to ensure best design will be used | Software designer, developer |
| Software implementation | Crash free and easy to update coding should be done for great quality | Coding based on java will be done | Developer |
| Testing | Application and database both should work perfectly | Testing team will test both application and database and analyze results | Developer, project manager |
| Change | All change request which are beneficial for project should be acknowledged | Management team will go through change log form to solve all pending change request | Change control board, project manager |

**1**Stakehlder’s standards /expectations for the processes

**2** Activity that will be performed to monitor if project processes /procedures are being followed and standards / expectations are being met

## Quality Control:

| Quality Control focuses on Project Deliverables. Quality control is a set of activities designed to evaluate project deliverables. Quality control focuses on finding defects in deliverables / verifying that requirements are being achieved. | | | | |
| --- | --- | --- | --- | --- |
| **Deliverable Name/Description** | **Metric (Attribute that will be measured)** | **Physical or Performance Quality Standard1** | **Quality Measurement Activity and Frequency2** | **Who is Responsible for performing Control Activity and reporting results** |
| Software application | Compatibility, efficiency, user friendly or not | Compatible with IOS, android, windows mobile OS | Best developers team in java language will work | Developers, project manager |
| Database | Capacity, reliability | IBM DB2 version 3.0.1 | Database with highest capacity and reliability from IBM selected | Database administrator |
| Hardware components at stores | Efficiency, durability, reliability | Minimum 4TB rom, minimum 8 GB ram, 300mbps speed | Computer hardware with all minimum requirement will be purchased | IT team, |
| Network infrastructure | Connectivity, durability, efficiency | Should be able to connect with 1000 points with good reliability | Best available servers for network will be purchased | IT team |
| Advertisements | Impact on customers, | Should be seen by major of customers | Both online and on television marketing will be done | Marketing team |
| Project execution | Completion of project | Successful completion of both application and database | All deliverables will be finished before deadlines | Project manager |

**1**Actual value or range of values/criteria that must be achieved to meet quality standards /customer satisfaction

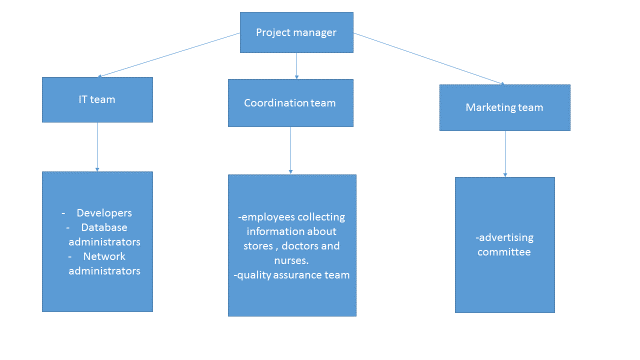
**2**How the quality metrics measurements will be taken. Describe the specific activity that will be used to conduct measurement and determine if the deliverable is in compliance with quality standards

# Project Organization & Resources (Chapter 9)

## Internal Team Structure

### Narrative: As pill reminder application is IT project it will need good technical team for coding and networking purpose. Main focus will be on designing of application and implementing of database. There will be 6 developers who have expertise in java base application in team. Two database administrator will be in team. One sales representative will take care of marketing. One project manager will be hired with experience in IT project. All team members have to report to project manager. Line of control and authority will be clearly defined so coordination will be easy with all team members.

### Team Organization Chart: Include a chart that shows the details of how your very specific project team is organized/structured.



## Project Organization: Major Project Roles & Responsibilities:

| Identify the individuals performing the project's primary/main roles & responsibilities. This can be used to establish accountabilities throughout the project’s lifecycle | | |
| --- | --- | --- |
| **Major Role / Function1** | **Major Responsibilities** | **Name and Title**  (May be multiple names per Major Role) | |
| Project manager | Project management and finance issues | Mr. Henry J Powell | |
| developers | Technical tasks, testing | Nishant Dev, Taylor King | |
| Sales representative | Marketing | Utsav Shah | |

1Examples (Not exhaustive): Steering Committee, Executive Sponsor, Program Manager, Project Manager, Technical Lead, Testing Lead, Training Coordinators, Developers, Testers, Specialists: (Architecture, Security, MIS, etc.),

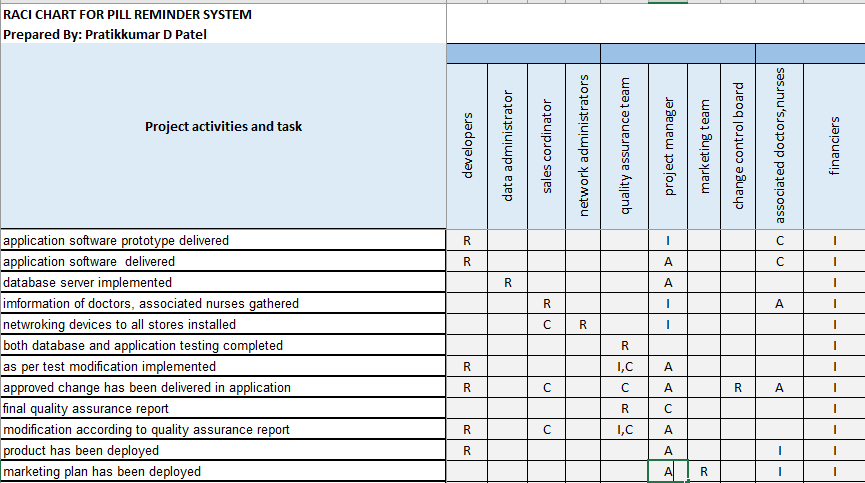
## Project Team Members: External Interfaces:

| Identify project personnel who are charged with establishing/maintaining key relationships with people /organizations outside the project team. This can be used to establish accountabilities throughout the project’s lifecycle | |
| --- | --- |
| **Team Member Name and Title** | **External Organization / Entity**  for which Team Member is the  Primary Interface / Liaison |
| Doctor (Dr. Joseph P) | External stakeholder |
| Customer(Mr. Eric L) | Customer review and feedback |
| Quality assurance (Mr. Kevin R) | Testing and quality management |

## RACI Chart

*Construct a RACI chart to clarify at a detailed level the relationship between project work and the people doing the work. The RACI chart for your project must show the four key roles your project stakeholders will perform when completing the individual project work items:*

* *Responsible role (R) – Identify who is responsible for doing the work. - Who is assigned to and will perform the work?*
* *Accountable role (A) – Identify who has final decision and 'ownership' of the work. Who has the authority to sign off for the work?*
* *Consulted role (C) – Identify the subject matter experts that have the information needed to complete the work. Whose input is needed before decisions are made or work begins?*
* *Informed role (I) – Identify who needs to be updated on the progress of the work (after decisions/actions are taken)? Whose work depends on this deliverable?*



## Equipment and Training Needs (Chapter 9)

### Equipment: Identify equipment, supplies, etc. that will need to be purchased to support your project team members – items your team members will need to complete their project assignments.

Project is mainly based on software development, besides that Walgreens has to buy networking and database devices to ensure their already implemented infrastructure will be able to work with new work load by application and database server.

Walgreens already has workspace and basic infrastructure on their remote office. As company is already a leading brand in medical equipment supply it will be easier for them to access majority of equipment.

Basic computer equipment are available at remote office with full specifications. All computers will be on latest windows 10 operating system. Besides that they also have java run time environment required to develop java application. DBMS , oracle and netbeans also installed in all computer.

### Training: Identify what kind of training your team members must receive to perform well as team members and/or complete their project assignments.

Even though majority of team members are well experienced in their field there will be 1 week session for training scheduled. During that period every person in team will be assigned to their tasks initially and will be informed about working environment in Walgeens. Group meeting will be held in session to improve communication between team members. For all team members if any changes required external training from specialist will be provided by Walgreens.

# Communications Plan (Chapter 10)

The communication plan guides project communications and includes the following sections.

## Stakeholder communications requirements

For communication with stakeholder it is important to identify targeted audience. It is important to ensure every stakeholder in project will get update on project. Late identification of any stakeholder can cause many problems. For Walgreens early steps will be taken by management to ensure communication will be good for all stakeholders. Mainly format of communication will be listed below for stakeholders.

Meetings

Newsletters

Emails

Conference calls

Meetings will be used for high level stakeholders like investors, project sponsors, project management team. For doctors and nurses emails will be send after every tasks which need to be known by them. Newsletters will be sent to customers which are selected to take tests.

***Communications* Table / Matrix Example (complete your own)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Communication Item | Frequency of Communication | Format/ Media/ Distribution Channel | Content Author(s) | Reviewer(s) Approver(s) (sign-off before distribution | Audience/ Recipients (Stakeholders who will use the communication items) | Feedback Mechanism |
| Meeting outcome report | Week | Document | Meeting organizer | Project manager | Management team, investors | dcument |
| Status report | Month | Document | Project manager | Project manager | Management team | Document |
| Emails | Week | Written in computer | Marketing team | Project manager | Customers, doctors, nurses, management team | Email |
| Newsletters | Week | Document | Marketing team | Project manager | Customers | Email, call |
| Conference calls | month | Voice recordings | Marketing team | Project manager | Management team | Email, call |
|  |  |  |  |  |  |  |

## Escalation procedures (for resolving issues)

Escalation process is required for tasks which are behind deadlines. The point of acceleration systems is to finish assurance of the issue through discourse and support between the Human services Administration board and external accomplices as fitting. To keep up straightforwardness and oversight of the method and to offer affirmation to external accomplices, and to propel open accreditation through the propitious reporting of examination disclosures and change movement orchestrates. Sanctioning describes the reasonable movement on account of the issue rising. Significant issues are recognized which speak to a threat to patient prosperity and general prosperity, and when there is a failure to make a move to decide.

In view of the late reports and investigation, the accompanying acceleration methods will be taken after to keep up the quality and enhance the correspondence between the partners. To keep up legitimate correspondence between the group pioneers and their group, a report is sent by the group to the group pioneer toward the end of every day. The advance is investigated and the choice whether the procedure needs to accelerate or proceed with a similar pace is chosen. End of week reports are sent toward the end of every week. The reports are sent to the group pioneer through email. An indication of the following weeks errands are sent to the colleagues by the group pioneer. So also the data is traded between the group pioneers and the venture supervisors. A standard meeting is held among the colleagues and the group pioneer, group pioneers and the venture director, extend administrator and the partners. All these will help the correspondence to be better. Best administration meeting: - that is the meeting between the venture chief, partners, Quality Administration administrator and all the top level supervisors is done each week. Execution Survey: - Audit of the Execution is made each week and consistently. Two distinct audits will be accessible toward the end of every month. Programming quality Meeting: - This is sorted out to decide the stream of the usage.

## Revision procedures (for updating the plan)

There are many issues which need to revise after attention to ensure project will be completed on time. The data gathered about the patient's therapeutic history, from the different restorative administrations, for example, doctor's facilities, medicinal services focuses, research facilities, and so forth should be upgraded often. The data being gathered now from all the human services focuses is upgraded to the databases. In any case, in the event that any patient sees a specialist's office the day in the wake of social affair the data about him/her then the information in the database won't be precise. One of the amendment strategy is to assemble the data from the therapeutic focus, social insurance focuses, healing centers, and so on and redesign the data when a patient methodologies any of the previously mentioned places required in the medicinal services administrations. Another issue is that division of work is not legitimate which makes the group dealing with gathering the data repetitive. Appropriate timetable must be made to the undertakings being doled out, this is a correction techniques to be taken after to redesign the arrangement.

The hardware that is the product used to plan and build up the database ought to be powerful and exact in recovering the data for the end clients, both social insurance suppliers, for example, specialists and the patients. There is a need to overhaul the programming projects used to secure the data which is very secret and abuse of the information will prompt to high confusions for both the end clients and the business itself. So the amendment methodology is to actualize the venture utilizing an exceedingly secured programming. There is a most recent adaptation of the antivirus programming which is as of now being utilized as a part of the venture for the improvement of the application and securing the data. The modification strategy is to redesign the data about the antivirus programming utilized furthermore care ought to be taken so that upgrading the product is done much of the time.

## Status Report Format

Format of weekly report includes all type of issues form completed, pending and in process. Responsible person has to ensure task will be completed in time. Every task has its date in which it suppose to start be completed.

|  |  |  |  |
| --- | --- | --- | --- |
| Project name- pill reminder system | | Week- | |
| Completed items | | | |
| Task | Responsible persons | Date completed | remarks |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| In process items | | | |
| Task | Responsible persons | Estimated date of completion | Remarks |
|  |  |  |  |
|  |  |  |  |
| Pending | | | |
| Task | Responsible persons | Estimated date of completion | remarks |
|  |  |  |  |
|  |  |  |  |

# PROJECT RISK MANAGEMENT (chapter 11)

Use this table to identify at least five sources of Project Risk (RBS Level one). The risk sources/categories must not be the risks themselves - but categories within which the true risks will fit. Ensure your completed list is consistent with the scope of your specific project. .

|  |
| --- |
| **Sources of Project Risk: Risk Category** |
| Business risk - government related, Regulatory, environmental, market related |
| Operational risk - lack of trained staff |
| Resource risk - insufficient resources |
| Technical risk – less adaptability of new technology |
| Schedule risk - behind deadlines |

.

## 11.1 Detailed Risk Register

**Document is saved in excel worksheet please click on it for more details**



# Procurement management Plan (chapter 12)

## Make/Buy/Lease analysis and Procurement Needs

There are many resources which cannot be produced by team. In such cases either they can buy it or take it on lease. There are many resources which cannot be leased cause it will need permanent purpose.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Resource | Unit | Cost per unit | Total cost | Leasing cost | Total leasing cost |
| 1 | Computer systems | 7 | 3000$ | 21000$ | 100$/month | 700$ |
| 2 | Network devices | 4 | 6000$ | 24000$ | - | - |
| 3 | Database server | 6 | 5000$ | 30000$ | - | - |
| 4 | Data storage devices | 5 | 2500$ | 75000$ | - | - |
| 5 | Workstation | 1 | 8,00,000$ | 8,00,000$ | 500$/month | 30,000$ |
| 6 | Java run time environment | 1 | 1000$ | 1000$ | -- | - |
| 7 | Smartphones of each OS for testing | 4 | 800$ | 3200$ | - | - |
| 8 | Security software | 1 | 800$ | 800$ | 30$/month | - |

## Procurement Source Selection Process

### Evaluation Criteria and Long List

Before choosing which procurement will be bought or lease there will be certain criteria for them to ensure management don’t have waste more financial resources on it. Every single item will be evaluated and minimum requirements will be set to ensure all resources will meet it. With available financial budget, team will check which resources can be bought for lower price and which can be avoided. There are many services from outside firm will be needed. Before choosing any of those company will ensure they meet requirements. There will be list created of all resources and service providers and from that list after evaluation will be done to create short list.

### Short List

After doing complete evaluation of all resources and services team will make short list of final selection. Short list will have all services and resources which match requirements for project. That list will be evaluated by management team to ensure all services and product match requirements. Selection will be done form that list.

### Source Selection

Source of services or resources will be selected after checking history and performance of source. All vendors selected in sort list will be evaluated by management team to ensure they have good history of performance. Besides that according to financial budget who ever fits in will be selected. Risk associated with specific source will also considered before choosing source. From price, guarantee, after sales services all will be checked before choosing vendor.

## Vendor Performance Management and Closeout

Vendor performance management is very important to ensure quality of project will be good. Management team have to ensure all vendors selected for resources and services must be ready to fulfill all requirements decided for project. After getting products and services from vendor management team have to check their performance in case they have to replace it for better performance for project. Such performance can be evaluated by measures like quality, finance, efficiency etc. feedback system can also become helpful to ensure all customers are happy about product. Sending such feedbacks to vendor and asking them to replace or update product or service in case of problem is also useful. Agreement between buyer and seller is also required to ensure all product give best services. Maintenance service must be provided by vendor for specific products to ensure they run smoothly.

Closeout procedure is responsibility of project manager. During this process manager will have to ensure all documentation of all tasks has been done perfectly. Audit after completion of procurement process is must required for documentation. Documentation can be used to learn experience of project team.

# STAKEHOLDER ANALYSIS (chapter 13)

## Stakeholder Register with Roles and Responsibilities

*Identify and state responsibilities assigned to each major role in the project, and identify the individuals who are responsible for those functions and activities. A table of may be the best way to depict these.*

|  |  |  |  |
| --- | --- | --- | --- |
| Stakeholder Name | Organization | Role/Position  (in Current Organization) | Key Project Roles and Responsibilities |
| Pratikkumar patel | Office | Project manager | Making project management process, approving change and deliverables, communication process |
| John | office | IT lead | Management IT team, technical assistance to management team, IT troubleshooting |
| Shah | office | Sales lead | Business process, sales department |
| Mick | Office | Programmer | Coding, software development, technical assistance |
| Jack | Office | Project sponsor | Investment, approval on deliverables |
|  | External | customer | Purchase of product, feedback, review |

*Internal - Identified by Functional Area or resource group and with a description of responsibilities.* *External - Identified by Vendor or outsource group and with a* *description of responsibilities.*

## Stakeholder Analysis

*Include Name, Power/Interest, Current & Desired Engagement and Stakeholder Management Strategies*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Power / Interest | Current Engagement Level | Desired Engagement Level | Stakeholder Management Strategy |
| Pratikkumar Patel | High/high | Leading | Leading | All project management process |
| John | High/medium | Supportive | supportive | Feedback on technical issue, constant involvement. |
| Shah | Medium/medium | Supportive | Supportive | Review of marketing, design |
| Mick | Medium/high | Supportive | Supportive | Review of programming aspects, technical issues |
| Jack | High/high | Supportive | Supportive | Providing guidelines, potential gains, financial support. |
| customer | High/medium | Neutral | Supportive | Marketing, advertising, review, advantages |

# Monitoring & Control Procedures (Chapters 5-7)

Monitoring and control procedures will be followed to ensure all procedures in project will be completed effectively. Following activities are included in monitoring and control procedures.

Project monitoring

Scope management

Schedule management

Budget management

Quality control

Human resource management

Stakeholder management

# Closeout CRITERIA

Verification of scope – scope of project must be verified at the end of project. All aspects should be match to main scope

Technical closeout – all technical needs should be completed after end of project. he staff will be come back to their positions, excepting a couple will's identity held for support reason. Execution audits for the colleagues will be done and recorded for reference.

Project audit-A venture review will be done to decide the venture advance and execution. All the status reports and intermittent advance documentation will be inspected to diagram the advance. Correlations will be made to check if the venture was executed by projections, both as indicated by the calendar and spending plan.

Experience documentation- he lessons learned out of this venture will be recorded. This can turn out to be significant for reference on different ventures in future. Input and audits from all the significant partners will be gathered for this reason notwithstanding individual perceptions.

Communication report-The partners will be educated of the venture closeout. The correspondence will incorporate a venture execution report.

Project report-A report depicting the general execution of the venture, proposals, qualities and shortcomings and audits and criticism from the group will be readied.