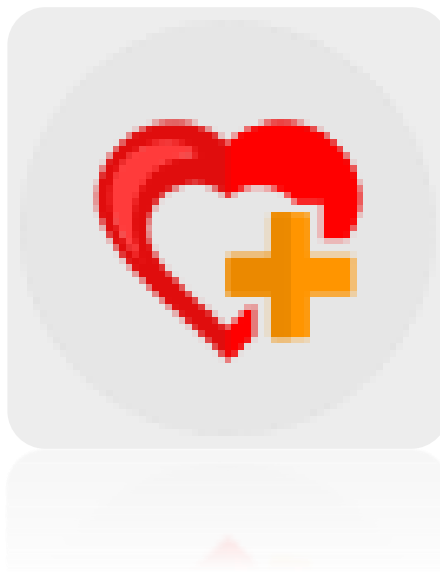


# **SMARTMED APPOINTMENTS**

**(Software Project Management)**

**FACULTY: MA'AM ALISHA FARMAN**



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## Table of Contents

Section	Subsection	Page
<b>1. Acknowledgment</b>		4
<b>2. Business Case</b>	Executive Summary	5
	Problem Statement and Objectives	5
	Proposed Solution and Market Analysis	4
	Cost-Benefit Analysis and Risk Assessment	5
<b>3. Project Charter</b>	Project Name and Description	6
	Purpose, Goals, and Outcomes	6
	Scope, Deliverables, and Stakeholders	7
	Constraints, Risks, and Assumptions	8
	Summary Budget and Communication Plan	9
<b>4. Introduction</b>	Overview of SmartMed Appointments App	10
	Why SmartMed?	10
	Problem Statement and Scope	11
	Functional and Non-Functional Requirements	12
	Technical Integration and Budget	13
	Project Timeline	14
<b>5. Methodology</b>	Features and Technical Details	15
	Why Use Scrum?	16
	Team Roles and Product Backlog	17
	Sprint Backlog	18
	Work Breakdown Structure	19
	Resource Allocation	21
	Risk Identification, Mitigation, and SWOT Analysis	29

Section	Subsection	Page
	Fish Bone	32
<b>6. Mockups and User Experience</b>	Patient-Side Features	35
	Doctor-Side Features	50
	Admin-Side Features	56
<b>7. Experiment</b>	Elder Participant Evaluation	67
	Observational Research and Survey Results	68
	Analysis of Observational Data	70
<b>8. Results</b>	Usability Goals Analysis	71
	Key Observations and Achievements	75
<b>9. Closure</b>	Project Summary	80
	Project Roles and Responsibilities	81
	Deliverables	82
	Expenses	83
	Schedule	84
	Lessons Learned and Recommendations	85

## **ACKNOWLEDGMENT**

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**“A good teacher is like a candle; it consumes itself to light the way for others.”**

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I would like to Thanks Almighty ALLAH and I will take this opportunity to express my gratefulness to my beloved teacher Ms. Alisha Farman, who gave me such a golden opportunity to work on this project on “SmartMed Appointment” and also helped me throughout this project. Her valuable words and advice have truly motivated me. I have learned many useful things from this project. Her guidance and constant support have pushed me to successfully complete this project. I am thankful to be a part of this project under the guidance of my teacher and I convey my truthful regards and appreciation for sincere co-operation of her in this project.

# **1.BUSINESS CASE**

## **1. Executive Summary:**

This business case describes the creation of the **SmartMed Appointments** mobile app to make healthcare easier for patients. The app will let users quickly book doctor appointments, get reminders for upcoming visits, receive personalized test suggestions, find transportation options, and navigate hospitals. With these features, SmartMed aims to improve how patients connect with their healthcare and make the whole experience smoother.

## **2. Problem Statement:**

Patients face challenges in scheduling medical appointments due to complicated processes and lack of timely reminders. This has resulted in missed appointments, increased anxiety about healthcare access, and greater reliance on outdated communication methods. As a result, there is a growing need for a modern solution that enhances patient engagement and simplifies the healthcare experience.

## **3. Project Objectives:**

- Launch the SmartMed Appointments mobile application within one year.
- Increase patient adoption of the app by 50% within the first year.
- Reduce missed appointments by 30% by providing timely reminders and self-service scheduling options.

## **4. Proposed Solution:**

The SmartMed Appointments app will include:

- Features for easy doctor scheduling, appointment reminders, and test recommendations.
- Transportation options for getting to appointments, along with hospital navigation maps.
- Security measures to protect user data and ensure privacy.
- Educational content on managing healthcare and understanding medical processes.

## **5. Market Analysis:**

The market for healthcare scheduling apps is growing rapidly, with a projected CAGR of 25% through 2025. Competition includes health tech startups and established providers enhancing their digital services, creating an opportunity for SmartMed Appointments to offer a comprehensive and user-friendly solution

## **6. Cost-Benefit Analysis:**

Estimated Costs: \$150,000 (development, testing, marketing).

### **➤ Expected Benefits.:**

- Increased patient retention leading to additional revenue of \$300,000 annually.
- Reduced operational costs through fewer in-person appointments: \$100,000 annually.
- ROI: 250% over three years.

## **7. Risk Assessment:**

**Technical Risk:** Possible security vulnerabilities in the SmartMed app, System down time, Data accuracy according to double appointments.

**Operational Risk:** Risk of low patient adoption rates.

**Risk Mitigation Technique:** Perform regular security audits and include penetration testing as part of the development process. Launch a strong marketing campaign and provide extensive customer support during the initial rollout.

## **8. Implementation Plan:**

1. Requirements Gathering (Month 1)
2. Development of the Application (Months 2-5)
3. Testing and Quality Assurance (Months 6-7)
4. Launch and Marketing Campaign (Month 8)

## **9. Stakeholder Analysis:**

**Project Sponsor:** CEO of SmartMed

**Users:** Patients, healthcare professionals, and administrative personnel.

**Marketing Department:** Tasked with patient outreach and engagement efforts.

## **10. Conclusion:**

The development of the SmartMed Appointments mobile app will improve how patients engage with their healthcare and make it easier to access services. This investment is designed to increase patient satisfaction and keep more patients coming back, helping SmartMed become a leader in healthcare technology.

## 2.PROJECT CHARTER

Project Name	Code Creatives
Creation date	14-10-2024
Project charter Status (pending/approve/reject)	Pending
Project Sponsor Signature	
Proposed project start and end date	14-10-2024 28-02-2025

Project Description	The SmartMed Appointments App is a mobile platform enabling patients to easily book and manage appointments with specialized doctors. Key features include secure booking, real-time tracking, payment integration, and transport options. Built for Android and iOS, the app emphasizes data security and is designed to scale for growing demand, enhancing healthcare accessibility and convenience.
Project Purpose	The purpose of the SmartMed Appointments App is to simplify the process of medical appointments, allowing patients to find, book, and manage appointments with doctors based on specialization. The app will also include transport booking, appointment history, and feedback options to improve accessibility and service quality.
Project goals and outcomes	<b><u>Project Goals:</u></b> <ul style="list-style-type: none"><li>• <b>Streamline Appointment Booking:</b> Simplify access to specialized doctors.</li><li>• <b>Enhance User Experience:</b> Real-time tracking, reminders, and secure payments.</li><li>• <b>Ensure Data Security:</b> Protect user data through robust encryption.</li><li>• <b>Build a Scalable Platform:</b> Handle growing user demand with high reliability.</li></ul> <b><u>Outcomes:</u></b> <ul style="list-style-type: none"><li>• <b>Efficient Scheduling:</b> Reduced appointment conflicts and missed visits.</li><li>• <b>Higher Patient Satisfaction:</b> Improved communication and ease of use.</li><li>• <b>Convenient, Secure Payments:</b> Simplified transactions for patients and clinics.</li><li>• <b>Operational Efficiency for Clinics:</b> Organized schedules and reduced manual work.</li></ul> <b>Scalable and Reliable App:</b> Supports future growth with minimal downtime.
Project Scope	<p>➤ <b>In Scope:</b></p> <p><b>User Roles:</b> Patient, Doctor, and Support Staff roles</p> <p><b>Core Features:</b> Registration and Authentication for both patients and doctors</p> <p>Appointment booking with real-time tracking</p> <p>Doctor categorization based on specialization</p> <p>Pre-appointment medical test recommendations</p> <p>Transport booking options</p> <p>Secure online payment integration</p> <p>Notifications, reminders, and appointment history</p> <p>Search filters and patient feedback system.</p> <p>➤ <b>Platforms:</b> Mobile app on Android and iOS</p>

	<p>➤ <b>Out of Scope:</b></p> <p>Development for a web platform</p> <p>Non-medical services or unrelated healthcare processes</p>
<b>Project Deliverables</b>	The SmartMed Appointments App deliverables include a fully functional mobile application, providing a seamless user experience for patients and healthcare providers. Key features will encompass secure user registration and authentication, a doctor directory with specialization filters, and an intuitive appointment booking system with real-time tracking capabilities. Additionally, the app will integrate a secure payment gateway, allowing patients to complete transactions easily and safely. Notifications and reminders will keep users informed of upcoming appointments, while a feedback system will enable continuous improvement based on user experiences. Comprehensive documentation will support future maintenance, updates, and user guidance.
<b>Benefits</b>	<p><b>1: Convenience:</b> Easy scheduling and management of appointments from anywhere.</p> <p><b>2: Time Management:</b> Reduces missed appointments and optimizes clinic resources.</p> <p><b>3: Reminders:</b> Automated notifications help patients remember their appointments.</p> <p><b>4: Medical History Access:</b> Patients can view their medical records for informed discussions.</p> <p><b>5: Streamlined Communication:</b> Direct messaging between patients and providers.</p> <p><b>6:Enhanced Engagement:</b> Encourages patients to actively manage their healthcare</p>
<b>Stakeholders</b>	<p>1: <b>Patients:</b> Primary users of the app, seeking convenient and secure appointment booking with specialized doctors.</p> <p>2: <b>Doctors and Healthcare Providers:</b> Service providers whose availability, specializations, and profiles are featured, benefiting from streamlined patient scheduling.</p> <p>3: <b>Support Staff:</b> Administrative staff who manage schedules, monitor bookings, and assist patients with any inquiries through the app.</p> <p>4: <b>Project Sponsor (Code Creatives):</b> The funding entity responsible for supporting and overseeing project resources and strategic alignment.</p> <p>5: <b>Project Manager:</b> Oversees project timelines, budget, resource allocation, and communication among stakeholders.</p> <p>6: <b>Development Team And Testing Team:</b> Responsible for coding, designing, testing, and deploying the app across platforms.</p> <p>7: <b>Marketing and Promotion Team:</b> Handles app launch promotions, user acquisition strategies, and branding.</p> <p>8: <b>IT and Security Team:</b> Ensures the app's data security, compliance, and uptime reliability to meet privacy standards and user expectations.</p> <p>9: <b>End-User Support Team:</b> Provides customer support, manages user queries, and assists in troubleshooting technical issues.</p>
<b>Constraints/Risks</b>	<p><b>RISK MITIGATION STRATEGIES</b></p> <p><b>1:Timeline Delays:</b> Set clear milestones, regular status updates</p> <p><b>2:Budget Overruns:</b> Monitor budget closely, reallocate resources as needed</p> <p><b>3:Technical Challenges:</b> Conduct thorough testing, employ skilled developers</p> <p><b>4:Low User Adoption:</b> Ensure intuitive design, user testing, and feedback</p>



<b>Assumptions</b>	<p><b>1: User Demand:</b> There is sufficient demand among patients and healthcare providers for a mobile appointment management solution.</p> <p><b>2: Platform Compatibility:</b> The app will function smoothly on the latest versions of Android and iOS.</p> <p><b>3: Availability of Resources:</b> Skilled developers, designers, and support staff are readily available and can be allocated within the project's timeline and budget.</p> <p><b>4: Data Security Compliance:</b> Necessary encryption protocols and security measures will be available to ensure the app meets healthcare data privacy regulations.</p> <p><b>5: Budget Sufficiency:</b> The allocated budget of \$100,000 - \$150,000 will cover development, testing, deployment, and initial post-launch support.</p> <p><b>6: Stable Internet Access:</b> Users will have reliable internet access, allowing them to utilize real-time booking, tracking, and payment features effectively.</p> <p><b>7: Third-Party Integrations:</b> Required integrations for payment gateways, transport services, and notifications will be accessible and compatible with the app.</p> <p><b>8: User Adaptability:</b> Patients and healthcare providers will find the app user-friendly, with minimal need for training or external support.</p> <p><b>9: Timely Feedback:</b> Stakeholders, including patients and doctors, will provide timely feedback during beta testing and after launch, aiding in app refinement.</p>
<b>Project Team</b>	<p>Syeda Aliza Ali (Project manager)</p> <p>Muhammad Ahmed (Team Lead)</p> <p>Urooj Tariq (Developer)</p> <p>Maidah Farooqui (Developer)</p>
<b>Summary Budget</b>	<p><b>1: Development Costs:</b> \$60,000 - \$90,000  <b>Developer Salaries:</b> \$30,000 - \$45,000  <b>Designer Salaries:</b> \$10,000 - \$15,000  <b>Tester Salaries:</b> \$8,000 - \$12,000  <b>Technology Stack Licenses (if applicable):</b> \$5,000 - \$8,000  <b>Server Hosting and Data2:base Management:</b> \$7,000 - \$10,000</p> <p><b>2 : Marketing Costs:</b> \$20,000 - \$30,000  <b>App Store Registration and Listing Fees:</b> \$1,000 - \$2,000  <b>Initial Advertising and Promotions:</b> \$15,000 - \$20,000  <b>Public Relations and Brand Development:</b> \$4,000 - \$8,000</p> <p><b>3: Maintenance and Support:</b> \$20,000 - \$30,000  <b>Post-Launch Developer Support:</b> \$10,000 - \$15,000  <b>Technical Support Team:</b> \$5,000 - \$8,000  <b>Updates and Bug Fixes:</b> \$5,000 - \$7,000</p>

## Communi cation Plan

EVENT	DATE	TIME	DURATION	AUDIENCE	OWNER	CHANNEL
<b>Project Kickoff Meeting</b>	October 16, 2024	10:00 AM	60 minutes	All Stakeholders	Project Manager	Video Conference
<b>Requirements Review</b>	November 27, 2024	11:00 AM	90 minutes	Dev Team, IT & Security, Project Sponsor	Project Manager	In-person/Virtual Meeting
<b>Bi-weekly Status Updates</b>	Starting November 10, 2024	9:00 AM	30 minutes	Project Team, Sponsor	Project Manager	Email/Project Management Tool
<b>Monthly Stakeholder Review</b>	Starting December 2, 2024	2:00 PM	60 minutes	Project Sponsor, Key Stakeholders	Project Manager	Video Conference
<b>Technical Development Updates</b>	Starting December 2024	4:00 PM	45 minutes	Development Team, IT & Security	Lead Developer	Project Management Tool
<b>User Feedback Collection</b>	Estimated December 2024	3:00 PM	60 minutes	Selected End Users	Marketing & Dev Team	Surveys/Focus Groups
<b>Pre-Deployment Briefing</b>	Estimated January 2025	11:00 AM	60 minutes	All Stakeholders	Project Manager	Video Conference
<b>Post-launch Performance Review</b>	Estimated Feb 2025	10:00 AM	90 minutes	Project Sponsor, Dev Team	Project Manager	Video Conference
<b>Project Closure Report</b>	Feb 28, 2025	2:00 PM	60 minutes	All Stakeholders	Project Manager	Formal Report (PDF)

## Project Timeline

The estimated timeline for the project is broken down into phases as follows:

1. **Requirements Gathering:** 2 weeks
2. **System Design:** 4 weeks
3. **Implementation:** 8 weeks
4. **Testing:** 4 weeks
5. **Deployment:** 2 weeks
6. **Maintenance and Support:** Ongoing after deployment

**Total Estimated Time: 20 weeks (approximately 4-5 months).**

### **3.INTRODUCTION**

The **SmartMed Appointments App** is a cutting-edge platform designed to revolutionize the way patients access healthcare services. This app offers a comprehensive solution for booking, managing, and tracking appointments with specialized doctors, making healthcare more accessible and convenient than ever before. With an intuitive and user-friendly interface, it caters to individuals of all ages and technical expertise, ensuring a seamless experience for everyone.

Available on both **Android** and **iOS**, the app integrates a wide range of features to simplify medical appointment management. Patients can browse a directory of trusted healthcare professionals, schedule appointments in just a few clicks, and receive timely reminders to stay on track with their medical plans. To further enhance convenience, SmartMed incorporates **secure payment integration**, allowing users to settle fees directly through the app, as well as **transport services** to assist with getting to and from appointments.

Prioritizing **data security**, the app ensures that personal and medical information remains confidential and protected. Whether it's real-time updates on appointments, multilingual support, or features like feedback and ratings for doctors, the SmartMed Appointments App is a comprehensive tool designed to empower patients and transform the way healthcare is accessed in today's fast-paced world.

#### **Why SmartMed?**

SmartMed is designed to address the challenges faced by patients in accessing and managing healthcare services. Here's why SmartMed stands out:

1. **Convenience at Your Fingertips:**
  - Book and manage appointments with trusted healthcare professionals anytime, anywhere.
  - Integrated payment and transport services for a hassle-free experience.
2. **User-Friendly Interface:**
  - Easy navigation for users of all ages and technical expertise.
  - Multilingual support to cater to a diverse audience.
3. **Comprehensive Healthcare Access:**
  - Browse a directory of specialized doctors based on expertise and ratings.
  - Receive timely reminders and updates to stay on track with medical plans.
4. **Data Security and Privacy:**
  - Robust encryption ensures personal and medical data remain confidential.
5. **Enhanced Patient Engagement:**
  - Feedback and rating features to choose the best healthcare providers.
  - Real-time updates and notifications for seamless healthcare management.

### **3.1 PROBLEM STATEMENT:**

Patients often struggle with finding the right doctors, booking appointments, and managing medical plans efficiently, leading to delays and frustration. That's why we created **SmartMed**—a user-friendly platform designed to simplify healthcare access, making it seamless, convenient, and secure for everyone.

### **3.2 SCOPE**

The SmartMed Appointments App aims to streamline the appointment booking process between patients and specialized doctors. The app will include features that enhance user experience, facilitate communication, and ensure secure transactions.

The scope encompasses:

#### **1. User Roles:**

- Patients
- Doctors
- Support Staff

### **3.2.1 REQUIREMENT GATHERINGS**

To ensure the successful development and implementation of the SmartMed Appointments App, the following requirements have been identified through detailed analysis and stakeholder consultations:

#### **3.2.1.1 Functional Requirements**

The functional requirements specify what the system should do:

#### **1. User Registration and Authentication:**

- Patients can create accounts and log in securely.
- Doctors can register and verify their credentials.

#### **2. Appointment Booking:**

- Patients can view available doctors and book appointments based on availability.
- The system must send confirmation notifications upon booking.

#### **3. Real-Time Appointment Tracking:**

- Patients can view their wait times and receive reminders about upcoming appointments.

#### **4. Doctor Specialization:**

- Patients can search and filter doctors by specialty and availability.

#### **5. Pre-Appointment Medical Tests:**

- The system suggests necessary tests based on selected doctors.

#### **6. Transport Booking:**

- Integration with transport services for arranging rides to clinics.

#### **7. Payment Gateway:**

- Patients can make secure online payments for appointments.

#### **8. Appointment History:**

- Patients can access their past appointments and related medical tests.

#### **9. Feedback System:**

- Patients can rate and review their appointments.

### **3.2.1.2 Non-Functional Requirements**

The non-functional requirements outline how the system performs its functions:

- Performance:**
  - The app should load within 2 seconds.
  - It must handle at least 1000 concurrent users without performance degradation.
- Scalability:**
  - The architecture must support scaling to accommodate a growing number of users.
- Security:**
  - Data encryption for sensitive information (e.g., payment details).
- Usability:**
  - The app must have an intuitive user interface, easy navigation, and accessibility features.
- Reliability:**
  - The system should have an uptime of at least 99.5%.
  - Backup and disaster recovery plans should be in place.
- Compatibility:**
  - The app must be compatible with the latest versions of Android and iOS devices.

### **3.2.2 Technical Integration**

This section outlines the technical components required to ensure seamless integration and operation of the **SmartMed Appointments App**. It includes a breakdown of hardware and software requirements aligned with the identified features.

Feature	Hardware Requirements	Software Requirements
User Registration and Authentication	Secure servers with high-performance CPUs and SSD storage for databases.	Authentication services (e.g., OAuth, Firebase Authentication).
Appointment Booking	Cloud infrastructure with load balancers for concurrent user handling.	Appointment scheduling system (e.g., Google Calendar API).
Real-Time Appointment Tracking	GPS-enabled devices for location tracking and reminders.	Push notification services (e.g., Firebase Cloud Messaging).
Doctor Specialization	High-capacity storage for managing doctor profiles and specialties.	Search and filtering algorithms integrated into the backend.
Pre-Appointment Medical Tests	Storage servers for managing test recommendations data.	Recommendation engines powered by AI (e.g., TensorFlow).
Transport Booking	GPS and IoT-enabled transport services	Integration with transport APIs (e.g., Uber API).

	hardware.	
<b>Payment Gateway</b>	Secure servers with SSL/TLS encryption for transactions.	Payment gateway services (e.g., Stripe, PayPal).
<b>Appointment History</b>	Data storage with redundancy for patient records.	Database systems (e.g., PostgreSQL, MySQL).
<b>Feedback System</b>	Cloud-based storage for storing feedback securely.	Feedback management tools (e.g., custom REST APIs).
<b>Performance</b>	High-speed processors and scalable cloud infrastructure.	Performance monitoring tools (e.g., New Relic, Datadog).
<b>Scalability</b>	Scalable hardware with elastic resource allocation.	Cloud platforms (e.g., AWS, Azure, or Google Cloud).
<b>Security</b>	Secure servers with hardware security modules (HSMs).	Encryption protocols (e.g., AES-256, SSL/TLS).
<b>Usability</b>	Mobile devices with user-friendly interface specifications.	Cross-platform frameworks (e.g., React Native, Flutter).
<b>Reliability</b>	Redundant hardware systems for failover support.	Backup and recovery solutions (e.g., AWS Backup).
<b>Compatibility</b>	Android and iOS devices (latest versions recommended).	Compatibility libraries and SDKs for both platforms.

### **3.2.3 Budget**

The estimated budget for the development of the SmartMed Appointments app will include:

1. **Development Costs:**
  - Salaries for developers, designers, and testers.
  - Technology stack licenses (if applicable).
  - Server hosting and database management fees.
2. **Marketing and Launch Costs:**
  - App Store registration fees.
  - Marketing and advertising costs for promotion.
3. **Maintenance and Support:**
  - Ongoing support and maintenance costs post-launch.

**Estimated Total Budget:** \$100,000 - \$150,000 (this will vary based on team size, location, and project complexity).

3.2.4 TIMELINE

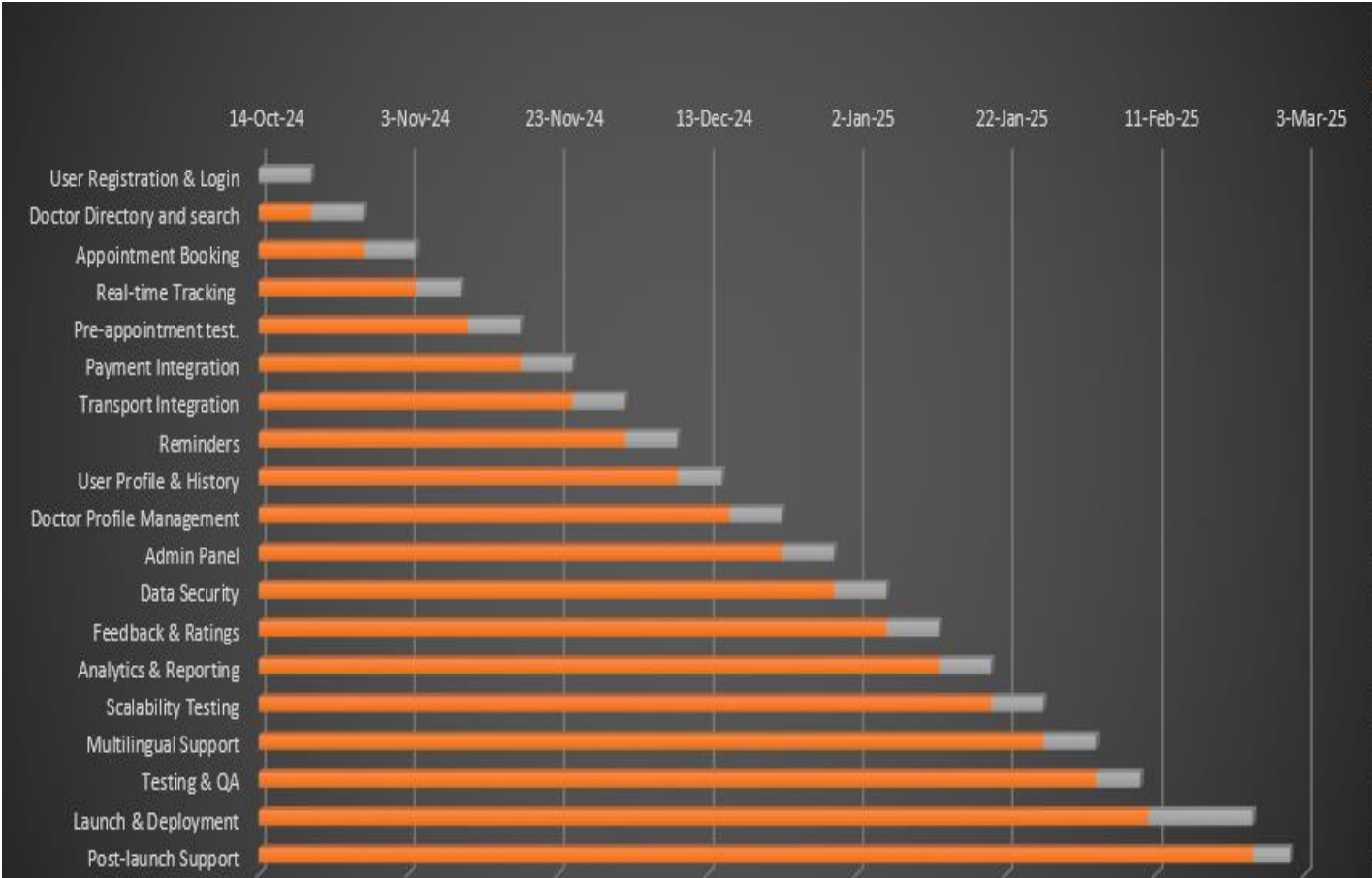


Fig A: Gantt Chart

Fig A, representing the development timeline of a project, covering the period from **October 14, 2024, to March 3, 2025**. The chart outlines the implementation of various features in a phased manner. Initial tasks, such as **User Registration & Login**, **Doctor Directory and Search**, and **Appointment Booking**, are scheduled for completion by November 2024. The subsequent phase, running from November to December 2024, focuses on features like **Real-time Tracking**, **Payment Integration**, **Transport Integration**, **Pre-appointment Tests**, **Reminders**, and **User Profile & History**.

From late December 2024 to January 2025, advanced functionalities like **Doctor Profile Management**, **Admin Panel**, **Data Security**, **Feedback & Ratings**, and **Analytics & Reporting** are developed. By January, efforts shift towards **Scalability Testing**, **Multilingual Support**, and **Testing & QA** to ensure the system's robustness. The project culminates with **Launch & Deployment** in February 2025, followed by **Post-launch Support**, which continues into March 2025. This well-organized timeline ensures seamless progress through development, testing, and deployment stages.

## **4. METHODOLOGY**

### **4.1 Feature Table**

**Feature:** A functionality or capability of the application designed to enhance user experience and address specific needs.

**Technical Details:** The underlying technologies, tools, and methodologies used to implement and support the features effectively.

Feature	Technical Details
Cloud-Based Backend	Built using scalable cloud infrastructure to ensure real-time updates and data synchronization across platforms.
Data Security	Utilized encryption protocols (e.g., AES-256) to secure user data, ensuring compliance with HIPAA and GDPR standards for data privacy and confidentiality.
Payment Gateway	Integrated Stripe API for secure online payments, ensuring a seamless and reliable transaction experience.
Transport Booking	Integrated Uber API to offer convenient transport services, enhancing accessibility to healthcare facilities.
CI/CD Pipelines	Employed tools like Jenkins and GitHub Actions to automate testing, build, and deployment processes, ensuring faster time-to-market with minimal errors.
Multilingual Support	Designed with internationalization libraries (e.g., i18n) to provide content in multiple languages for a diverse user base.
Notifications & Reminders	Implemented real-time push notifications using Firebase Cloud Messaging to ensure timely updates and reminders for appointments.
Real-Time Appointment Tracking	Developed using WebSocket protocols to provide live updates on appointment status for patients and doctors.
Feedback System	Implemented a user feedback module with a rating system and a secure backend to store and analyze user responses for service improvement.

*Table 1: Feature Table*



## 4.2 Why Use Scrum?

Scrum was chosen as the project management framework for its flexibility, focus on collaboration, and ability to deliver high-quality products iteratively. By breaking down the development process into short sprints, Scrum ensures:

1. **Enhanced Collaboration:** Regular team meetings (standups, sprint reviews, retrospectives) foster transparency and teamwork.
2. **Adaptability:** Scrum allows the team to quickly respond to changing requirements or feedback, ensuring alignment with user needs.
3. **Incremental Progress:** Delivering features in smaller increments helps identify and resolve issues early, reducing the risk of delays.
4. **Stakeholder Engagement:** Frequent updates and demos keep stakeholders informed and involved in the development process.
5. **Quality Assurance:** Continuous testing during each sprint ensures that the product is reliable, secure, and functional

### 4.2.1 Role of Team Members

Team Member	Responsibilities
Scrum Master	<ul style="list-style-type: none"><li>- Planned and managed sprints, ensuring timely task completion.</li><li>- Coordinated communication among team members and stakeholders.</li><li>- Resolved project roadblocks and maintained project timelines.</li></ul>
Developers	<ul style="list-style-type: none"><li>- Designed and implemented core app features such as appointment booking, tracking, and payment integration.</li><li>- Developed and maintained both frontend and backend systems.</li><li>- Ensured scalability, security, and performance of the app.</li></ul>
UI/UX Designers	<ul style="list-style-type: none"><li>- Created wireframes and prototypes based on user feedback.</li><li>- Ensured the app's interface is intuitive, accessible, and user-friendly for all demographics.</li><li>- Conducted usability testing to refine the design.</li></ul>
Quality Assurance Team	<ul style="list-style-type: none"><li>- Performed manual and automated testing for each sprint deliverable.</li><li>- Identified and logged bugs, ensuring that the app met high-quality standards.</li><li>- Verified the app's performance, security, and compliance with data protection standards.</li></ul>
DevOps Engineers	<ul style="list-style-type: none"><li>- Set up and managed CI/CD pipelines for efficient testing and deployment.</li><li>- Monitored the app's cloud-based backend to ensure reliability and scalability.</li><li>- Handled infrastructure optimization for performance.</li></ul>
Business Analyst	<ul style="list-style-type: none"><li>- Gathered and documented user requirements through surveys and interviews.</li><li>- Analyzed user feedback and market trends to ensure the app addressed key challenges.</li><li>- Bridged communication between stakeholders and the development team.</li></ul>
Support Team	<ul style="list-style-type: none"><li>- Managed user inquiries and technical support during post-launch.</li><li>- Monitored user feedback to identify areas for improvement.</li></ul>

Team Member	Responsibilities
	- Provided assistance with app usage and troubleshooting.

## 4.2.2 PRODUCT BACKLOG

In fig B, the product backlog for the "SmartMed Appointments" app highlights its core features, estimated development time, and priorities. High-priority tasks include **User Registration & Login** for secure access, **Doctor Directory and Search** to help users find doctors by specialty or location, **Appointment Booking** with calendar integration, and **Payment Integration** for secure transactions. Other essential features include **In-app Messaging** for secure communication, an **Admin Panel** for managing users and settings, and **Data Security** to ensure HIPAA compliance and encryption. Medium-priority features include **Real-Time Tracking** for GPS-based appointment updates, **Reminders** for notifications, **User Profile Management**, and **Feedback & Ratings** to improve the user experience. Lower-priority features, such as **Transport Integration** and **Multilingual Support**, aim to enhance accessibility. The backlog also emphasizes **Scalability Testing** and comprehensive **Testing & QA** to ensure the app's performance and reliability.



### PRODUCT BACKLOG

Simplifying Your Healthcare Journey - Book, Manage, and Track Your Appointments with Ease.


SMARTMED APPOINTMENTS

OBJECTIVE		The app connects patients with doctors for easy appointment booking, secure communication, and seamless payment, all while ensuring data security and user-friendly features.		
ID	NAME	FUNCTIONALITY	ESTIMATED TIME (Weeks)	PRIORITY
1	User Registration & Login	Secure user registration and login with multiple sign-in options.	2	High
2	Doctor Directory and search	Searchable directory of doctors by specialty, location, availability.	3	High
3	Appointment Booking	Appointment booking system with calendar integration and doctor selection.	4	High
4	Real-time Tracking	GPS-based live tracking for upcoming appointments.	2	Medium
5	In-app Messaging	Secure messaging between patients and doctors.	3	Low
6	Payment Integration	Secure payment methods and receipt generation.	3	High
7	Transport Integration	Booking options for rideshare services.	2	Low
8	Reminders	Automatic reminders for appointments via notifications.	2	High
9	User Profile & History	Manage profile info and view appointment history.	2	Medium
10	Doctor Profile Management	Doctors can manage profiles and schedules.	4	Medium
11	Admin Panel	Dashboard for managing users, doctors, and settings.	4	High
12	Data Security	Data encryption and HIPAA compliance for privacy.	3	High
13	Feedback & Ratings	Patients can rate and review appointments.	2	Low
14	Analytics & Reporting	Usage analytics for doctors and admins.	3	Medium
15	Scalability Testing	Load testing to ensure stability at high volume.	1	High
16	Multilingual Support	Support for multiple languages.	2	Low
17	Testing & QA	Comprehensive testing and quality assurance.	2	High
18	Launch & Deployment	Release prep, deployment, and initial onboarding.	4	High
19	Post-launch Support	Initial bug fixes and performance tuning.	2	Medium

**Fig: B PRODUCT BACKLOG**

## 4.2.3 SPRINT BACKLOG

In fig C, the sprint backlog for the "SmartMed Appointments" app organizes the development process into five sprints, each estimated to take 4 weeks, with tasks prioritized based on importance. **Sprint 1** focuses on foundational features like User Registration & Login, Doctor Directory & Search, Appointment Booking, and Real-Time Tracking, addressing high-priority tasks with one medium-priority item. **Sprint 2** covers Payment Integration, User Profile & History, and Pre-appointment Tests, balancing high, medium, and low-priority tasks. **Sprint 3** involves the Admin Panel, Doctor Profile Management, Reminders, and Data Security, all of which are high-priority features crucial for app management and user safety. **Sprint 4** addresses lower-priority tasks, such as Transport Integration, Feedback & Ratings, Analytics & Reporting, Scalability Testing, and Multilingual Support, enhancing user accessibility and app performance. Finally, **Sprint 5** focuses on Testing & QA, Post-launch Support, and Launch & Deployment, ensuring the app is polished, functional, and ready for release. This structured sprint plan ensures a balanced and efficient approach to development, emphasizing critical features in the early stages and supplementary features later.



**SPRINT BACKLOG**  
Simplifying Your Healthcare Journey - Book, Manage, and Track Your Appointments with Ease.

SMARTMED APPOINTMENTS

OBJECTIVE

SPRINT NAME	ESTIMATED TIME (Weeks)	PRIORITY
SPRINT 1		
User Registration & Login, Doctor Directory and search, Appointment Booking, Real-time Tracking,	4	HIGH HIGH HIGH MEDIUM
SPRINT 2		
Payment Integration, User Profile & History, Pre-appointment test.	4	HIGH MEDIUM LOW
SPRINT 3		
Admin Panel, Doctor Profile Management, Reminders, Data Security,	4	HIGH MEDIUM HIGH HIGH
SPRINT 4		
Transport Integration, Feedback & Ratings, Analytics & Reporting, Scalability Testing, Multilingual Support	4	LOW LOW MEDIUM HIGH LOW
SPRINT 5		
Testing & QA, Post-launch Support, Launch & Deployment,	4	HIGH MEDIUM HIGH

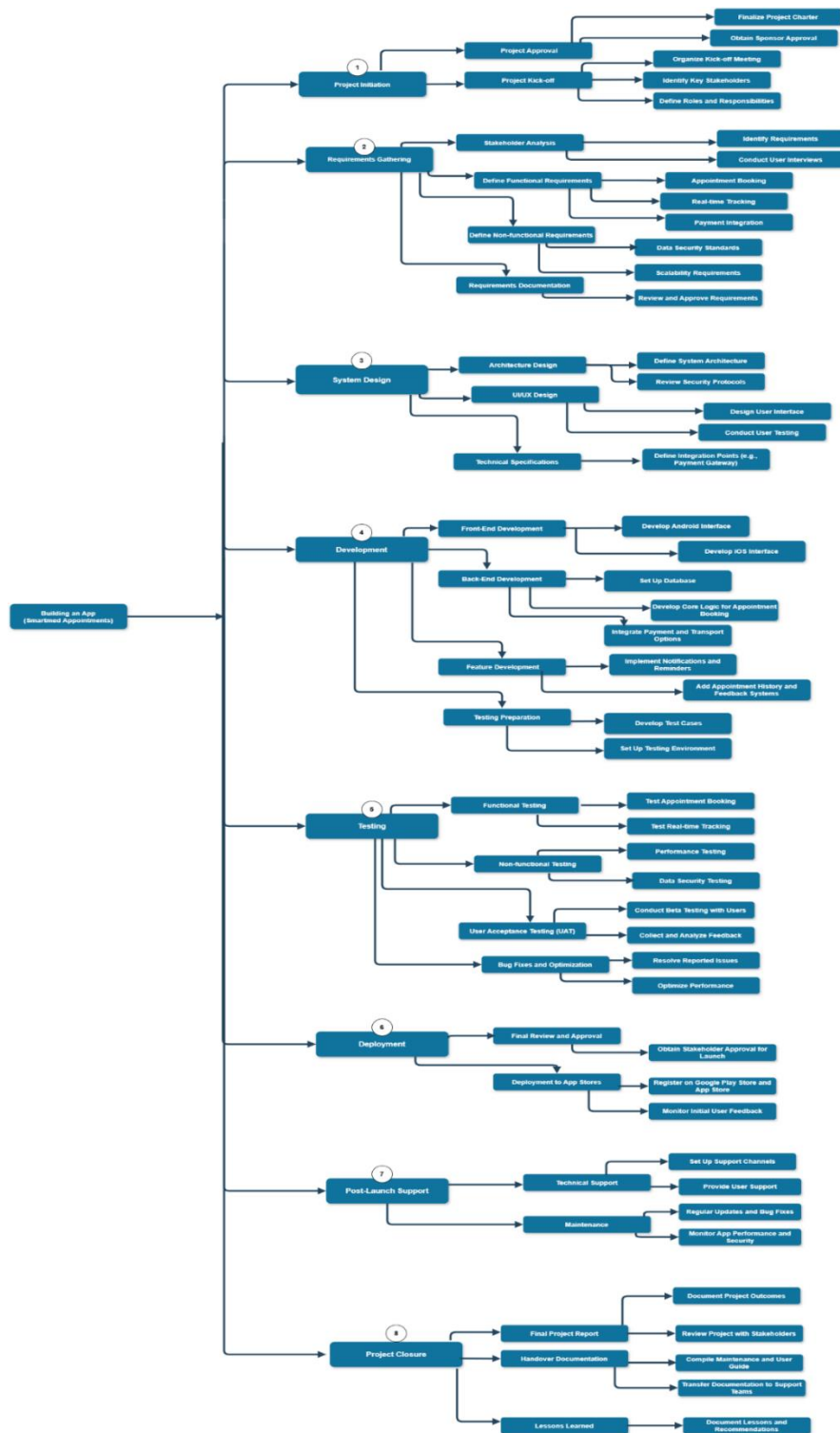
**Fig: C SPRINT BACKLOG**

## INCREMENT:

After each sprint increment will be given.

### **4.3 WORK BREAKDOWN STRUCTURE**

In fig D, "SmartMed Appointments" begins with **Project Initiation**, where project approval, sponsor approval, and kickoff meetings take place, along with defining roles and responsibilities. The next phase, **Requirements Gathering**, focuses on stakeholder analysis, defining functional (e.g., appointment booking, real-time tracking) and non-functional requirements (e.g., scalability, security), and documenting and approving these requirements. This is followed by **System Design**, which includes architecture design, UI/UX design, and defining technical specifications like integration points (e.g., payment gateways) and security protocols. The **Development** stage involves front-end and back-end development, feature implementation (e.g., notifications and reminders), and testing preparation, including the creation of Android and iOS interfaces. The **Testing** phase ensures functional and non-functional aspects of the app are thoroughly tested, including performance, security, and user acceptance testing (UAT), along with resolving bugs and optimizing performance. After testing, **Deployment** takes place, where the app is finalized, launched on platforms like Google Play Store and App Store, and initial user feedback is monitored. Post-launch, **Support and Maintenance** activities include setting up user support channels, providing updates, fixing bugs, and monitoring app performance and security. Finally, the project concludes with **Project Closure**, where documentation, handover, final reporting, and lessons learned are compiled to ensure a smooth transition and successful project wrap-up.



**Fig: D WBS**

## 4.4 RESOURCE ALLOCATION

"SmartMed Appointments" project, detailing their allocation, purpose, and usage. Key resources include **Labor**, with roles like Project Manager, Developers, and Designers to handle development, testing, and marketing; **Budget**, ranging from \$100,000 to \$150,000 for salaries, tools, and maintenance; and **Time**, estimated at 30 weeks for the entire project. **Materials** like office supplies and **Space** such as office and meeting rooms support collaboration. **Hardware and Software**, including laptops, testing devices, and tools like Jira, aid in development and project management. Processes like Agile and DevOps ensure efficiency, while **Intellectual Property**, such as trademarks and the codebase, protects the project's assets.

Resource Type	Allocation for SmartMed Appointments	Purpose/Tasks	Who Can Use It
Labor	Project Manager, Team Lead, Mobile Developer, Backend Developer, UI/UX Designer, QA Tester, Marketing Specialist	Oversee, develop, test, deploy, and market the app.	Project Manager, Team Lead, Mobile Developer, Backend Developer, UI/UX Designer, QA Tester, Marketing Specialist
Cash (Budget)	\$100,000 - \$150,000	Covers salaries, technology licenses, marketing, deployment, and maintenance	Project Manager, Finance Officer, Team Lead
Time	Estimated 30 weeks (Requirements, Design, Development, Testing, Deployment, and Maintenance phases)	Manages project timelines, deadlines, and deliverables.	Project Manager, Team Lead, All Team Members
Materials	Office supplies (paper, pens, whiteboards) for physical planning; data storage devices	Support daily operations and documentation	Project Manager, Admin Assistant, All Team Members
Space	Office space for development team, meeting rooms for collaborative sessions	Provides a collaborative environment for team productivity	Project Manager, Team Lead, All Team Members
Energy	Electricity to power devices, air conditioning	Maintains a conducive work environment	All Team Members

Hardware & Software	Laptops, mobile testing devices (Android/iOS), Firebase database, API services, project management software (e.g., Jira, Trello)	Essential for development, testing, and project management	Mobile Developer, Backend Developer, QA Tester, UI/UX Designer, Project Manager
Real Estate	Main office space, meeting rooms, secure storage area	Provides space for project collaboration and secure storage	Project Manager, Admin Assistant, All Team Members
Processes	Agile development methodology, testing protocols, customer feedback loop, DevOps pipeline	Ensures streamlined development, testing, deployment, and continuous feedback	Project Manager, Team Lead, Backend Developer, QA Tester, DevOps Specialist
Intellectual Property	Project brand name, trademarks, custom codebase for SmartMed Appointments	Protects unique assets and establishes project ownership	Project Manager, Team Lead, Legal Advisor, Backend Developer

## **4.5 RISK IDENTIFICATION AND MITIGATION:**

This section lists potential risks that could affect the project. It categorizes risks into different types, assigns a likelihood and impact score, and calculates the overall risk score. These categories include technical failures, supply chain issues, logistical challenges, security breaches, and more.

### **4.5.1 Risk Categories and Descriptions:**

Each category represents a group of risks with a common source or effect. Here's a breakdown:

1. **Technical Failures**

Risks related to technology, such as app crashes, API integration issues, and server failures. These can disrupt the app's core functionality and affect user experience.

2. **Supply Chain Issues**

Problems with acquiring tools, licenses, or hardware. Delays can slow down project progress.

3. **Logistical Challenges**

Includes team scheduling conflicts, poor communication, or inadequate resource allocation, which can lead to inefficiencies.

4. **Negative Publicity**

Risks of poor reviews or social media backlash, especially if the app has bugs or privacy concerns.

5. **Security Breaches**

Data privacy risks, including user information leaks and payment vulnerabilities, which could damage trust.

6. **Low User Engagement**

If the app doesn't meet user expectations or has a poor user interface, it may fail to retain users.

7. **Legal Issues**

Non-compliance with healthcare regulations or certifications, leading to penalties or project delays.

8. **Budget Overrun**

Unexpected cost increases in development or hosting expenses.

9. **Project Delays**

Caused by prolonged testing, unclear requirements, or slow stakeholder approvals.

10. **Training Challenges**

Delays or gaps in training the staff to use the system effectively.

11. **External Factors**

Changes in regulations or natural disasters disrupting operations.

RISK CATEGORY	RISK	LIKELIHOOD	IMPACT	RISK SCORE
TECHNICAL FAILURES	Failure of the app's core functionality	4	5	20
	Integration issues with third-party APIs	3	4	12
	Server downtime or database failures	4	5	20
	Compatibility issues with Android/iOS	3	3	9
	Scalability problems under high user load	3	4	12
SUPPLY CHAIN ISSUES	Delay in procurement of technology licenses	3	3	9
	Lack of timely hardware or tools	2	3	6
	Delayed onboarding of key development tools	3	4	12



<b>LOGISTICAL CHALLENGES</b>	Inadequate resource allocation	3	4	12
	Scheduling conflicts among team members	3	3	9
	Lack of proper communication	4	4	16
<b>NEGATIVE PUBLICITY</b>	Negative user reviews on app stores	4	2	8
	Social media backlash due to app bugs	3	3	9
	Criticism for data privacy issues	3	4	12
<b>SECURITY BREACHES</b>	Data breaches compromising user information	5	5	25
	Payment gateway vulnerability	4	4	16
	Mismanagement of user session tokens	3	4	12
<b>LOW USER ENGAGEMENT</b>	Fewer-than-expected app downloads	3	4	12
	Poor app retention due to UX issues	3	4	12
	Failure to meet patient expectations	1	2	2
<b>LEGAL ISSUES</b>	Non-compliance with healthcare regulations	2	5	10
	Failure to secure necessary certifications	2	4	8
<b>BUDGET OVERRUN</b>	Unexpected cost increases in development	2	4	8
	Rising server hosting expenses	3	3	9
<b>PROJECT DELAYS</b>	Extended testing phases	3	5	15
	Delayed approvals from stakeholders	3	3	9
	Lack of clarity in requirements	4	4	16
<b>TRAINING CHALLENGES</b>	Insufficient training for medical staff	3	4	12
	Delay in onboarding new developers	2	3	6
<b>EXTERNAL FACTORS</b>	Changes in healthcare regulations	3	5	15
	Natural disasters affecting team operations	1	3	3

## Mitigation Strategies for Each Risk Category

### 1. Technical Failures

- Conduct rigorous testing (unit, integration, and load tests) before deployment.
- Implement redundancy for servers and databases to minimize downtime.
- Choose reliable third-party APIs and maintain proper documentation for integration.
- Ensure cross-platform compatibility through regular testing on Android and iOS.
- Design the system for scalability to handle high user loads.

### 2. Supply Chain Issues

- Identify and procure necessary tools and licenses in advance.
- Maintain a buffer in procurement timelines to accommodate potential delays.
- Establish alternate suppliers for critical hardware or tools.

### 3. Logistical Challenges

- Use project management tools to improve scheduling and resource allocation.
- Foster open communication through regular team meetings and updates.
- Appoint a communication lead to address and resolve conflicts.

### 4. Negative Publicity

- Maintain a high-quality assurance process to minimize bugs.
- Address user complaints promptly via dedicated customer support.
- Be transparent about data privacy measures to build user trust.

### 5. Security Breaches

- Implement robust encryption and secure authentication protocols.
- Conduct regular vulnerability assessments and penetration testing.
- Comply with industry standards such as HIPAA and GDPR.

### 6. Low User Engagement

- Conduct user surveys and usability testing to align the app with user needs.
- Enhance the app's interface to improve user experience (UX).
- Implement targeted marketing campaigns to drive downloads and engagement.

### 7. Legal Issues

- Consult with legal experts to ensure compliance with healthcare regulations.

- Secure all necessary certifications before the app's launch.
  - Regularly review and update legal compliance based on regulatory changes.
8. **Budget Overrun**
- Monitor expenses regularly and maintain a contingency budget.
  - Optimize hosting expenses by using scalable cloud infrastructure.
  - Perform detailed cost analysis during project planning.
9. **Project Delays**
- Set clear and achievable project milestones.
  - Involve stakeholders early in the decision-making process to reduce approval delays.
  - Address unclear requirements through iterative development and feedback loops.
10. **Training Challenges**
- Develop comprehensive training materials and resources.
  - Schedule training sessions well in advance for all involved personnel.
  - Use online platforms to provide flexible training options.
11. **External Factors**
- Monitor regulatory changes and adapt quickly to comply with new standards.
  - Create a disaster recovery plan to address unforeseen events.

### **4.5.1 SWOT ANALYSIS CHART:**

In fig 2.2, the SWOT analysis identifies the project's strengths, weaknesses, opportunities, and threats.

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#### **Strengths (Internal, Positive)**

These represent the internal factors that give the project an advantage:

1. **Easy-to-use and intuitive interface:** The app is designed for user convenience, ensuring accessibility for a wide range of users.
2. **Integration with popular healthcare platforms:** Seamless compatibility with established healthcare systems improves its functionality.
3. **Real-time appointment tracking:** Allows users to manage and monitor appointments efficiently.
4. **Secure patient data management:** Ensures high-level data security and privacy, which is critical for healthcare apps.
5. **Customizable features for clinics and hospitals:** Provides flexibility to cater to the specific needs of different medical institutions.

---

#### **Weaknesses (Internal, Negative)**

These highlight internal challenges or limitations the project may face:

1. **Limited initial user base:** It may take time to attract a significant number of users.
  2. **High development and maintenance costs:** The project requires substantial investment to sustain its operations.
  3. **Dependence on third-party APIs for scheduling and notifications:** Reliance on external systems introduces vulnerabilities.
  4. **Requires continuous updates to meet evolving regulations and standards:** The healthcare industry's changing norms demand regular updates.
-

## Opportunities (External, Positive)

These are external factors that can be leveraged for growth or improvement:

1. **Increasing demand for telemedicine and digital healthcare solutions:** A rising trend in remote healthcare services provides a favorable environment.
2. **Partnerships with healthcare providers and insurance companies:** Collaborations can enhance the app's reach and credibility.
3. **Expansion into international markets:** Exploring global opportunities can help tap into new customer bases.
4. **Use of AI to enhance appointment suggestions and patient care:** Advanced technologies can be integrated to make the app smarter and more efficient.

## Threats (External, Negative)

These are external factors that pose challenges to the project's success:

1. **High competition from existing healthcare apps:** Competing against well-established apps is a significant hurdle.
2. **Potential data breaches or cyberattacks:** Security risks could harm user trust and the app's reputation.
3. **Regulatory changes in the healthcare industry:** New laws and policies can affect operations and require compliance adjustments.
4. **Resistance to adopting new technology by some providers:** Reluctance from healthcare providers to transition to new systems could slow adoption.



Fig 2.2

### **4.5.2 RISK REGISTER:**

This is a detailed table that tracks risks, their likelihood, impact, severity, ownership, and mitigation plans.

- Example: For the risk of platform crashes during high traffic, the IT team will conduct load testing and ensure a scalable infrastructure.

ID	Date Raised	Risk Description	Likelihood of the Risk Occurring	Impact if the Risk Occurs	Severity	Owner	Mitigating Action
1	25-01-2025	Platform crashes during high user traffic	High	High	Medium	IT Team	Conduct load testing and ensure scalable server infrastructure
2	25-11-2024	Delays in integrating payment gateway	Medium	High	High	Development Team	Collaborate with payment gateway providers early and create contingency plans
3	04-11-2024	Inaccurate appointment scheduling due to software bugs	Medium	High	Medium	QA Team	Regular testing cycles and bug fixes before deployment
4	02-01-2025	Lack of user training leading to operational inefficiencies	Low	Medium	Medium	Training Team	Develop user-friendly tutorials and conduct training sessions
5	15-12-2024	Staff unavailability during critical system updates	Medium	High	High	Operations Manager	Plan updates during off-peak hours and create a backup staffing plan
6	20-01-2025	Non-compliance with healthcare data regulations	Low	Medium	High	Compliance Team	Conduct regular compliance checks and provide training to all relevant teams
7	13-12-2024	Vendor delays in delivering essential system components	Medium	High	Medium	Procurement Team	Identify multiple vendors and maintain a buffer for critical components

#### Designing Risk

This section focuses on risks related to the design phase, including delays, conflicts among team members, and unrealistic deadlines.

- For example, if approval delays occur, the team proposes setting predefined timelines for approvals.

## Time Risk

These are risks tied to deadlines and project schedules, such as accepting unrealistic deadlines, which could harm design quality.

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## Budget Risk

Describes financial risks like cost underestimation or inflation, which could strain resources or force compromises.

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## Operational Risk

Operational challenges like staff absenteeism, which can delay critical tasks. Contingency plans can mitigate these risks.

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## External Factors

External challenges include natural disasters or regulatory changes. The team recommends contingency planning to address these.

ID	The Main Risks	Owner of Risk	Reason/Cause	Effect	Probability	Impact	Level of Risk	Risk Response Strategy	Cost of Strategy
Designing Risk									
1	Lack of acceptance by investors of design proposals	Investor	Delays in approval	Increase in costs due to suspension of work of the design team	5-40%	50k-500k	Low	Market observation, alternative designing solutions	\$5,000
2	Delays and difficulties in obtaining opinions and permits	Investor	Delay of designing work, unknown scope of design	Disturbed designing process	5-40%	50k-500k	Medium	Earlier diagnosis of the situation in local authorities offices, organization of meetings preceding designing	\$10,000
3	Conflict among designing team members	Designer office	Insufficient flow of information among team members	Disturbed designing process	0-50%	50k-500k	Low	Response of a team leader to act as a mediator	\$5,000
4	Too	Designer	Approval of	Delay of	5-40%	50k-500k	Medium	Proposing	\$10,000

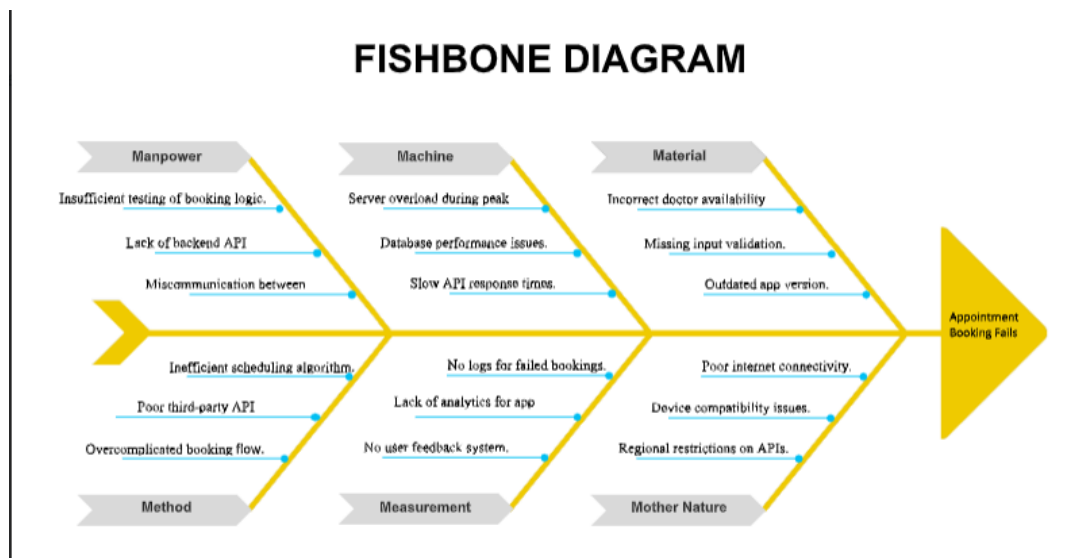
	optimistic assessment of employee workload	office	unrealistic deadlines for individual work	designing work				for employees to work overtime or redistributing part of work to another designing team	
5	Incorrect information from the investor or lack of clear guides	Investor	Design may be issued with duplicate or incorrect data	Verification of errors will require additional work, extending the revision of design work	2-5%	2-5 millions	High	Application to investor for extension of time to complete project, or additional corrections	\$15,000
6	Staff do not have sufficient knowledge about the subject of design	Designer office	Errors in designs	Verification errors will require rework, extending checks of designing work	2-5%	2-5 millions	High	Designing team leader strengthens control over work, providing for employees consultation with an expert	\$10,000 6
Time Risk									
7	Acceptance of unrealistic deadlines in contract	Designer office	Faulty contractual provisions	Deterioration of design quality or failure to meet the deadline	40-70%	2-5 millions	High	Employment of new employees or assignment of work to another party during a contract	\$20,000
8	Delays in approval cycles	Investor	Slow decision-making	Work stoppages	10-30%	500k-1 million	Medium	Setting predefined timelines for approval processes	\$5,000
Budget Risk									
9	Underestimation of design budget	Investor	Budget may not be sufficient to carry out designing tasks	Deterioration of design quality	2-5%	2-5 millions	High	Limiting scope of design to necessary minimum	\$15,000
10	Cost escalation due to inflation	Investor	Increase in material costs or team salaries	Overrun of allocated budget	10-30%	2-5 millions	High	Regular budget reviews, securing contingency	\$10,000

								funds	
<b>Operational Risk</b>									
<b>11</b>	Staff absenteeism	Designer office	Key employees unavailable	Delay in critical project tasks	10-30%	500k-1 million	Medium	Create backup plans for key personnel	\$5,000
<b>External Factors</b>									
<b>12</b>	Natural disasters	Investor	Disruption in work	Delays and increased costs	2-10%	500k-1 million	Low	Contingency planning and insurance	\$10,000

### **4.5.3 FISHBONE DIAGRAM:**

#### **Appointment Booking Fail**

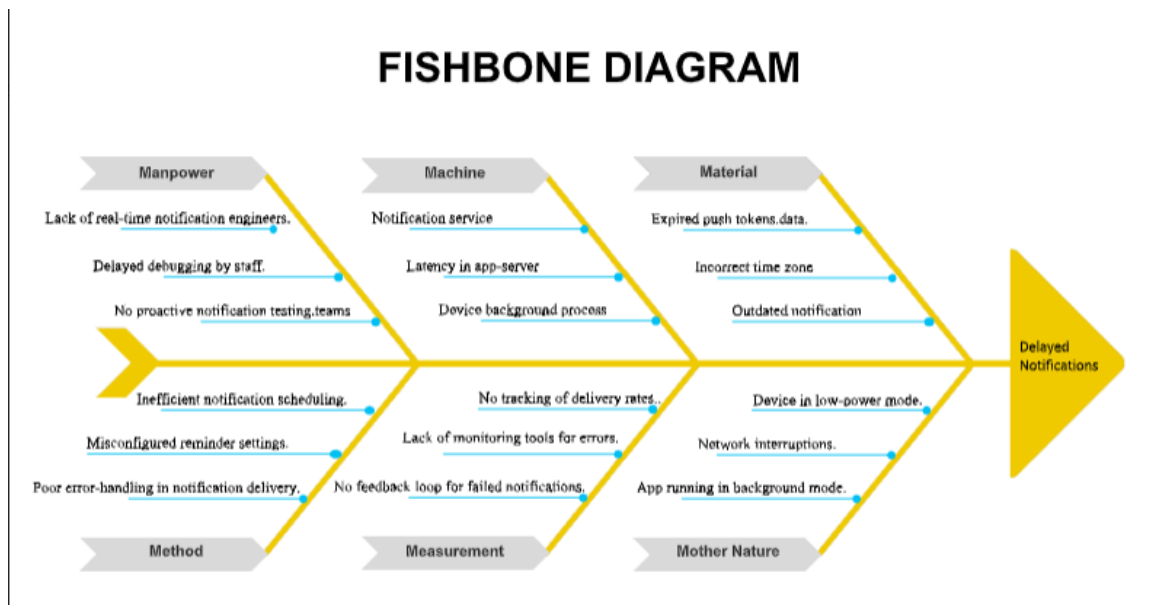
In fig 2.3, Appointment booking failures arise from several challenges. Manpower issues include insufficient testing of booking logic, lack of backend API, and miscommunication between teams. Machine-related problems consist of server overload during peak times, database performance issues, and slow API response times. Material causes include incorrect doctor availability data, missing input validation, and outdated app versions. Inefficiencies in methods include poorly designed scheduling algorithms, reliance on subpar third-party APIs, and an overcomplicated booking flow. Measurement shortcomings involve no logs for failed bookings, a lack of analytics, and no user feedback system. Lastly, mother nature challenges like poor internet connectivity, device compatibility issues, and regional restrictions on APIs exacerbate the situation.



**Fig.2.3**

## Delayed notifications

In fig 2.4, Delayed notifications occur due to various reasons. In the manpower category, there is a lack of real-time notification engineers, delayed debugging by staff, and no proactive notification testing teams. Machine-related issues include notification service malfunctions, latency in app servers, and device background process failures. Material causes include expired push token data, incorrect time zones, and outdated notifications. Method-related inefficiencies include improper notification scheduling, misconfigured reminder settings, and poor error-handling in notification delivery. Measurement issues involve a lack of tracking for delivery rates, insufficient monitoring tools for errors, and no feedback loop for failed notifications. Lastly, mother nature factors like devices in low-power mode, network interruptions, and apps running in the background contribute to the delays.



**Fig.2.4**



## Payment Processing Errors

In fig 2.5, Payment processing errors are caused by multiple factors. Under manpower, there is limited expertise in secure payment APIs, no dedicated payment gateway team, and failure to simulate high transaction loads. Machine-related issues include payment gateway downtime, server crashes during transactions, and slow encryption processes. Material problems stem from incorrect payment configurations, missing user payment data.configurations, and outdated payment integration libraries. Method-related issues involve poor retry mechanisms for failed payments, weak error-handling for payment failures, and a lack of alternative payment options. In terms of measurement, there is no tracking of payment errors, inadequate monitoring of transactions, and no alerts for payment gateway downtime. Lastly, mother nature factors like network instability, user device incompatibility, and power outages during transactions further aggravate the problem.

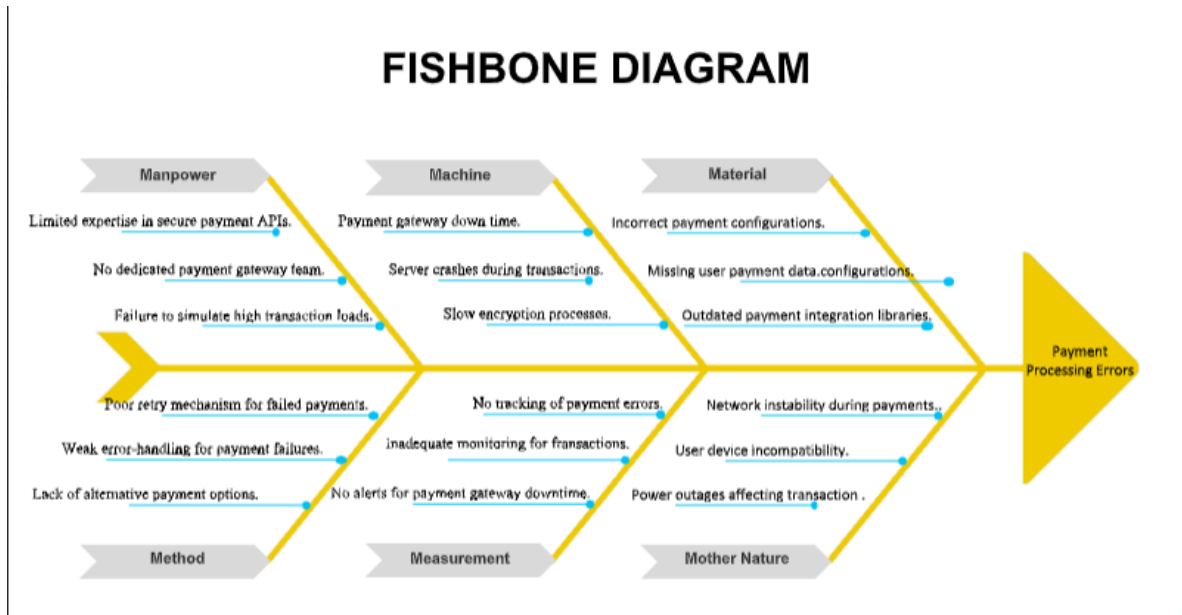


Fig.2.5

## WHY FISHBONE:

A fishbone diagram, also known as an Ishikawa or cause-and-effect diagram, is a powerful tool in software project management for identifying and analyzing potential causes of problems or inefficiencies. Here are its benefits:

### 1. Structured Problem Analysis

- The diagram visually organizes potential causes of a problem into categories, making it easier to identify root causes systematically.

### 2. Encourages Team Collaboration

- Team members can brainstorm and contribute ideas, fostering collaboration and ensuring diverse perspectives are considered.

### 3. Improves Communication

- The clear visualization helps teams communicate problems, causes, and solutions effectively across all stakeholders.

### 4. Focus on Root Causes

- It helps teams move beyond superficial symptoms and focus on identifying and addressing the underlying causes of an issue.

### 5. Prevention of Future Issues

- By identifying root causes, teams can implement preventive measures, improving processes and reducing the likelihood of similar issues in future projects.

### 6. Effective for Complex Problems

- The diagram is particularly useful in projects where multiple factors contribute to an issue, such as delays, budget overruns, or software defects.

### 7. Enhances Decision-Making

- Teams can prioritize causes based on their impact, leading to more informed and effective decisions.

### 8. Supports Continuous Improvement

- It promotes a culture of analysis and learning, which is essential for improving software development processes.

## **4.6 MOCKUPS:**

### **4.6.1 Low-Fidelity Mockups**

- **Definition:** Simplistic and rough representations of a design, focusing on layout and basic structure rather than detailed aesthetics or interactivity.
- **Key Features:**
  - Often black-and-white or grayscale.
  - Sketched, hand-drawn, or created with basic design tools.
  - Minimal detail (e.g., placeholders for images, simple shapes for buttons).
  - Focus on core functionality, layout, and user flow.
  - No interactivity or minimal interactivity (clickable wireframes at best).
- **Purpose:**
  - To explore initial ideas and concepts quickly.
  - To get early feedback on structure and navigation without focusing on visuals.
  - To align teams or stakeholders on basic layout and content hierarchy.
- **Tools:** Pen and paper, Balsamiq, or basic wireframing software.

### **4.6.2 High-Fidelity Mockups**

- **Definition:** Detailed and polished representations of the final design, focusing on visuals, aesthetics, and sometimes interactivity.
- **Key Features:**
  - Full color, typography, and branding elements.
  - Accurate representation of the final product's look and feel.
  - Real or realistic content instead of placeholders.
  - Often includes interactivity to simulate user experience (clickable prototypes).
  - Built using advanced design tools.
- **Purpose:**
  - To give stakeholders a clear vision of the final product.
  - To test user experience and visual appeal.
  - To hand off to developers as a detailed guide for implementation.
- **Tools:** Adobe XD, Figma, Sketch, or similar design platforms.

Fig 1 Welcome Screen Description

The **Welcome Screen** of the SmartMed Appointment application provides an engaging introduction to the app's key features, ensuring a seamless user experience.

- 1. **Multilingual Support:** A globe icon at the top-right corner allows users to select their preferred language, making the app accessible to a diverse audience.
- 2. **Title:** "Your Health, Our Priority" – emphasizes the app's focus on user health and convenience.
- 3. **Description:** Highlights three core functionalities of the app:
  - o **Easy Scheduling:** Quick and effortless appointment booking with just a few taps.
  - o **Expert Doctors:** Direct access to qualified healthcare professionals for specialized consultations.
  - o **24/7 Support:** Round-the-clock medical assistance to ensure constant care.
- 4. **Actions:**
  - o **Login:** Redirects existing users to the login page.
  - o **Register:** Allows new users to create an account and join the platform.

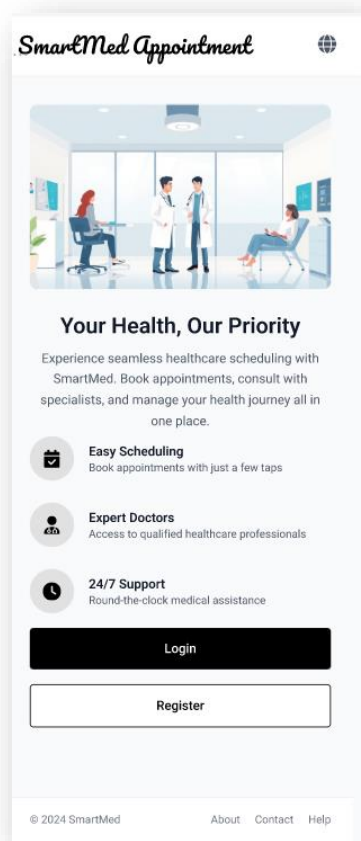
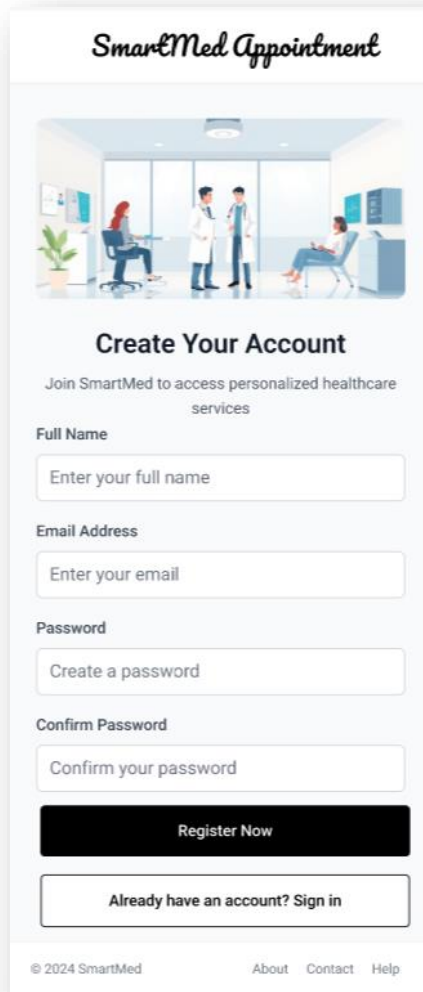


Fig 1 Welcome Screen Description

**Fig. 2: Registration Screen**

- Title: *Create Your Account*
- Description: Allows new users to sign up by filling out a form with the following fields:
  - Full Name
  - Email Address
  - Password (with confirmation)
- Actions:
  - **Register Now:** Completes the registration process.
  - **Sign In:** Redirects to the login page for existing users.

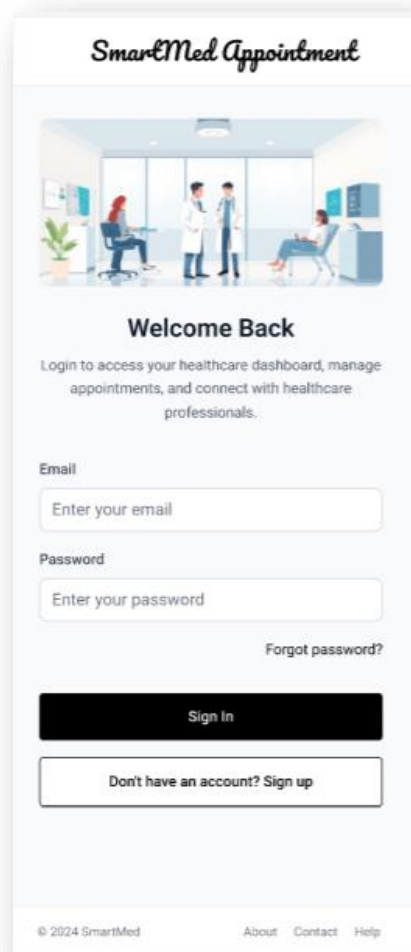


The image shows a mobile application registration screen for 'SmartMed Appointment'. At the top, the app's name is displayed in a script font. Below it is a horizontal banner image depicting a modern medical office with a receptionist, two doctors, and a patient. The main heading 'Create Your Account' is centered, followed by a subtext: 'Join SmartMed to access personalized healthcare services'. The registration form consists of four input fields: 'Full Name' with the placeholder 'Enter your full name', 'Email Address' with 'Enter your email', 'Password' with 'Create a password', and 'Confirm Password' with 'Confirm your password'. Below these fields are two buttons: a black 'Register Now' button and a white 'Already have an account? Sign in' button. The footer contains the copyright notice '© 2024 SmartMed' and links for 'About', 'Contact', and 'Help'.

**Fig. 2: Registration Screen**

**Fig. 3: Login Screen**

- Title: *Welcome Back*
- Description: Provides a form for existing users to log in with their email and password.
- Additional Features:
  - "Forgot password?" link for recovering account access.
- Actions:
  - **Sign In:** Logs in the user.
  - **Sign Up:** Redirects to the registration page for new users.

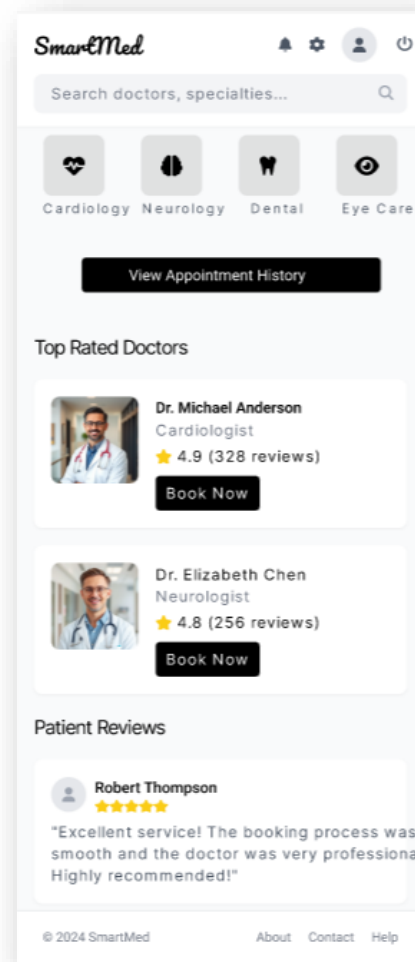


The image shows a mobile app login screen for 'SmartMed Appointment'. At the top, the app's name is in a script font. Below it is a horizontal illustration of a medical office with a receptionist, two doctors, and a patient. The main heading is 'Welcome Back', followed by a brief description of the app's purpose. The login form consists of two input fields: 'Email' with the placeholder 'Enter your email' and 'Password' with the placeholder 'Enter your password'. A 'Forgot password?' link is positioned to the right of the password field. Below the inputs are two buttons: a solid black 'Sign In' button and a white button with a black border that says 'Don't have an account? Sign up'. The footer contains the copyright notice '© 2024 SmartMed' and three links: 'About', 'Contact', and 'Help'.

**Fig. 3: Login Screen**

**Fig. 4: Home Screen**

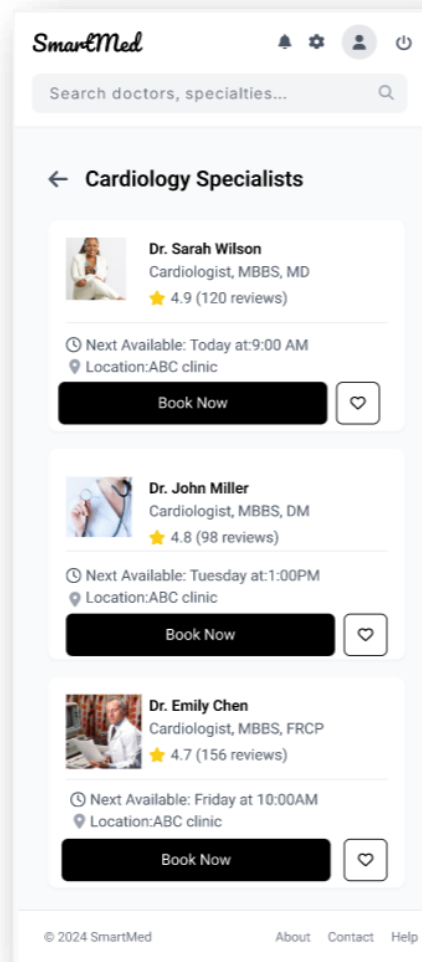
- **Title:** Browse Specialties and Doctors
- **Description:** This screen displays options for searching doctors by specialties like Cardiology, Neurology, Dental, and Eye Care.
- **Features:**
  - **Top Rated Doctors Section:** Highlights profiles such as Dr. Michael Anderson (Cardiologist) and Dr. Elizabeth Chen (Neurologist), with ratings and reviews.
  - **Patient Reviews Section:** Displays feedback like Robert Thompson's review praising the smooth booking experience and professional doctor.
- **Actions:**
  - **View Appointment History:** Redirects to the appointment history page.
  - **Book Now Buttons:** Allows immediate booking with top-rated doctors.



**Fig. 4: Home Screen**

**Fig. 5: Specialist Selection Screen**

- **Title:** Cardiology Specialists
- **Description:** Displays a list of cardiologists with their profiles, availability, and location.
- **Features:**
  - Each doctor's profile includes their name, qualifications, ratings, reviews, next available time, and clinic location.
  - Doctors listed:
    - Dr. Sarah Wilson (Next available today at 9:00 AM).
    - Dr. John Miller (Next available Tuesday at 1:00 PM).
    - Dr. Emily Chen (Next available Friday at 10:00 AM).
- **Actions:**
  - **Book Now Buttons:** Initiates booking for selected doctors.
  - **Heart Icon:** Option to mark the doctor as a favorite.

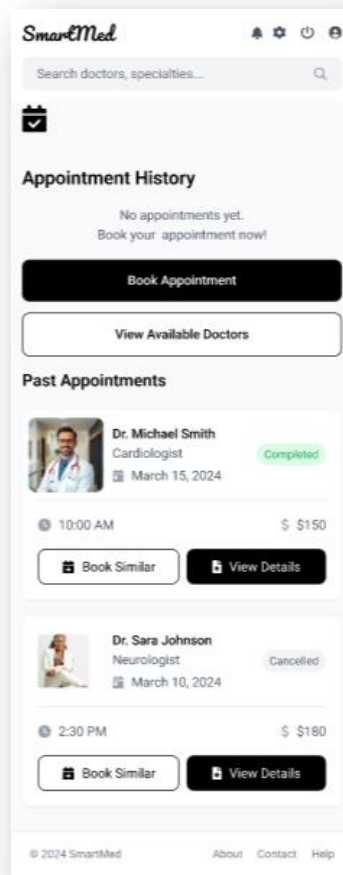


**Fig. 5: Specialist Selection Screen**



**Fig. 6: Appointment History Screen**

- **Title:** Appointment History
- **Description:** Allows users to view past and upcoming appointments.
- **Features:**
  - **Current Appointments Section:** Indicates that there are no upcoming appointments with a prompt to book one.
  - **Past Appointments Section:** Lists completed or canceled appointments with details, including:
- **Actions:**
  - **Book Appointment:** Navigates to the booking screen.
  - **View Available Doctors:** Lists doctors for immediate selection.
  - **Book Similar and View Details Buttons:** Provide quick actions for revisiting or reviewing previous bookings.



**Fig. 6: Appointment History Screen**

### Fig. 7 - Book Appointment Page:

This page allows users to schedule an appointment with a doctor. Users can select a date, time, and view recommended tests for specific services. An optional transportation option is also offered.

Book Appointment with Dr. Sarah Wilson

Select Date

2024-01-20

Selected Time

09:00 AM

Recommended Tests for Cardiology

ECG Test

Stress Test

Cardiac Blood Markers

Need Transportation?

Skip transportation

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About Contact Help

Fig. 7 - Book Appointment Page:

**Fig. 8 - Transport Page:**

This page enables users to book transport for their appointments. Users can select their current location or medical facility address, choose a transport type (Standard Medical, Wheelchair Access, or Medical Van), and specify the date and time for the ride. Pricing details are shown for each transport option, and users can proceed by selecting a payment method (Credit/Debit Card or Cash).

Medical Transport

Your location or home address


Medical facility or clinic address

Select Time

09:00 AM

Select Date

2024-01-20



Available Medical Transport

Standard Medical

Regular vehicle with basic assistance

\$12.50

Wheelchair Access

Vehicle with wheelchair ramp

\$18.75

Medical Van

Full medical equipment

\$24.00

Booking Details

Date

Oct 15, 2024

Time

10:30 AM

Booking ID

#APT123456

Credit/Debit Card

Cash Payment

Book Medical Transport

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About

Contact

Help

**Fig. 8 - Transport Page:**

### Fig. 9 - Payment Page

This page provides a summary of the user's appointment and transport details, including the appointment time, doctor, clinic, and service. Users can choose a payment method and view an order summary with fees (consultation fee, platform fee, and total amount). A "Proceed to Checkout" button confirms the payment process.

Payment

Appointment Details

Date

Oct 15, 2024

Time

10:30 AM

Doctor

Dr. Sarah Johnson

Clinic

City Medical Center

Service

General Consultation

Booking ID

#APT123456

Payment Method

☒ Credit/Debit Card

Image

Image

☐ Cash Payment at Clinic

Order Summary

Consultation Fee

\$10.00

Platform Fee

\$2.50

Total Amount

\$12.50

Proceed to Checkout

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About

Contact

Help

Fig. 9 - Payment Page

### Fig. 10 - Payment Gateway Page

This page allows users to securely complete their payment using a credit or debit card. It includes fields for entering card details, such as card number, expiry date, CVV, and cardholder name. The page also displays an order summary with a breakdown of the consultation fee, platform fee, and total payable amount. Users can confirm their payment by clicking the "Pay Now" button. Upon successful payment, the system redirects the user to a confirmation page.

### Secure Payment

Card Number

1234 5678 9012 3456

Expiry Date

MM/YY

CVV

123

Cardholder Name

John Doe

#### Order Summary

Consultation Fee	\$150.00
Platform Fee	\$10.00
<b>Total Amount</b>	<b>\$160.00</b>

Pay Now

SSL Secure Payment

PCI Compliant

Fig. 10 - Payment Gateway Page

### Fig. 11 - Appointment Confirmation Page

This page confirms that the user's appointment has been successfully booked. It displays the appointment and ride details along with options to set reminders for the upcoming ride and appointment. Notifications ensure that users are reminded of their schedule in advance.

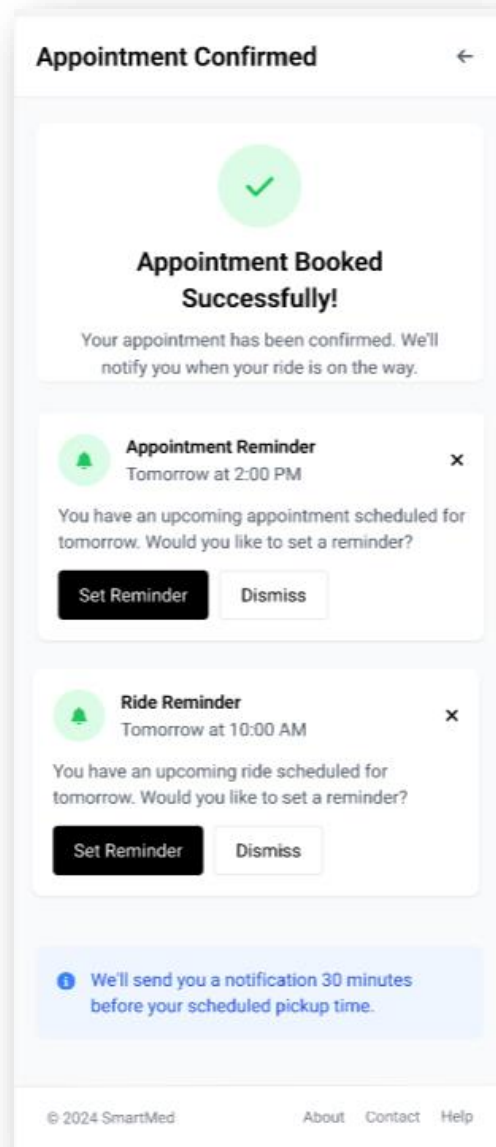


Fig. 11 - Appointment Confirmation Page

### Fig. 12 - Notifications Page

This page lists all notifications related to the user's appointments and rides. It includes confirmation messages, reminders for upcoming appointments and rides, and an option to track the ride. Users can dismiss individual notifications or clear all notifications at once.

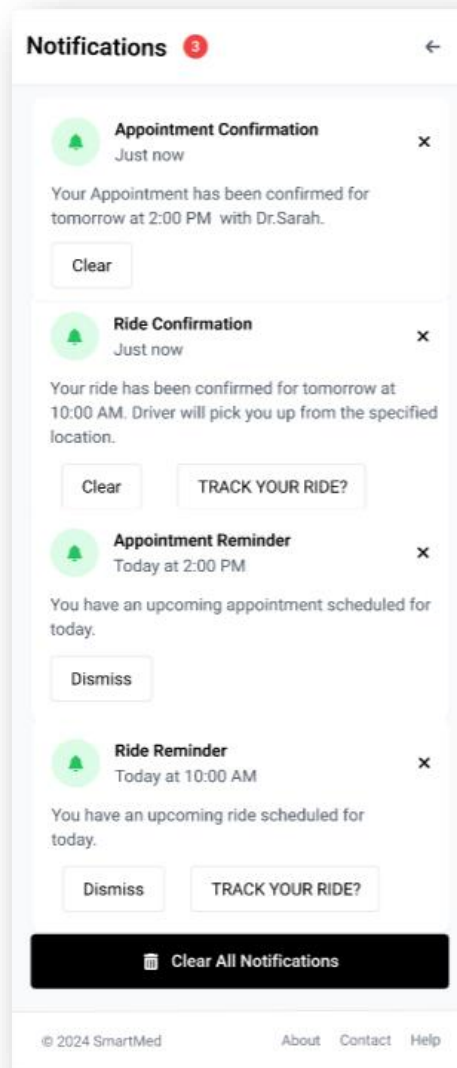


Fig. 12 - Notifications Page

### Fig. 13 - Track Ride Page

This page allows users to track their booked ride in real-time. It displays the driver's location on a map, estimated arrival time, and distance to the pickup location. Users can view driver details, such as name, rating, vehicle information, and contact options (message, call, or share the ride details).

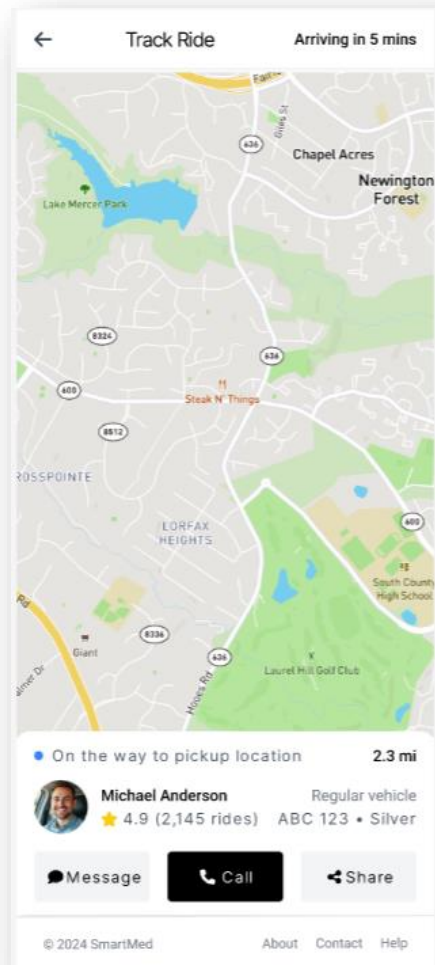
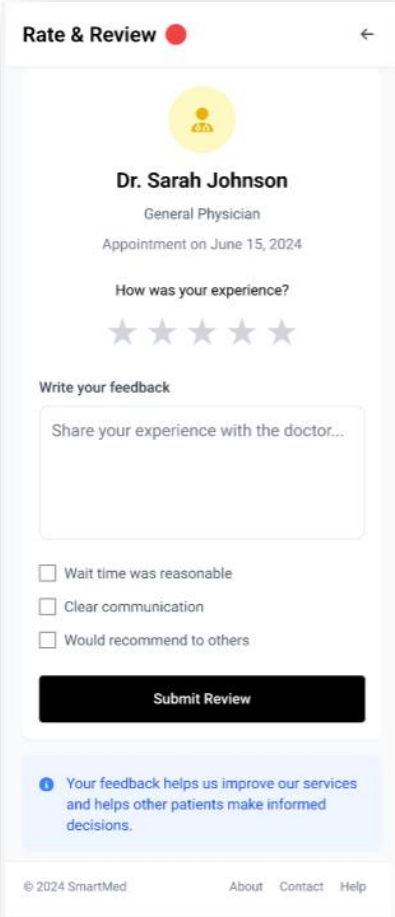


Fig. 13 - Track Ride Page



### Fig. 14 - Rate & Review Page

This page enables users to provide feedback about their appointment experience. Users can rate the doctor using a 5-star system, write detailed feedback, and select checkboxes for specific aspects like wait time, communication clarity, and overall recommendation. Submitted reviews contribute to service improvements.

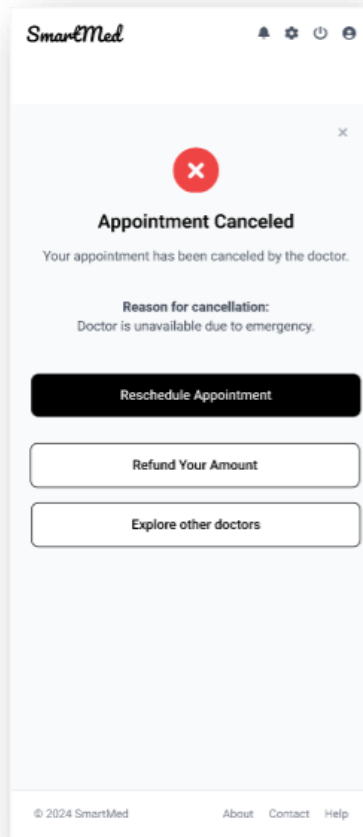


The screenshot shows a mobile application interface for a 'Rate & Review' page. At the top, the title 'Rate & Review' is displayed next to a red circular icon, with a back arrow on the right. Below this is a yellow circular profile picture placeholder. The doctor's name, 'Dr. Sarah Johnson', is shown in bold, followed by her title 'General Physician' and the appointment date 'Appointment on June 15, 2024'. A prompt 'How was your experience?' is followed by a 5-star rating system with five empty stars. Below the stars is a text input field labeled 'Write your feedback' with the placeholder text 'Share your experience with the doctor...'. Underneath the input field are three checkboxes: 'Wait time was reasonable', 'Clear communication', and 'Would recommend to others'. A black 'Submit Review' button is positioned below the checkboxes. At the bottom of the form area, a blue informational box states: 'Your feedback helps us improve our services and helps other patients make informed decisions.' The footer of the app shows the copyright '© 2024 SmartMed' and links for 'About', 'Contact', and 'Help'.

Fig. 14 - Rate & Review Page

**Fig. 15 - Appointment Canceled Page**

This page informs users about a canceled appointment, along with the reason for cancellation (e.g., doctor unavailable due to an emergency). It offers multiple options, such as rescheduling the appointment, requesting a refund, or exploring other doctors.

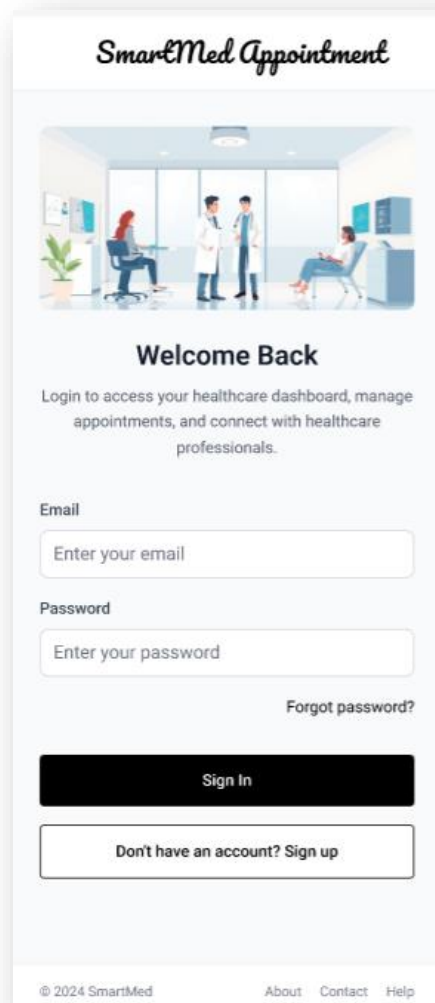


**Fig. 15 - Appointment Canceled Page**

## Section 2: Doctor-Side Features

### Fig. 16 - Doctor Login Page

This page allows doctors to log in to their SmartMed account using their email and password. It provides access to their dashboard, where they can manage appointments and view notifications.

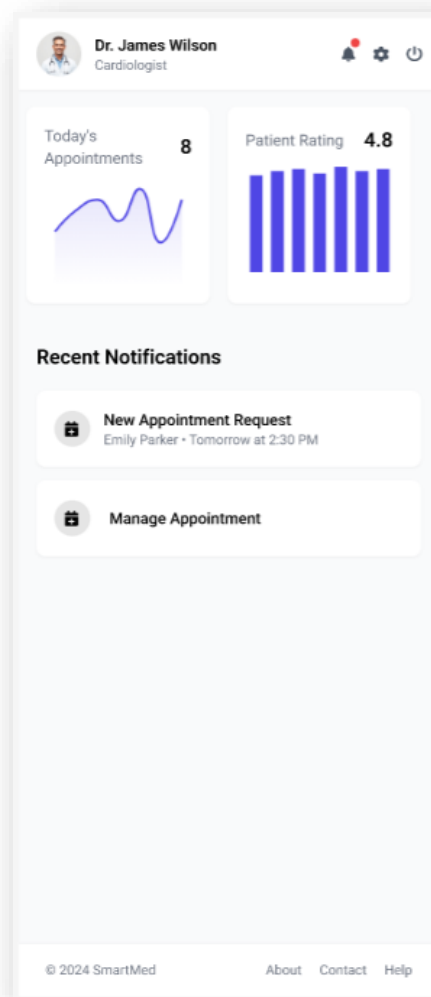


The image shows a mobile app interface for "SmartMed Appointment". At the top is the app's logo. Below it is a horizontal banner image depicting a modern medical office with doctors and patients. The main heading is "Welcome Back", followed by a subtext explaining the login purpose: "Login to access your healthcare dashboard, manage appointments, and connect with healthcare professionals." The login form includes an "Email" field with the placeholder "Enter your email", a "Password" field with the placeholder "Enter your password", and a "Forgot password?" link. A prominent black "Sign In" button is located below the password field. At the bottom of the form is a link that says "Don't have an account? Sign up". The footer contains the copyright notice "© 2024 SmartMed" and links for "About", "Contact", and "Help".

Fig. 16 - Doctor Login Page

**Fig. 17 - Doctor Dashboard**

The dashboard displays key information, such as the number of today's appointments, patient ratings, and recent notifications like new appointment requests or updates.



**Fig. 17 - Doctor Dashboard**

### Fig. 18 - Manage Appointments Page

Doctors can filter appointments by date or search by patient name/booking ID. It also allows exporting appointment lists and marking appointments as complete.

Manage Appointment

From Date

To Date

Search by patient name or booking ID

Export List

Name	Booking ID	Date & Time	Status	Actions
Emily Parker	#AP001	March 15, 2024 2:30 pm	Pending	<div>👁</div> <div>Mark Complete</div>
Ali	#AP002	March 15, 2024 2:30 pm	Pending	<div>👁</div> <div>Mark Complete</div>

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About

Contact

Help

Fig. 18 - Manage Appointments Page

### Fig. 19 - Patient Appointment Details Page

This page provides detailed information about a patient's appointment, including contact details, last visit date, and appointment status.

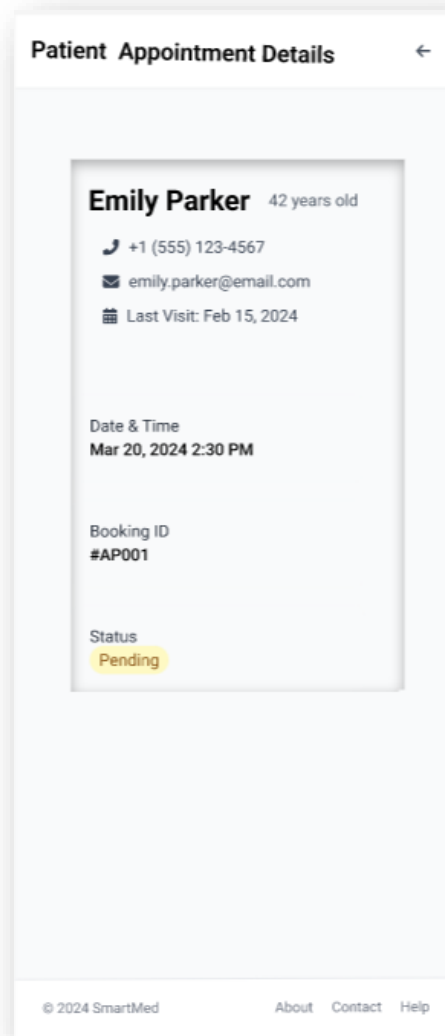


Fig. 19 - Patient Appointment Details Page

### Fig. 20 - New Appointment Request

This page allows doctors to view details of a new appointment request. Information such as the patient's name, age, contact details, last visit date, medical history, and booking ID is displayed. Doctors can either confirm or decline the request using the respective buttons provided.

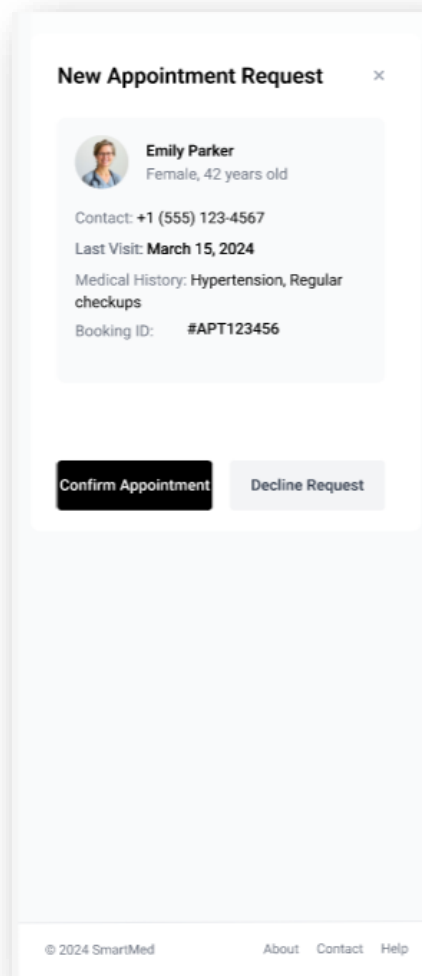


Fig. 20 - New Appointment Request

### Fig. 21 - Notifications Page

This page displays the doctor's notifications for appointment confirmations. Each notification includes the appointment time, patient name, and relevant actions such as setting a reminder or dismissing the notification. The page also provides an option to clear all notifications in one action.

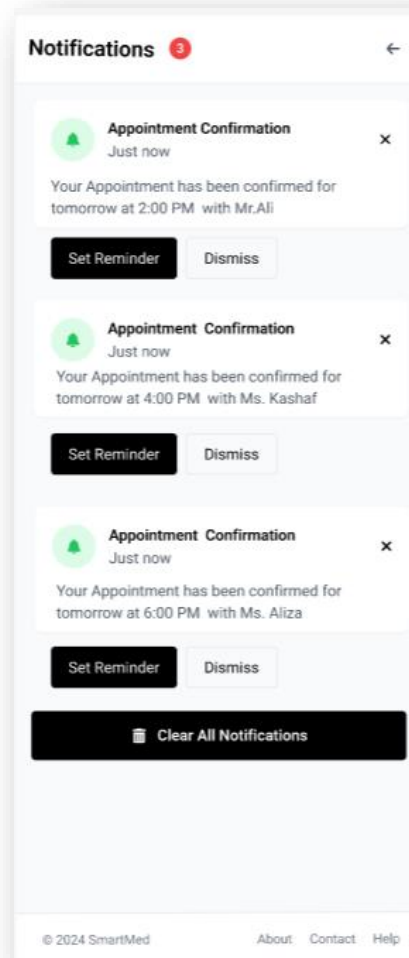


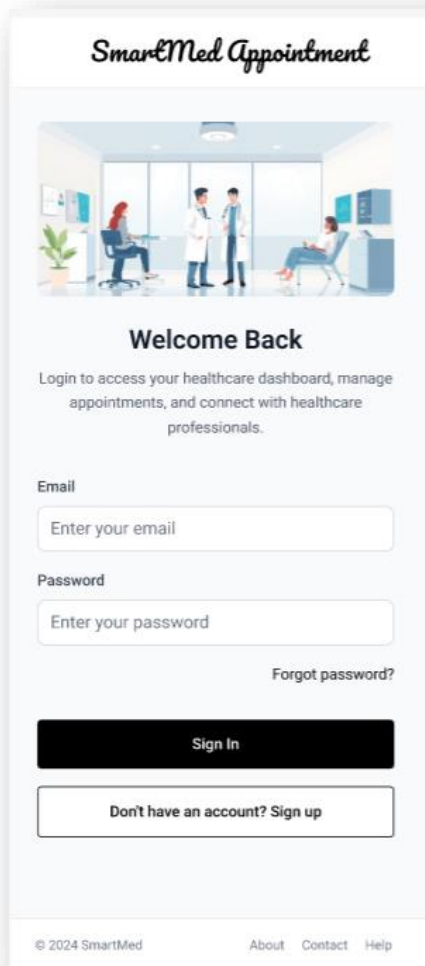
Fig. 21 - Notifications Page



### Section 3: Admin-Side Features

#### Fig. 22 - Login Page

This page allows admins to access the SmartMed dashboard by entering their email and password. It includes options to reset a forgotten password and to create a new account for new users.



The image shows a mobile app login screen for 'SmartMed Appointment'. At the top, the app's name is in a script font. Below it is a horizontal banner image of a modern medical office with staff and patients. The main heading is 'Welcome Back', followed by a brief description of the app's purpose. The login form consists of two input fields: 'Email' with a placeholder 'Enter your email' and 'Password' with a placeholder 'Enter your password'. A link for 'Forgot password?' is positioned to the right of the password field. Below the inputs are two buttons: a solid black 'Sign In' button and a white button with a black border that says 'Don't have an account? Sign up'. The footer contains the copyright notice '© 2024 SmartMed' and three links: 'About', 'Contact', and 'Help'.

SmartMed Appointment

**Welcome Back**

Login to access your healthcare dashboard, manage appointments, and connect with healthcare professionals.

Email

Enter your email

Password

Enter your password

[Forgot password?](#)

**Sign In**

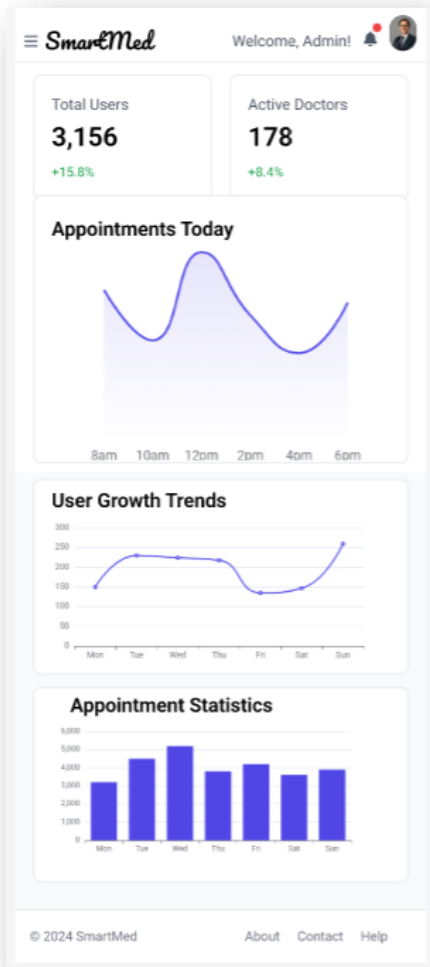
Don't have an account? Sign up

© 2024 SmartMed    [About](#)   [Contact](#)   [Help](#)

Fig. 22 - Login Page

**Fig. 23 - Admin Dashboard Overview**

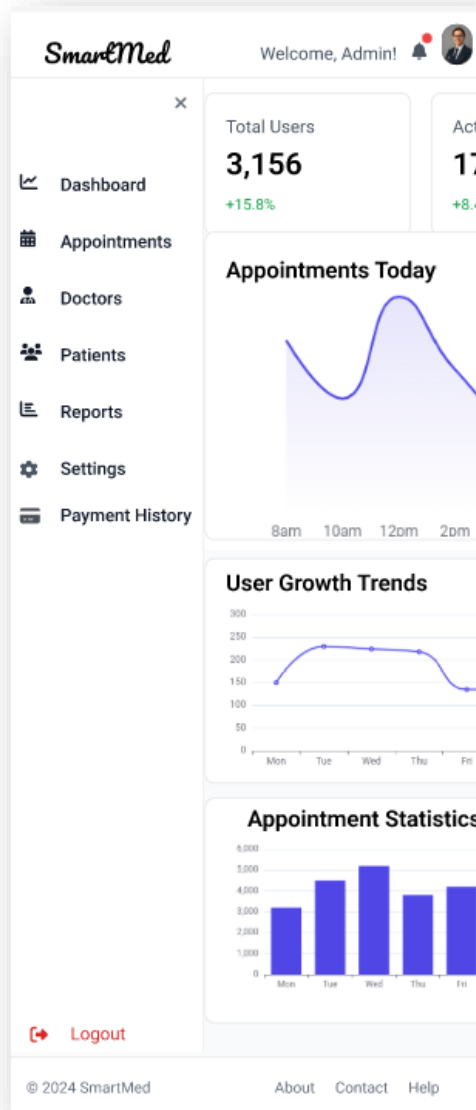
This page provides an overview of key metrics such as the total number of users, active doctors, and appointments scheduled for the day. Graphs display user growth trends and appointment statistics for better visualization of data.



**Fig. 23 - Admin Dashboard Overview**

**Fig. 24 - Sidebar Navigation**

The sidebar menu allows admins to navigate between different sections of the dashboard, including appointments, doctors, patients, reports, settings and payment history as well. The logout option is also accessible from this menu.



**Fig. 24 - Sidebar Navigation**

### Fig. 25 - Appointments Page

This page enables admins to search for appointments using filters such as doctor name, status, and date. It lists appointment details including patient name, doctor, date, time, and status. A "Delete All Appointments" button is available for bulk actions.

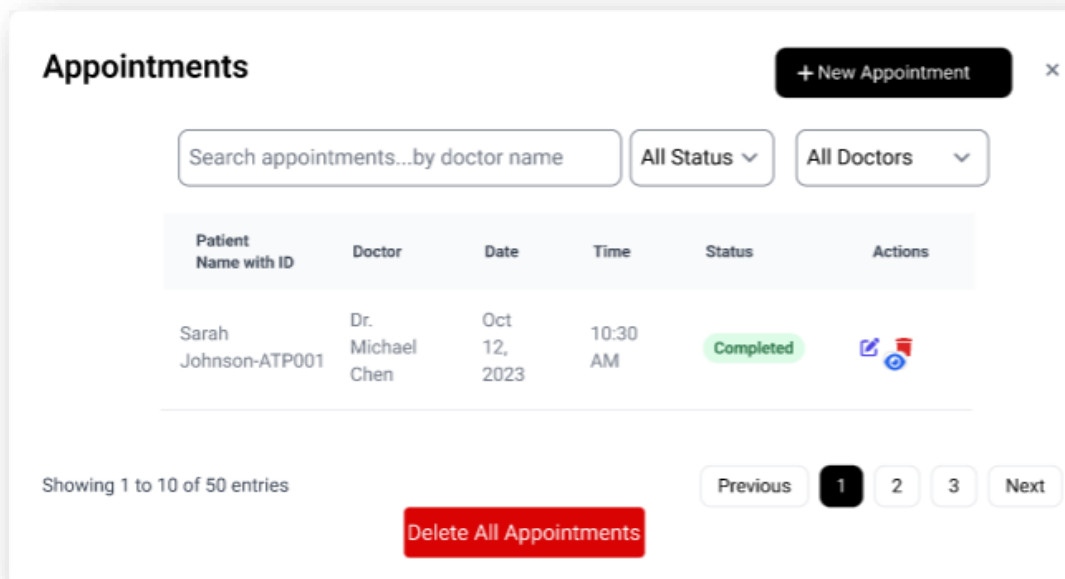


Fig. 25 - Appointments Page

### Fig. 26 - Add New Appointment Modal And Edit Appointment Modal

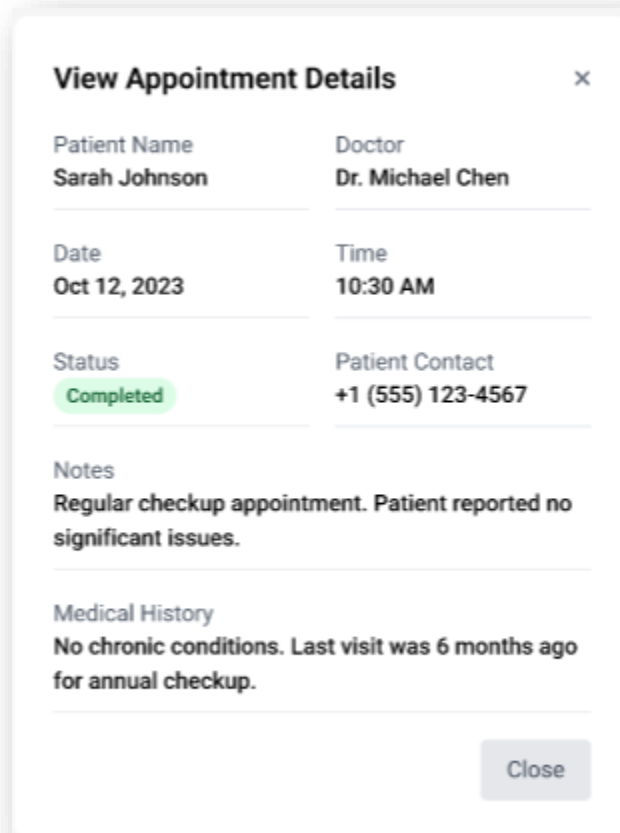
This modal allows admins to schedule a new appointment by entering details such as patient name, doctor, date, time, and additional notes. A "Save Appointment" button confirms the action. Edit modal enables admins to update appointment details, including patient name, doctor, date, time, status, and notes. Changes can be saved by clicking the "Update" button.

The image displays two side-by-side modals for appointment management. The left modal, titled 'Add New Appointment', contains input fields for 'Patient Name' (empty), 'Doctor' (a dropdown menu showing 'Dr. Michael'), 'Date' (a date picker showing '-/-/-' with a calendar icon), 'Time' (a time picker showing '--:--' with a clock icon), and 'Notes' (a large empty text area). At the bottom are 'Cancel' and 'Save Appointment' buttons. The right modal, titled 'Edit Appointment', contains input fields for 'Patient Name' (filled with 'Sarah Johnson'), 'Doctor' (a dropdown menu showing 'Dr. Michael Chen' with a checkmark), 'Date' (a date picker showing '2023-10-12' with a calendar icon), 'Time' (a time picker showing '10:30' with a clock icon), 'Status' (a dropdown menu showing 'Completed'), and 'Notes' (a text area containing 'Regular checkup appointment'). At the bottom are 'Cancel' and 'Update Appointment' buttons.

Fig. 26 - Add New Appointment Modal And Edit Appointment Modal

### Fig. 27 - View Appointment Details Modal

This page provides detailed information about a specific appointment. It includes the patient's name, doctor's name, appointment date, time, status, and patient contact information. Additional fields show notes about the appointment, including any reported issues, and the patient's medical history. A "Close" button is available to exit the view.

A modal window titled "View Appointment Details" with a close button (X) in the top right corner. The modal contains several sections: Patient Name (Sarah Johnson), Doctor (Dr. Michael Chen), Date (Oct 12, 2023), Time (10:30 AM), Status (Completed), Patient Contact (+1 (555) 123-4567), Notes (Regular checkup appointment. Patient reported no significant issues.), and Medical History (No chronic conditions. Last visit was 6 months ago for annual checkup.). A "Close" button is located at the bottom right.

<b>View Appointment Details</b> <span>×</span>	
Patient Name <b>Sarah Johnson</b>	Doctor <b>Dr. Michael Chen</b>
Date <b>Oct 12, 2023</b>	Time <b>10:30 AM</b>
Status <b>Completed</b>	Patient Contact <b>+1 (555) 123-4567</b>
Notes <b>Regular checkup appointment. Patient reported no significant issues.</b>	
Medical History <b>No chronic conditions. Last visit was 6 months ago for annual checkup.</b>	
<button>Close</button>	

**Fig. 27 - View Appointment Details Modal**

### Fig. 28 - Doctors Management Modal

This page allows admins to manage doctors. It includes filters for specialties and statuses. Each doctor's profile displays their name, specialty, contact details, availability status, and actions (e.g., edit or delete). The page also features an "Add New Doctor" button and a bulk delete option.

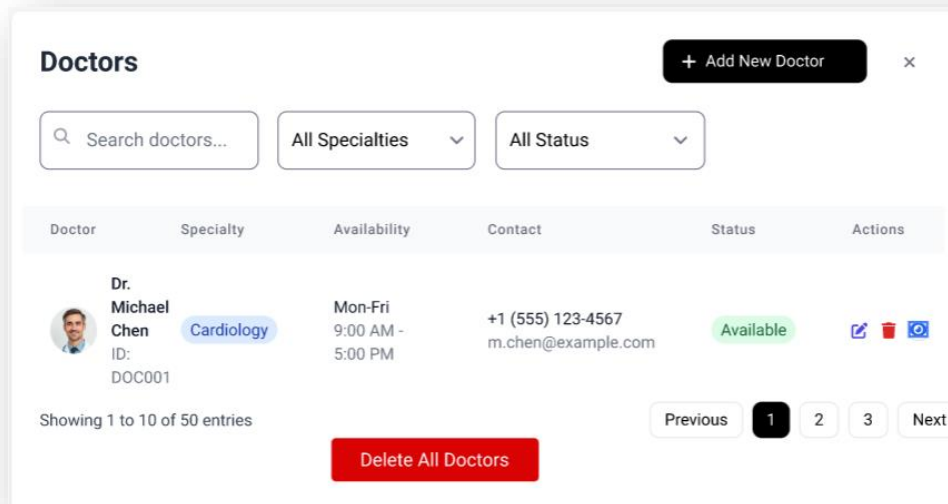


Fig. 28 - Doctors Management Modal

### Fig. 29 - Patients Management Modal

This page enables admins to manage patient records. Filters for gender and age group are provided. Each patient's profile shows their name, age, gender, contact details, medical history, last visit date, and actions (e.g., edit or delete). An "Add New Patient" button is also available, along with a bulk delete option.

The screenshot displays a web application interface for managing patients. At the top, there is a header with the title "Patients" and a button labeled "+ Add New Patient". Below the header, there is a search bar with the placeholder text "Search patients..." and two dropdown menus for filtering: "All Gender" and "All Age Groups". The main content area features a table with the following columns: Patient, Age/Gender, Contact Info, Medical History, Last Visit, and Actions. The table contains one visible entry for Sarah Johnson, a 42-year-old female. Her contact information includes a phone number and an email address. Her medical history lists "Hypertension" and "Diabetes". Her last visit was on 2024-02-15, attended by Dr. Chen. The Actions column for this entry contains three icons: a magnifying glass, a pencil, and a trash can. Below the table, there is a pagination control showing "Showing 1 to 10 of 50 entries" and a set of buttons for "Previous", "1", "2", "3", and "Next". At the bottom of the modal, there is a red button labeled "Delete All Patients".





Patient	Age/Gender	Contact Info	Medical History	Last Visit	Actions
 Sarah Johnson ID: PAT001	42 Female	+1 (555) 987-6543 s.johnson@email.com	Hypertension Diabetes	2024-02-15 Dr. Chen	  

Fig. 29 - Patients Management Modal



### Fig. 30 - Notifications Page

This page displays all notifications for the admin, including new appointment requests, system updates, payments received, and staff additions. Each notification has options to mark as read or delete. The page also includes a “Mark All as Read” button, a toggle to enable/disable notifications, and an option to clear all notifications.

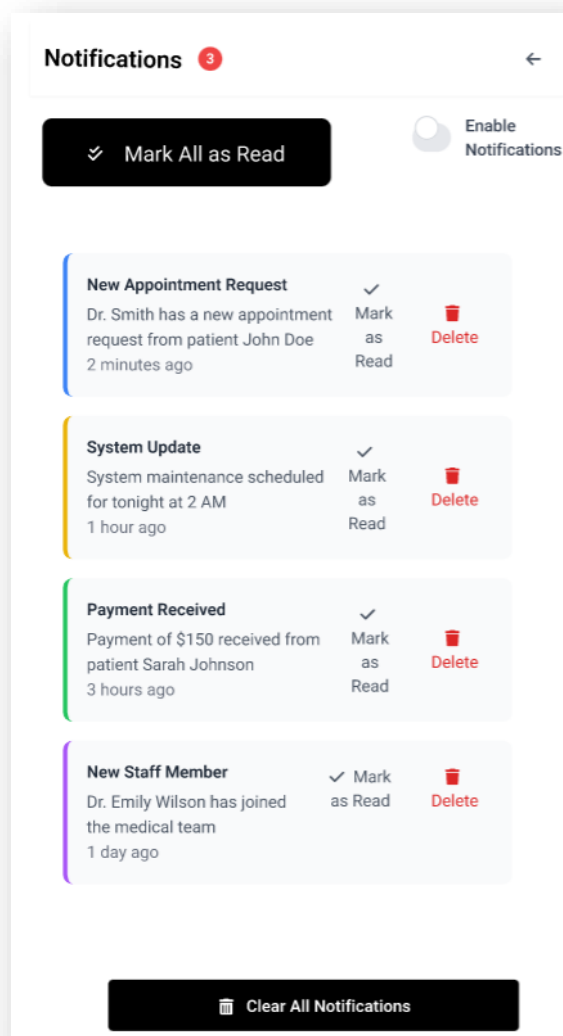
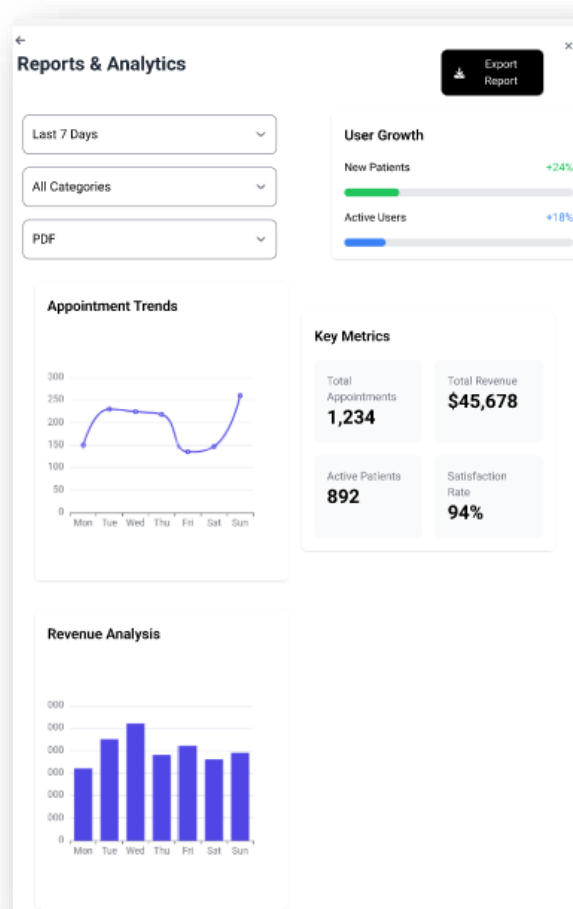


Fig. 30 - Notifications Page

**Fig. 31 - Reports & Analytics Page**

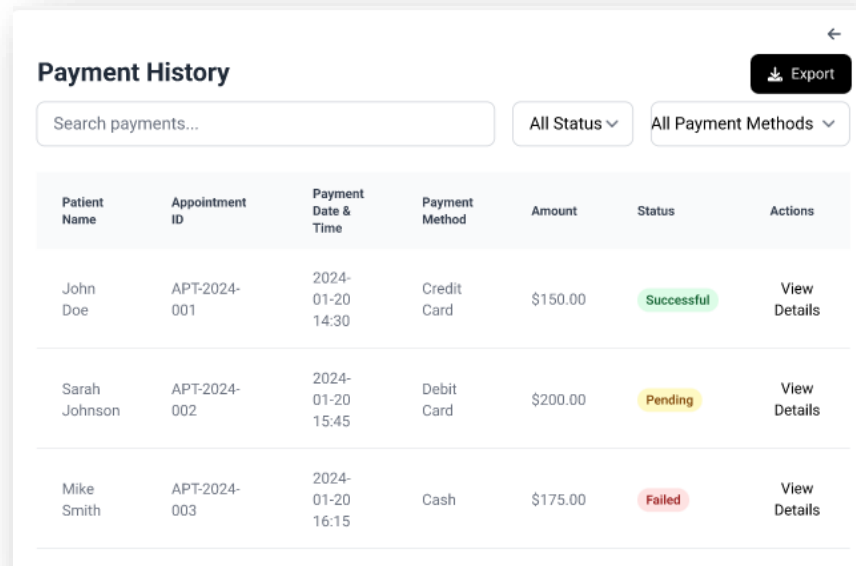
This page provides an overview of performance metrics for the last 7 days. It includes filters for date range, categories, and report format (e.g., PDF). Graphs display appointment trends and revenue analysis. Key metrics such as total appointments, revenue, active patients, and satisfaction rate are highlighted. An “Export Report” button allows downloading the report.



**Fig. 31 - Reports & Analytics Page**

**Fig. 32 - Payment History Page**

This page serves as a comprehensive record of payment transactions associated with appointments. It features a search bar for quickly locating specific payments and dropdown filters that allow users to refine the view based on payment status (e.g., Successful, Pending, Failed) or payment methods (e.g., Credit Card, Debit Card, Cash). The main table displays key details for each transaction, including the patient's name, appointment ID, payment date and time, payment method, amount, and status, which is visually highlighted using color-coded tags for better clarity. Additionally, each entry includes a "View Details" button, enabling users to access further information about a specific transaction. The page also offers an export option, allowing users to download the payment history data for external use. This layout ensures efficient tracking and management of all payment-related information.

The screenshot shows a web interface for 'Payment History'. At the top right is a back arrow and an 'Export' button with a download icon. Below the title is a search bar labeled 'Search payments...' and two dropdown filters: 'All Status' and 'All Payment Methods'. The main content is a table with 7 columns: Patient Name, Appointment ID, Payment Date & Time, Payment Method, Amount, Status, and Actions. Three rows of data are shown, each with a 'View Details' link. The status column uses color-coded tags: 'Successful' in green, 'Pending' in yellow, and 'Failed' in red.

Payment History						
Search payments...			All Status ▾	All Payment Methods ▾		
Patient Name	Appointment ID	Payment Date & Time	Payment Method	Amount	Status	Actions
John Doe	APT-2024-001	2024-01-20 14:30	Credit Card	\$150.00	Successful	<a href="#">View Details</a>
Sarah Johnson	APT-2024-002	2024-01-20 15:45	Debit Card	\$200.00	Pending	<a href="#">View Details</a>
Mike Smith	APT-2024-003	2024-01-20 16:15	Cash	\$175.00	Failed	<a href="#">View Details</a>

**Fig. 32 - Payment History Page**

## **5.EXPERIMENT**

### **5.1 Elders Participant Evaluation:**

A total of **25 participants** initially agreed to participate in the evaluation. However, several participants were excluded for the following reasons:

- **5 participants** declined due to a lack of confidence in using smartphones in front of observers, citing feelings of shyness.
- **3 participants** started the evaluation but dropped out due to personal issues, leaving their evaluations incomplete.
- Other participants preferred to use the smartphone independently without being observed or adhering to time limits.

After these exclusions, **15 participants** completed the survey, comprising **6 females** and **9 males**, aged between **55 and 70 years**. The evaluation was conducted in the participants' preferred environments, such as their homes, shops, or offices. Each session lasted between **45 minutes to 1 hour**.

<b>Total Number of the elder participants</b>	15
<b>Gender (No. of Male and Female participants)</b>	9 Males 6 Females
<b>Age range of participants</b>	55-70 (But during the survey 68 was last)
<b>Education criteria of participant inclusion</b>	No education, primary, secondary, higher
<b>Health issues found in elders</b>	Eyesight issue mostly

<b>during the survey</b>	Work slowly
<b>No. of participants use smartphone</b>	All the 15 participants use smartphone
<b>Time taken evaluating every individual participant</b>	45 mins to 1-hour
<b>Exclusion criteria of elders</b>	Elders unwilling to answer all questions Elders who declined observation due to shyness
<b>Place of evaluation</b>	Elder users own place i.e House, shop, office, etc

## **5.2 Observational Research Method**

Observation is a vital tool for evaluating user interaction and gathering insights on usability. When executed effectively, it provides valuable data for refining the system.

In previous research, observational studies were conducted to assess the usability of systems through task-based evaluations. Elders were observed performing specific tasks or responding to electronic questionnaires. Their responses offered insights into their user experiences [1][2][4][6][9].

For the **SmartMed Appointments App**, an **Observational Survey** was conducted. This involved face-to-face interviews with participants after they interacted with the app. The observation focused on a single participant at a time to ensure a comfortable and detailed evaluation process. The surveys took place at the participants' chosen locations, such as their homes or workplaces, to make them feel at ease.

---

### **5.2.1 Role of Observant in the Survey**

The observant played a critical role in ensuring the participants felt comfortable using the app. Key responsibilities included:

1. **Guidance and Support:** Explaining how to use the app and providing assistance as needed, ensuring participants understood the tasks.
2. **Observation:** Monitoring how participants completed tasks with or without guidance.
3. **Data Privacy:** Ensuring participants' data remained confidential and asking for their explicit consent before starting the evaluation.
4. **Positive Attitude:** Remaining calm and patient, as elders may require extra time and reassurance to complete tasks.

Before starting, the observant ensured the participants were prepared to perform all seven tasks, enabling accurate evaluation.

### **5.3 On-Field Survey Questionnaire**

The on-field survey involved a structured questionnaire filled out manually by the observant during the evaluation. The questionnaire was designed to measure usability goals such as **learnability, memorability, utility, efficiency, and effectiveness**.

Participants were asked to perform the following seven tasks:

1. Select your language (Urdu or English).
2. Register and log in to the app.
3. Book a healthcare appointment.
4. View appointment details.
5. Make a payment using the integrated system.

The observant recorded the time taken to complete each task using a stopwatch and documented any challenges or errors encountered.

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#### **5.3.1 User Experience Form**

Participants completed a **User Experience Form** after each task. The form included a scale of responses (e.g., **Good, Neutral, Bad, Excellent, Confusing**) to capture the participants' impressions of the app.

For example:

- If the participant found a task intuitive and smooth, they marked **Excellent**.
- If the task was confusing, they selected **Confusing**.

The responses were used to analyze user experience trends and generate visual reports in chart form.

#### **5.3.2 Procedure**

The evaluation procedure was structured as follows:

1. Participants granted consent and agreed to the evaluation.
2. A demonstration of the app was provided, along with tips on its features.
3. Participants performed the predefined tasks at their own pace while being observed.
4. The observant documented the responses and recorded the time taken for each task.
5. After completing the tasks, participants filled out the User Experience Form to provide feedback on their interaction with the app.

### **5.3.3 Limitations of the Observational Survey**

The following limitations were noted during the survey:

- **Fear of Using New Systems:** Some participants hesitated to engage with the app, fearing unfamiliar technology.
- **Lack of Confidence:** A few elders declined to participate because they felt uncomfortable using the app in front of an observer.
- **Dropouts:** Some participants left mid-survey due to personal emergencies or frustration.
- **Preference for Privacy:** Certain elders preferred to interact with the app without being observed or timed.

Despite these limitations, the survey provided valuable insights for refining the **SmartMed Appointments App** to enhance usability and user satisfaction.

## **5.4 RESULT**

This shows the results of observations done by evaluation. The result will show the usability of the elderly version of the smartphone or updated AOSP according to the elder's need. The result will show how the usability goals (Learnability, memorability, utility, effectiveness, efficiency) were achieved by the elders after using the system. The evaluation is based on face-to-face conversation, observation, and responses of the elders.

Elders have experience in using the smartphone they already have. They already know where is which app placed and after using it frequently they might not make mistakes and perform their tasks efficiently in less time but every elder had to learn how to use it once by his or her friend or family member. The achievement of an elder version of Aosp will be counted as if at the first attempt without any help the elder performs the tasks in less time and without making mistakes and achieved the goals of usability.

### **5.4.1 ANALYSIS OF OBSERVATIONAL SURVEY**

After every task is completed by the elder, the evaluator observes the usability goals achieved. Every participant has been observed and the achievements were marked by the evaluator during the evaluation. Below the 7 tables shows which task achieve which goals by the participants

**Table Usability criteria**

Usability Goals	Definition
<b>Learnability</b>	Measures how easily users can schedule appointments and navigate the app on their first use.

<b>Memorability</b>	Assesses how well users can recall and reuse the app's functionalities after a single interaction.
<b>Utility</b>	Reflects user satisfaction with features like appointment booking, real-time updates, and payment integration
<b>Effectiveness</b>	Evaluates the accuracy and completeness of task execution, such as successful appointment scheduling without errors.
<b>Efficiency</b>	Measures the app's ability to perform tasks quickly and with minimal effort, ensuring a smooth user experience.

**TABLE:1**

Task 1: Select your language			Usability Goals				
Participants	English	Urdu	Learnability	Memorability	Utility	Effectiveness	Efficiency
P1		✓	✓	✓	✓	✓	✓
P2	✓		✓	✓	✓	✓	✓
P3	✓		✓	✓	✓	✓	✓
P4	✓		✓	✓	✓	✓	✓
P5	✓		✓	✓	✓	✓	✓
P6	✓		✓	✓	✓	✓	✓
P7		✓	✓	✓	✓	✓	✓
P8		✓	x	✓	✓	✓	✓
P9	✓		✓	✓	✓	✓	✓
P10		✓	✓	✓	✓	✓	✓
P11		✓	✓	✓	✓	✓	✓
P12		✓	✓	✓	✓	✓	✓



P13	✓		✓	✓	✓	✓	✓
P14	✓		✓	✓	✓	✓	✓
P15	✓		x	x	x	x	✓

In the above table1, checklist of the goals achieved in task 1 by each participant is shown. It was the first screen of the updated smartphone. The participants learn what to do when they see the screen and tell the evaluator that selecting the language is a good approach. some participants selected the Urdu language to try how different the smartphone works or make the smartphone understandable for them. Some selected Urdu because they think that they were used to using smartphones in English.

**TABLE: 2**

Task 2: Register and log in to the app			Usability Goals				
Participants	Do setup	Skip	Learnability	Memorability	Utility	Effectiveness	Efficiency
P1		✓	✓	✓	✓	✓	✓
P2		✓	x	x	x	x	x
P3	✓	✓	✓	✓	✓	✓	✓
P4	✓		✓	✓	x	✓	✓
P5	✓		✓	✓	✓	✓	✓
P6		✓	✓	✓	✓	✓	✓
P7		✓	✓	✓	✓	✓	✓
P8		✓	x	✓	x	✓	✓
P9	✓		✓	✓	✓	✓	✓
P10		✓	✓	✓	✓	✓	✓
P11		✓	x	✓	x	✓	✓
P12		✓	✓	✓	✓	✓	✓
P13	✓	✓	✓	✓	✓	✓	✓

P14	✓		✓	✓	✓	✓	✓
P15	✓		x	✓	x	✓	✓

In Table 2, survey evaluates the usability of the app’s registration and login process. Participants were asked to either register or log in, with the goal of assessing their experiences across several usability metrics, such as learnability, memorability, utility, effectiveness, and efficiency. The results highlight how well users were able to navigate the login or registration process, whether they encountered difficulties, and how easily they could recall the steps for future use. The data gathered helps identify areas of improvement to enhance the overall user experience.

**TABLE: 3**

Task 3: Book a healthcare appointment.	Usability Goals					
	Participants	Learnability	Memorability	Utility	Effectiveness	Efficiency
	P1	x	✓	✓	✓	✓
	P2	✓	✓	✓	✓	✓
	P3	x	x	x	x	x
	P4	x	✓	✓	✓	✓
	P5	✓	✓	✓	✓	✓
	P6	✓	✓	✓	✓	✓
	P7	x	✓	✓	x	✓
	P8	✓	✓	✓	✓	✓
	P9	✓	✓	✓	✓	✓
	P10	✓	✓	✓	✓	✓
	P11	x	x	x	x	x
	P12	✓	✓	✓	✓	✓
P13	✓	✓	✓	✓	✓	

P14	✓	✓	x	✓	✓
P15	✓	✓	✓	✓	✓

In Table 3, This survey evaluates the usability of the app's healthcare appointment booking feature. Participants were asked to book an appointment, with the goal of assessing their experience in terms of learnability, memorability, utility, effectiveness, and efficiency. The survey tracks how easily users can navigate the booking process, whether they encounter any obstacles, and how well they can complete the task in a timely and effective manner. The results provide valuable insights into the app's strengths and areas that may need improvement to enhance the overall user experience when booking healthcare appointments.

**TABLE: 4**

<b>Task 4: View appointment details</b>	<b>Usability Goals</b>				
<b>Participants</b>	<b>Learnability</b>	<b>Memorability</b>	<b>Utility</b>	<b>Effectiveness</b>	<b>Efficiency</b>
P1	✓	✓	✓	✓	✓
P2	✓	✓	✓	✓	✓
P3	✓	✓	✓	✓	✓
P4	✓	✓	✓	✓	✓
P5	✓	✓	✓	✓	✓
P6	✓	✓	✓	✓	✓
P7	✓	✓	✓	✓	✓
P8	✓	✓	✓	✓	✓
P9	✓	✓	✓	✓	✓
P10	✓	✓	✓	✓	✓
P11	✓	✓	✓	✓	✓
P12					
P13	✓	✓	✓	✓	✓

<b>Task 4: View appointment details</b>	<b>Usability Goals</b>				
<b>Participants</b>	<b>Learnability</b>	<b>Memorability</b>	<b>Utility</b>	<b>Effectiveness</b>	<b>Efficiency</b>
P1	✓	✓	✓	✓	✓
P2	✓	✓	✓	✓	✓
P3	✓	✓	✓	✓	✓
P4	✓	✓	✓	✓	✓
P5	✓	✓	✓	✓	✓
P6	✓	✓	✓	✓	✓
P7	✓	✓	✓	✓	✓
P8	✓	✓	✓	✓	✓
P14	✓	✓	✓	✓	✓
P15	✓	✓	✓	✓	✓

In Table 4, This survey focuses on evaluating the usability of the app's appointment details viewing feature. Participants were asked to view the details of an existing appointment, with the goal of assessing key usability factors such as learnability, memorability, utility, effectiveness, and efficiency. The data collected will help determine how easily users can access and navigate the appointment details, how intuitive the process is, and whether users encounter any difficulties. The insights gained will inform potential improvements to enhance the overall user experience when interacting with appointment information.

**TABLE: 5**

<b>Task 5: Make a payment using the</b>	<b>Usability Goals</b>
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<b>integrated system.</b>					
<b>Participants</b>	<b>Learnability</b>	<b>Memorability</b>	<b>Utility</b>	<b>Effectiveness</b>	<b>Efficiency</b>
P1	x	✓	✓	x	✓
P2	x	x	✓	x	x
P3	✓	✓	✓	✓	✓
P4	✓	✓	✓	✓	✓
P5	✓	✓	✓	✓	✓
P6	✓	✓	✓	✓	✓
P7	✓	✓	✓	✓	✓
P8	x	✓	✓	✓	✓
P9	✓	✓	✓	✓	✓
P10	✓	✓	✓	✓	✓
P11	✓	✓	✓	✓	✓
P12	✓	✓	✓	✓	✓
P13	✓	✓	✓	✓	✓
P14	✓	✓	✓	✓	✓
P15	x	✓	✓	x	x

In Table 5, This survey evaluates the usability of the app’s integrated payment system. Participants were asked to make a payment, with the goal of assessing factors such as learnability, memorability, utility, effectiveness, and efficiency. The results will provide insights into how easily users can navigate the payment process, whether they encounter any challenges, and how effectively they complete the transaction. By analyzing user experiences, the survey aims to identify areas for improvement to streamline the payment flow and enhance the overall user experience.

Tasks	Usability Goals				
	Learnability	Memorability	Utility	Effectiveness	Efficiency
<b>Select Language</b>	<p>13 participants out of 15 learn what to do after just seeing the screen and completing the task without any help.</p> <p>2 participants got confused about what to do.</p>	<p>As 13 participants completed the task without help, it seems that selecting one option between two is memorable for them.</p> <p>4 participants also shared their experience of selecting a language in previous work like school forms etc.</p>	<p>14 participants choose their desired language that helps them in using smartphones.</p> <p>Participants feel satisfied after choosing the language easily.</p> <p>1 participant got confused about what to do and need the help of the observant.</p>	<p>The Task was done by 14 participants without any error and help.</p> <p>1 elder needs help. but do the task successfully.</p>	<p>the least amount of time used by the elders is 1 sec. and the max time was 12 sec.</p> <p>This was enough time to complete the task which was new to them.</p>
<b>Register and log in to the app</b>	<p>This task itself consists of two parts one is to register and second is login.</p> <p>5 participants set up the register option. By seeing the layout they know what to do next but they only forgot their id and password. out of 5 participants, 3 elders took 2 or 3 attempts to completely achieve the task.</p> <p>8 participants</p>	<p>5 participants remember the process of login and find the layout similar to their previous phone.</p> <p>7 participants feels irritated and denied to register. they did not want to set up. But they Learn the skip button on their own and skip the process.</p>	<p>5 out of 15 participants were satisfied because they have successfully done the task.</p> <p>10 participants perform skip tasks 5 participants feel irritated with this task even they don't want to perform the skip process.</p>	<p>The register/login process was done by 5 participants without any help or any mistake.</p> <p>2 Participants forget their id password but there was a skip button present that make them easily skip the process without any difficulty.</p> <p>The other remaining 8 participants also skip the process easily.</p>	<p>Skipping the screens took a minimum time of 12 seconds and a maximum time of 18 seconds by the participants without any error.</p> <p>For doing setup 5 minutes was the maximum time and 3 minutes was the minimum time taken by the user and it makes the user satisfied.</p>

	feel irritated and denied to register they did not want to set up. But they Learn the skip button on their own and skip the process.				
<b>Book a healthcare appointment</b>	<p>4 out of 15 participants encountered difficulties during the initial attempt, struggling to find certain elements of the interface.</p> <p>11 out of 15 participants successfully completed the task on their first try without significant issues, indicating that most users were able to easily learn and navigate the appointment booking process.</p>	<p>one 1 participant out of 4 who have difficulty at the first attempt still got confused.</p> <p>The remaining 3 perform well and remember the process on the second attempt.</p>	All 15 participants were satisfied with this easy booking their appointment.	Except for one user, all 14 users completed the task easily without any error.	<p>The minimum time required by elders was 2 sec at least without making any error.</p> <p>4 participants asked the evaluator to help and were guided by them.</p> <p>At the first attempt, they took 15 to 16 sec but after the guidance, they only took 4 sec on their second attempt.</p>
<b>View appointment details</b>	This task was achieved by all 15 participants without help in the first attempt	All 15 participants, were found booking very easy, they go through it very	<p>Successfully completing the task in just one attempt gives the participant satisfaction.</p> <p>Easy access and</p>	All the participants books the appointment easily without any delay and mistakes.	2 sec was the minimum time taken by the number of older participants and a maximum of 6 seconds without any error as the icons were visible to them and have more space to tap.

	Because the icon was available in a large size with a familiar image on it.	smoothly.	available information of each doctor makes it easy for them to book.		
<b>Make a payment using the integrated system</b>	4 participants out of 15 were confused.	one 1 participant out of 4 who have difficulty at the first attempt still got confused.  The remaining 3 perform well and remember the process on the second attempt	This easy payment gateway makes it possible for them to go through the process smoothly.	Except for one user, all 14 users completed the task easily without any error.	The minimum time required by elders was 2 sec at least without making any error.  4 participants asked the evaluator to help and were guided by them.  At the first attempt, they took 15 to 16 sec but after the guidance, they only took 4 sec on their second attempt.

## **6 CLOSURE:**

PROJECT NAME



## SMARTMED APPOINTMENTS

PROJECT SPONSOR	PROJECT MANAGER	PROJECT START DATE	PROJECT END DATE
CODE CREATIVES	SYEDA ALIZA ALI	14-10-2024	28-02-2025

### 6.1 PROJECT SUMMARY

The **SmartMed Appointments Project** simplifies healthcare access by enabling patients to book, manage, and track appointments through a secure, user-friendly mobile app. Key features include real-time tracking, secure payments, multilingual support, and transport booking.

Developed using **Agile methodology**, the project prioritized user-centric design and robust security measures like HIPAA compliance. Despite challenges like initial learning curves, the team addressed usability issues with tutorials and intuitive workflows.

The project was completed on time, demonstrating efficient resource use and effective collaboration. SmartMed Appointments offers a scalable and reliable solution, bridging gaps between patients and providers to enhance healthcare convenience and satisfaction.

### 6.2 PROJECT ROLES & RESPONSIBILITIES

NAME	ROLE	RESPONSIBILITIES
SYEDA ALIZA ALI	PROJECT MANAGER	<ul style="list-style-type: none"><li>• Project planning</li><li>• Stakeholder management</li><li>• Risk management</li><li>• Resource allocation</li><li>• Timeline Management Reporting</li><li>• Conflict Resolution.</li></ul>
M. AHMED	TEAM LEAD	<ul style="list-style-type: none"><li>• Technical skills</li><li>• Leadership</li><li>• Problem-solving</li><li>• Communication</li><li>• Code Review</li><li>• Performance Monitoring</li></ul>

NAME	ROLE	RESPONSIBILITIES
MAIDAH FAROOQUI	DEVELOPER	<ul style="list-style-type: none"> <li>• Code Development and Implementation</li> <li>• Troubleshooting and Bug Fixing</li> <li>• Troubleshooting and Bug Fixing</li> <li>• Post-Launch Support</li> </ul>
UROOJ TARIQ	DEVELOPER	<ul style="list-style-type: none"> <li>• Testing and Quality Assurance</li> <li>• System Integration</li> <li>• Performance Optimization</li> <li>• Post-Launch Support</li> </ul>

### 6.3 DELIVERABLES

PLANNED	ACTUAL	COMMENTS
<b>User Registration &amp; Login</b> Completion by November 2024	Completed on time in November 2024	Functionality met requirements; minor UI tweaks suggested.
<b>Appointment Booking</b> Completion by December 2024	Completed early in November 2024	Efficient implementation allowed for early delivery.
<b>Payment Integration</b> Completion by January 2025	Completed on time in January 2025	Integration successful; rigorous testing ensured security.
<b>Real-Time Tracking</b> Completion by December 2024	Delayed to January 2025	Delay due to API compatibility issues, later resolved.

### 6.4 EXPENSES

PROJECT PHASE	PLANNED BUDGET	ACTUAL COSTS	COMMENTS
Requirements Gathering	\$10,000	\$9,500	Completed under budget due to efficient stakeholder collaboration.
Development	\$60,000	\$62,000	Slightly over budget due to additional developer hours for feature refinement.
Testing and QA	\$15,000	\$14,000	Completed under budget due to optimized testing strategies.
Deployment and Launch	\$10,000	\$12,000	Over budget due to unanticipated marketing costs during launch.

### 6.5 SCHEDULE

KEY MILESTONES	INITIAL DEADLINE	ACTUAL COMPLETION	COMMENTS
Project Kickoff	October 30, 2024	October 30, 2024	Successfully started on schedule with all stakeholders present.
User Registration & Login	November 30, 2024	November 28, 2024	Completed ahead of schedule due to efficient sprint execution.
Payment Integration	January 15, 2025	January 18, 2025	Slight delay due to additional security testing requirements.
Deployment and Launch	February 15, 2025	February 12, 2025	Completed ahead of schedule with positive feedback from initial users.

## **6.6 LESSONS LEARNED / RECOMMENDATIONS**

### ***1. Effective Use of Agile Methodology***

- Breaking the project into sprints ensured timely delivery of features.
- Regular sprint reviews allowed for iterative improvements and incorporation of stakeholder feedback.

### **2. Importance of User-Centered Design**

- Early and ongoing user involvement through surveys and usability testing was crucial.
- Designing for diverse user groups (e.g., elderly participants) highlighted the value of inclusivity in software design.

### **3. Significance of Scalability and Security**

- Implementing cloud-based infrastructure ensured the app's scalability under varying user loads.
- Following data security protocols like HIPAA and GDPR built user trust and protected sensitive medical information.

### **4. Challenges with Elderly Usability**

- Observing elderly users revealed barriers such as initial learning curves and smartphone apprehension.
- Addressing these issues through simplified UI and tutorial guides demonstrated the importance of accommodating all demographics.

### **5. Impact of Resource Allocation and Planning**

- Allocating specific resources (e.g., labor, budget, and tools) ensured smooth execution of each project phase.
- Proper documentation, like the project charter and risk registers, streamlined decision-making and risk mitigation.

### **6. Risk Management Insights**

- Addressing risks like platform crashes and API integration challenges proved critical.
- Early identification and mitigation of potential issues prevented major disruptions.

### **7. Post-Launch Support as a Priority**

- Ensuring ongoing updates and robust support channels post-launch highlighted the necessity of maintaining user satisfaction and system reliability.

## 8. Stakeholder Collaboration

- Close collaboration with stakeholders, including healthcare providers, users, and technical teams, ensured alignment with project objectives.

## 9. Technical Excellence and Automation

- Leveraging CI/CD pipelines accelerated deployment and reduced errors.
- Integrating third-party tools like payment gateways required rigorous compatibility testing.

## 10. Learning from Limitations

- Dependence on stable internet and compatibility with older devices were noted limitations.
- Future iterations should consider offline features and support for older platforms.

## 11. Adapting to Feedback

- User feedback during testing phases led to several enhancements, such as multilingual support and notification systems.
- Iterative improvements based on real-world usage underlined the value of adaptive project methodologies.

## 12. Time and Cost Management

- Timely completion of the project within the allocated budget showcased efficient resource management.
- Properly planned phases, as shown in the Gantt chart, minimized delays and optimized workflows.

## 13. Team Collaboration and Role Clarity

- Clearly defined roles, as outlined in the project plan, improved coordination and accountability.
- Challenges such as absenteeism and scheduling conflicts were addressed through proactive communication and contingency planning.

# **7. Conclusion**

"The SmartMed Appointments App represents a significant leap forward in digital healthcare management. By integrating cutting-edge features such as real-time tracking, secure payments, and transport services, the app simplifies and streamlines the patient experience. The project's

emphasis on user-centric design ensures accessibility for diverse demographics, while robust security measures protect sensitive user data.

Through Agile methodology and advanced technical solutions like CI/CD pipelines and cloud-based infrastructure, the app is built to be both scalable and reliable. Despite challenges such as compatibility with older devices and initial learning curves for non-tech-savvy users, the app's benefits—such as enhanced healthcare accessibility, operational efficiency, and improved patient satisfaction—far outweigh its limitations.

With a clear roadmap for future scalability and continuous post-launch support, SmartMed Appointments is poised to become a cornerstone in modern healthcare technology, bridging the gap between patients and providers in a fast-paced digital world."