

Ulinkers

Acceptance Presentation

Teh Kaixin

Nicole Goh

Sean Kwok

Nabilah Banu

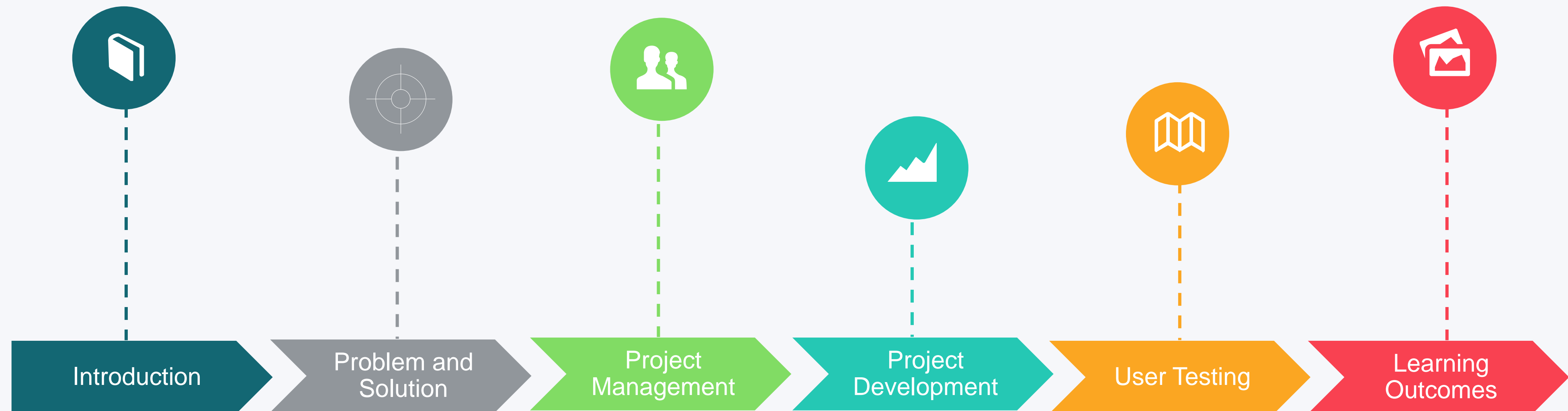
Chien Shu Yan



Agenda

2

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Teh Kaixin
Project Manager
Deputy Quality Assurance



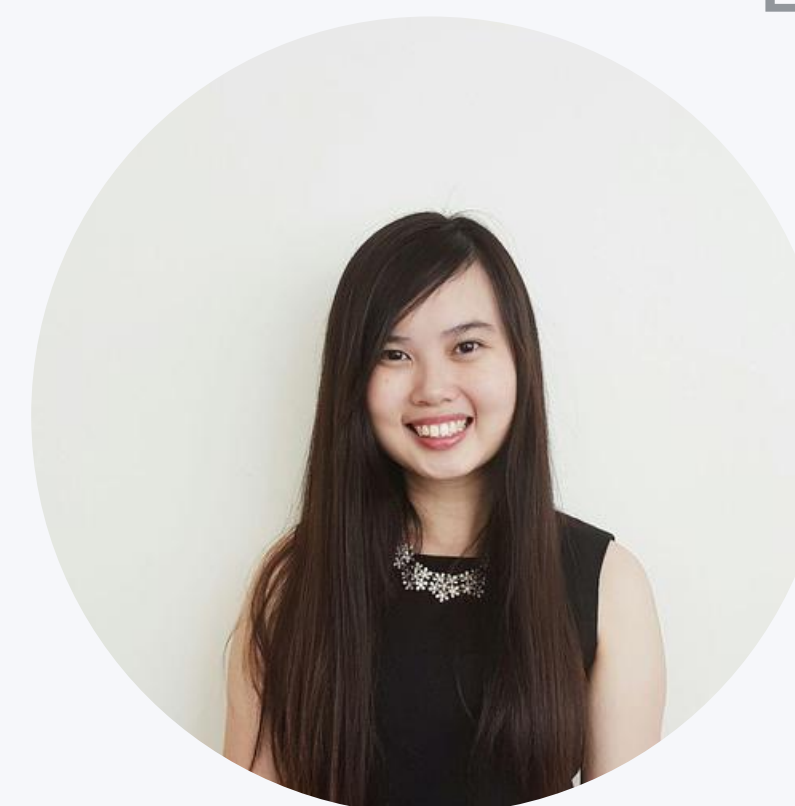
Nabilah Banu
Business Analyst
Deputy Backend Developer



Nicole Goh
Lead Frontend Developer
Deputy Project Manager



Sean Kwok
Lead Backend Developer



Chien Shu Yan
Lead Quality Assurance
Deputy Frontend Developer

Our Sponsor

Linda Siow, Executive



Operating since 1996



Medical concierge provider:

- Clinic & hospitalisation arrangements
- Treatment plans & price estimates
- Travel arrangements & visas
- Standby assistance in Singapore



Patients:

Indonesia, Malaysia, Cambodia, Vietnam, Myanmar & China



Makes more than
1000 appointments every year

Problem



Unable to keep track of
teams' performances



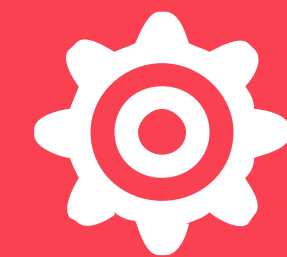
Difficult to determine most
number of referral,
doctors, specialty



Unable to follow up with
patient

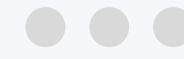


Client's records are
duplicated



Views are not
optimised

Ulink Web Application



1

Analytical tools for decision making

(Specific KPI of different teams, Gender and Age, Ranking of referral, doctor, specialty)

2

Timeline function for recommended screenings

3

Optimised views

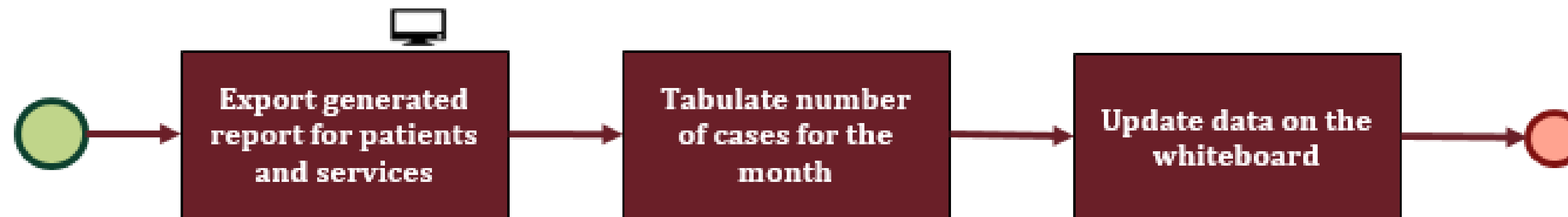
(reduce duplicates, group by client name)

Solution Workflow

7

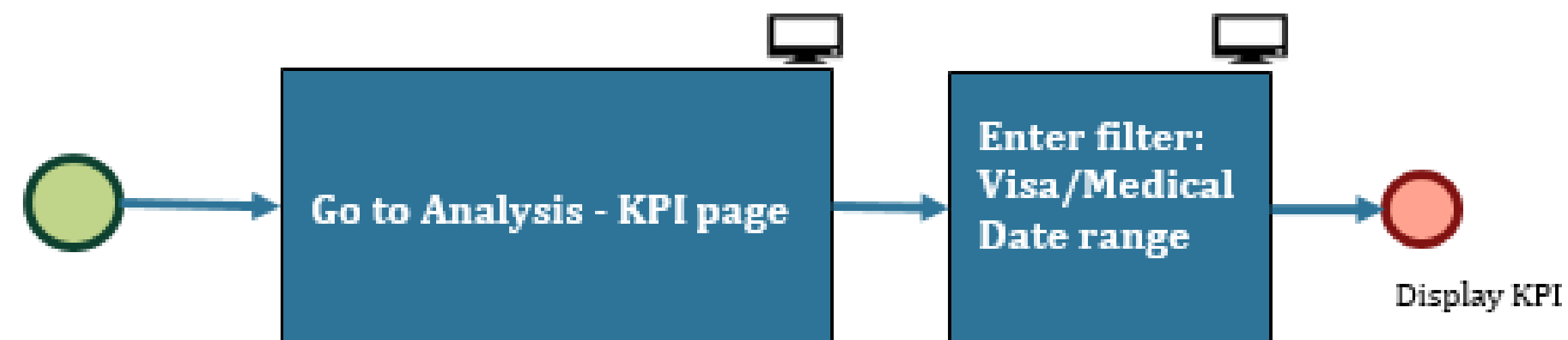
AS-IS

KPI Analysis



TO-BE

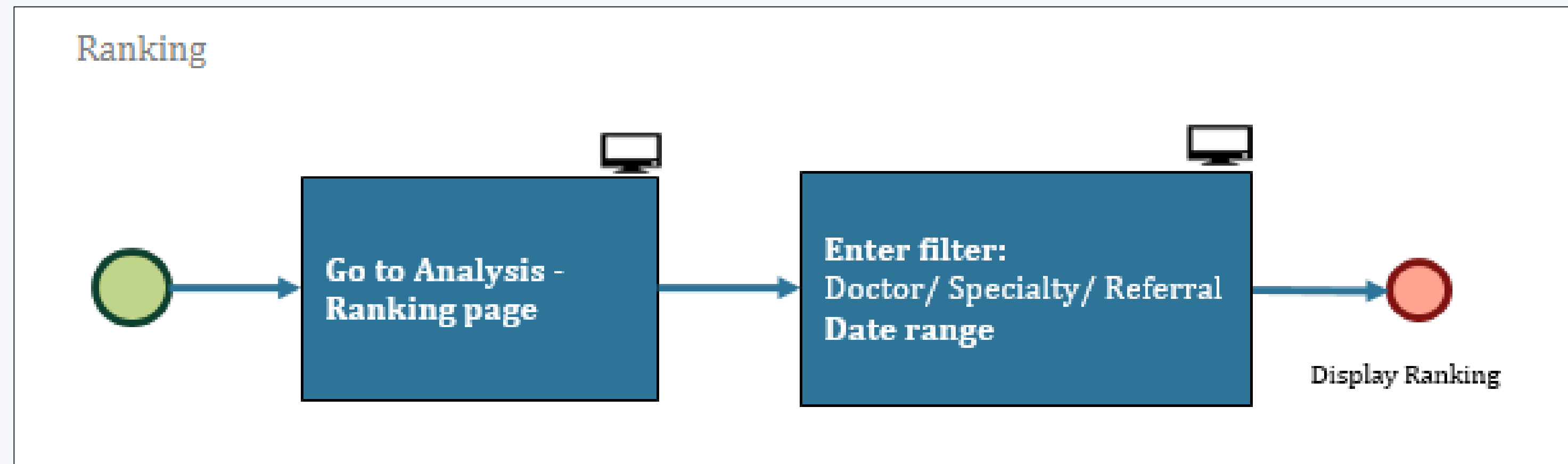
KPI analysis



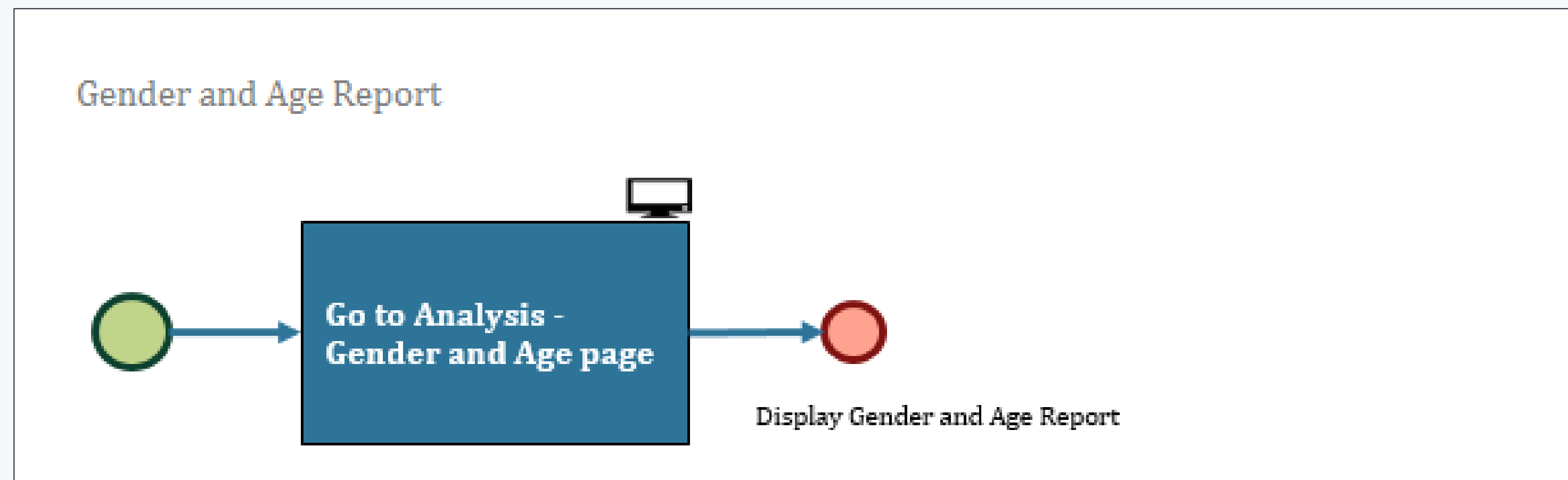
Solution Workflow

8



TO-BE



TO-BE



Market Research

	Ulink Web Application	 Zoho CRM
Timeline (Cradle to Grave Screening Recommendation)	✓	✗
Analysis (KPI for Medical Team and Visa Team)	✓	✗
Gender & Age Report	✓	✗
Ranking for Doctors/Specialty/Referral	✓	✗
Client Management	✓	 (not optimized)
Doctor Management	✓	✗
Services Management	✓	✓
Customizable Fields	✓	✓

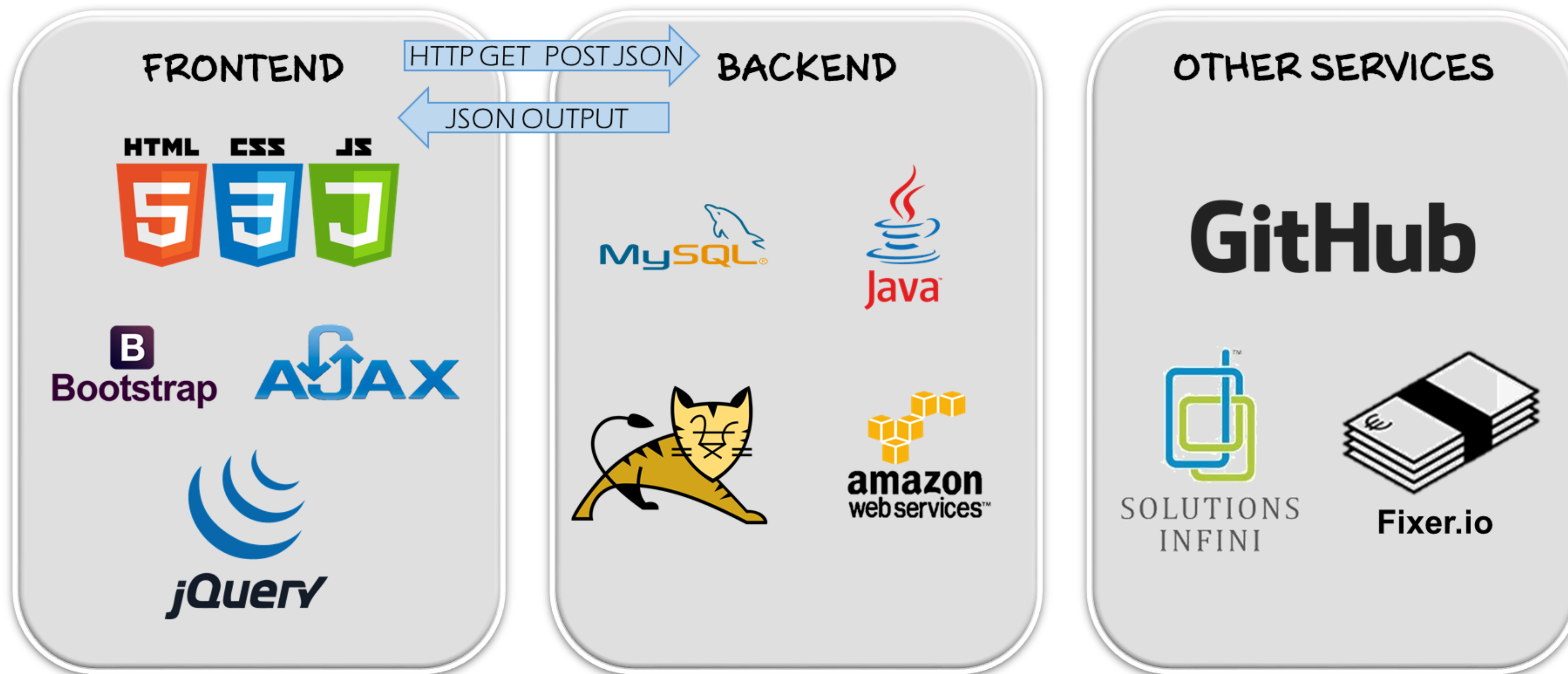


DEMONSTRATION

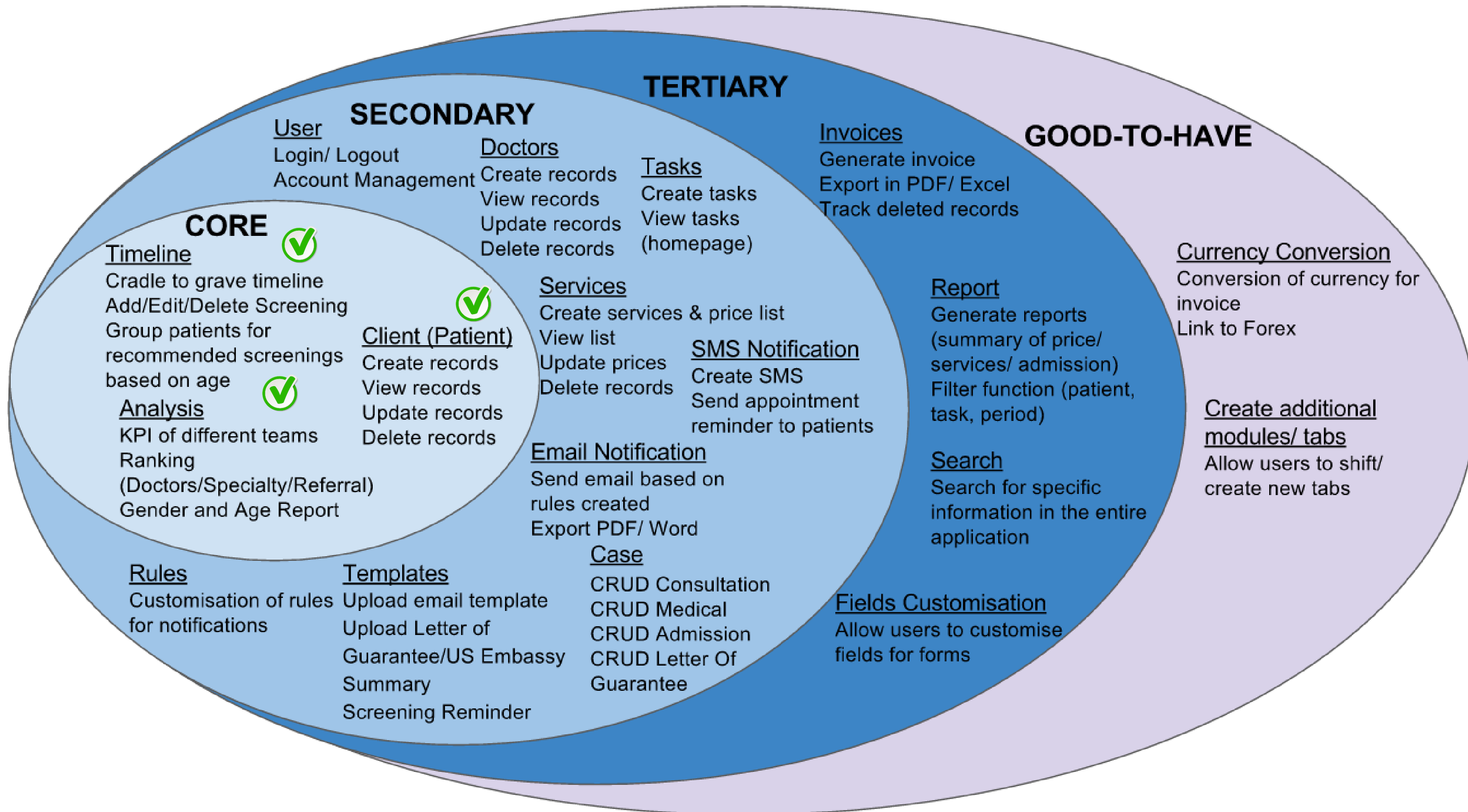
TECHNICAL

Architecture Diagram

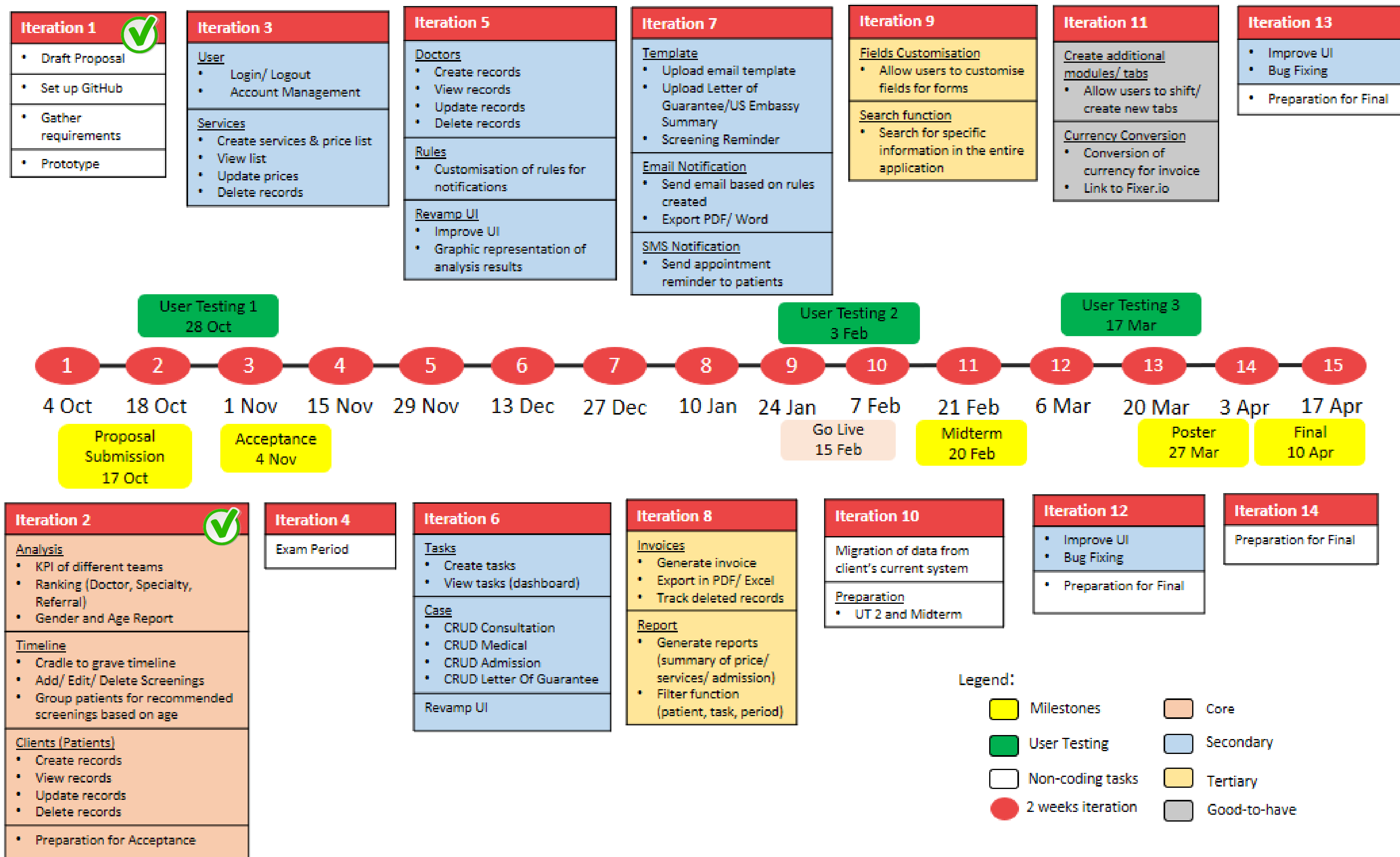
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Project Management Scope



Project Management Schedule



Project Management

Task Metric

Formula = No. of tasks completed/ No. of tasks planned

Score (%)	Description
TM <= 50	<ul style="list-style-type: none">Team is behind schedule as there was a gross under-estimation of effort requiredTeam to consider dropping taskRe-estimate tasks for future iterations and decide on critical functionality to focus on in following iterationTeam to consider dropping functionalities
50 < TM <=90	<ul style="list-style-type: none">Team is slightly behind scheduleRe-estimate tasks for future iterations and decide on critical functionality to focus on in following iteration
90 < TM <= 110	<ul style="list-style-type: none">Estimates are generally accurate and on track
110 < TM <= 150	<ul style="list-style-type: none">Team is ahead of scheduleRe-estimate tasks for future iteration
TM > 150	<ul style="list-style-type: none">Team is ahead of schedule as there was an over-estimation of effort requiredRe-estimate tasks for future iterations

Iteration 2

Planned Tasks: 3

Completed Tasks: 3

TM Score: 100%

Status: Completed

Bug Metric

Bug Metric Impact Score

Severity	Description
Low (1 point)	Unimportant. Typo error or small user interface alignment issues.
High (5 point)	The system runs, but some non-critical functionalities are not working.
Critical (10 points)	System is down or un-usable.

Mitigation Plan

Bug Score	Action
Score <= 10	Fix during buffer time
10 < Score <= 20	Use planned debugging time in the iteration
Score > 20	Stop current development immediately and resolve bugs. PM to reschedule the project.

Total score = 1 * (No. of Low Impact) + 5 * (No. of High Impact) + 10 * (No. of Critical Impact)

Iteration 2

Bug Score: 15

Action Plan: Debug
during planned
debugging time

Project Management

Risk Management

Risk	Risk Event	Likelihood	Impact	Mitigation
Project Management Risk	Allocation of too much/ little time for development of functions	Medium	High	1) Include buffer days before final submission. Allocate more time to develop complex functions. 2) Update & Review metrics regularly

Project Management

Risk Management

Risk	Risk Event	Likelihood	Impact	Mitigation
Client Risk	Change in client's requirement	Medium	High	Meet and update client weekly to ensure that development is on par with client's requirements

Project Management

Risk Management

Risk	Risk Event	Likelihood	Impact	Mitigation
Human Risk	Team member is not available due to illness or unforeseen circumstances	Medium	Medium	Each member has dual role to take over member who is unavailable

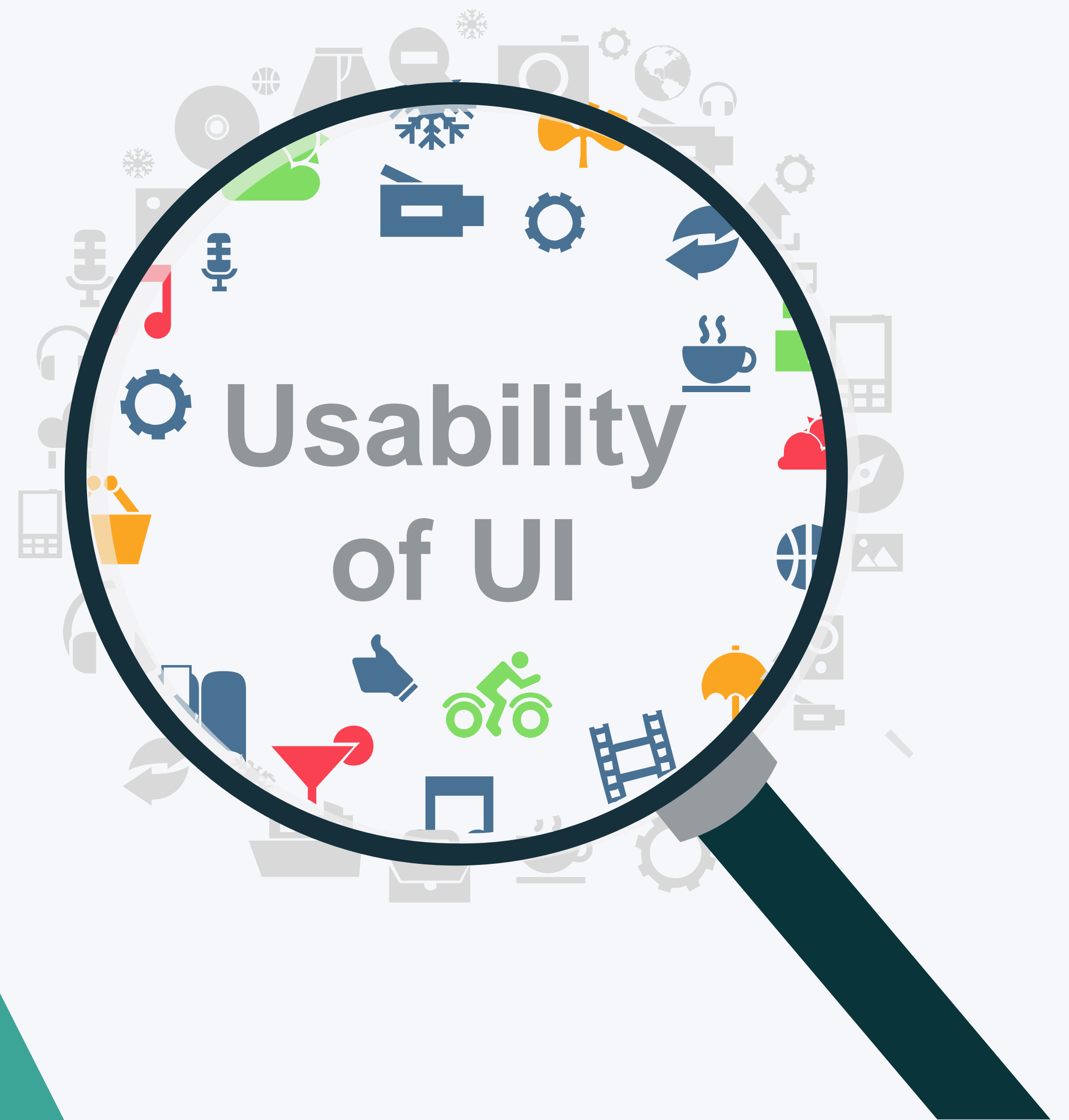
User Testing 1

Ulink Assist Pte Ltd

User: Linda Siow

OCTOBER

28





UT 1 Feedback

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Easy to create clients

Easy to navigate

Timeline design is not intuitive

Naming of columns and fields are confusing

UT 1 Feedback

21

- Timeline display is not intuitive, user suggested to change to table format
 - Stick to one color scheme
 - Client prefers to choose which patient to send email to instead of automated sending of email
- Changes to be made

Timeline - Male

18 YEARS

-

LIST OF SCREENINGS

Obesity,Hypertension (High blood pressure),Diabetic microalbuminuria,Hearing loss,kidney disorder

View Patients

40 YEARS

-

LIST OF SCREENINGS

Hyperlipidaemia

View Patients

Edit

Home Client Invoice Services Report Doctor Timeline Analysis Template Logout

Timeline - Filter

Gender:

Age Range:

Generate

List of screenings	Patients	Select
Mammogram	Briana Jones Sally Wannaa Anna Frank Joanel Telle	<input type="checkbox"/>
Audiometry	Quello Joseph Foo	<input checked="" type="checkbox"/>

Email me

UT 1 Feedback

22



Rename **Regularity** field to **Frequency of Screening (In Years)** for easy understanding

Timeline - Add New Screenings

Changes Made

Age

Starting age in which patient might be diagnosed with illness

Common Illness

Recommended screening

Demographic affected

Infant

Regularity of Screening

How often does one have to go for this screening

Timeline - Add New Screenings

Age

Starting age in which patient might be diagnosed with illness

Common Illness

Recommended screening

Demographic Affected

Infant

Frequency of Screening (In years)

How often does one have to go for this screening

Add

UT 1 Feedback



- Top-K function to rename as "Ranking" for easy understanding
- List all results in a ranked list instead of selecting "K" value

Analysis - Top-k

Select "K"

Select Criteria

Select Start Date

Select End Date

1

Doctor

10/01/2016 1:34 AM

10/30/2016 1:34 AM

Generate

Changes Made

Ulink Assist Home Client Invoice Services Report Doctor Timeline Analysis Template Logout Search Submit

Analysis - Ranking

Select Criteria

Select Start Date

Select End Date

Doctor

Generate

UT 1 Feedback

Confusing naming



Select Criteria

Doctor

Select Start Date

11/01/2016 12:21 PM

Select End Date

11/30/2016 12:21 PM

Generate

Ranking	Name	value
1	Chew Chuan Tieh	2
2	Kevin Tan Eng Kiat	1
2	Lam Mun San	1
2	Tan Eng Choon	1

Changes Made

Analysis - Ranking

Select Criteria

Doctor

Select Start Date

10/01/2016 5:44 PM

Select End Date

11/30/2016 5:44 PM

Generate

Ranking	Name	Number of times doctor was engaged
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X-FACTOR

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Midterm

- **5 users using the application**

Final

- **8 users with at least 5 interactions with the system per day**

Learning Outcome



NICOLE

Gain more knowledge on UI development and improve communication skills



SHU YAN

Learn to conduct UAT effectively to collect users feedback, analyse the feedback and devise solution catered to their needs



SEAN

Have a better understanding on how technology can help my client have a better view of their business performance



KAIXIN

Manage team and schedule effectively to deliver product on time



NABILAH

Apply knowledge of design processes and translate business problems into application functions



Thank you