Ulinkers

Acceptance Presentation

Teh Kaixin

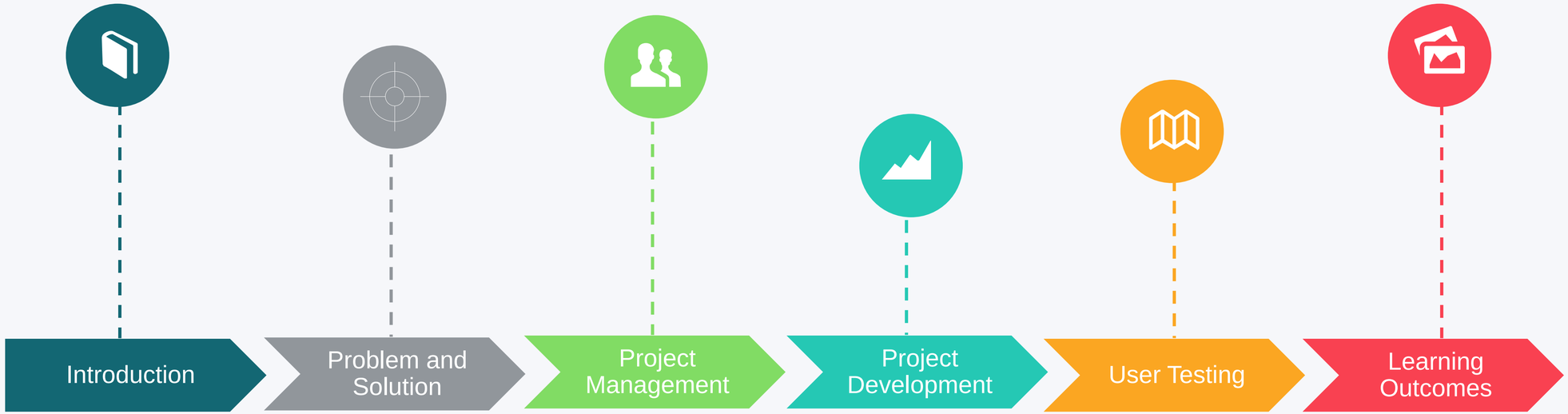
Nicole Goh

Sean Kwok

Nabilah Banu

Chien Shu Yan

Agenda


Introduction
Problem and Solution
Project Management
Project Development
User Testing
Learning Outcomes

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

Solution

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

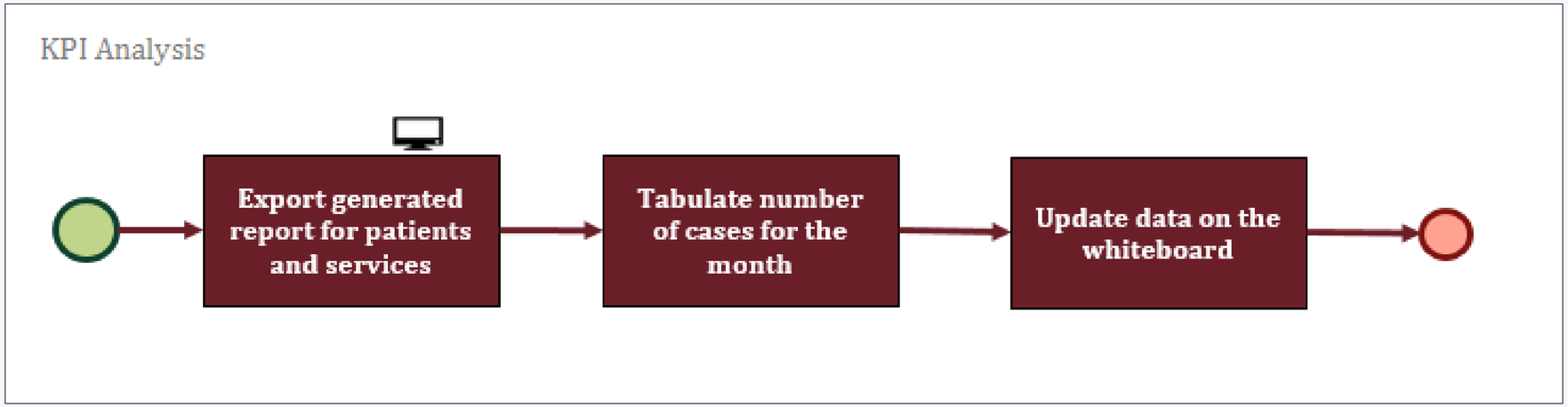
3. Optimised views

   (reduce duplicates, group by client name)

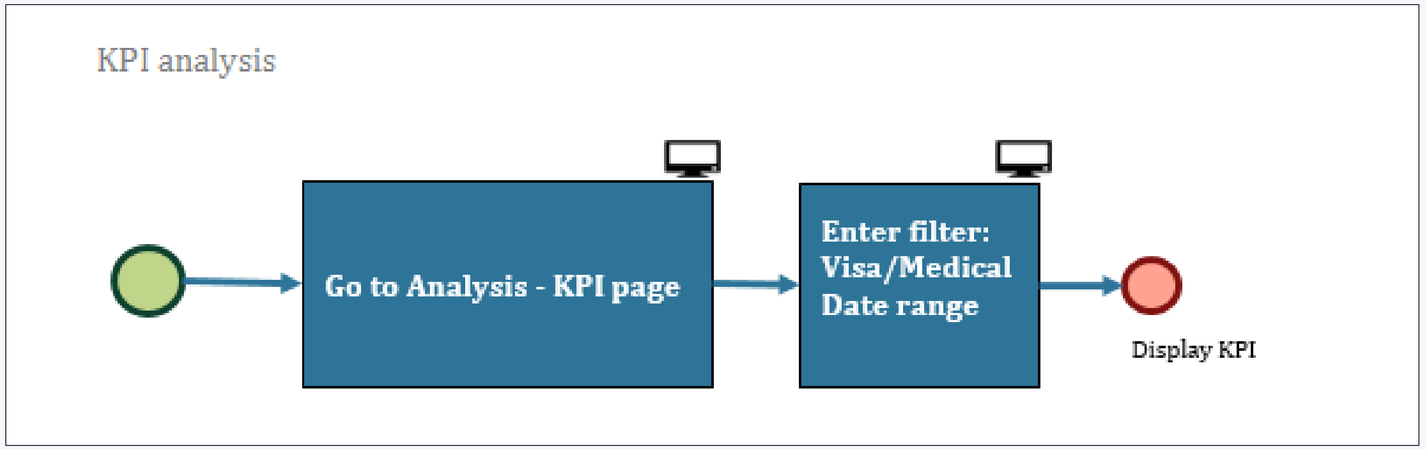
Solution

Workflow

AS-IS



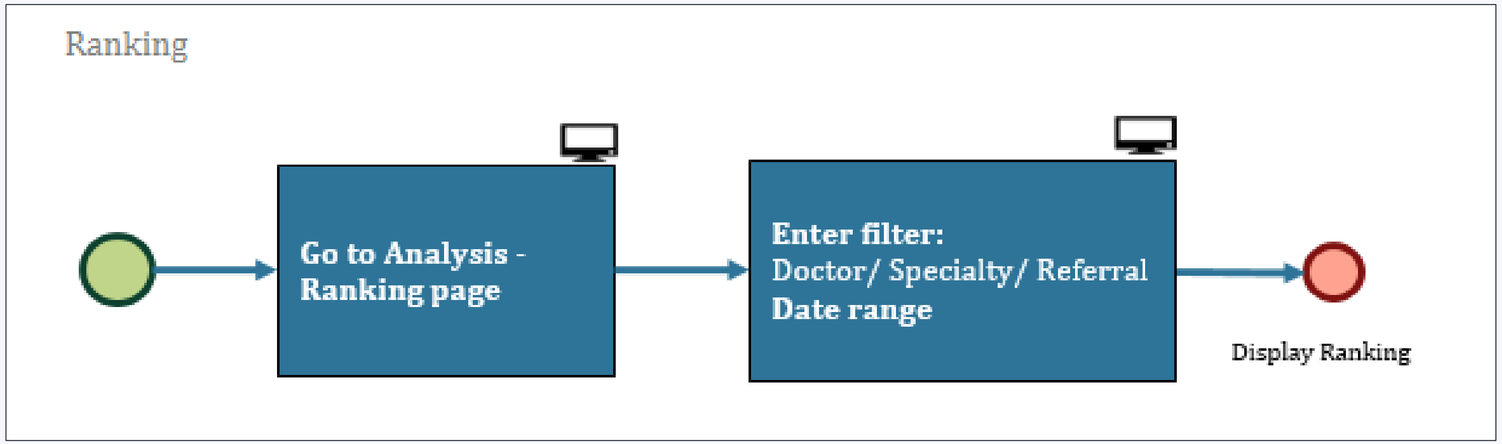
TO-BE



Solution

Workflow

TO-BE



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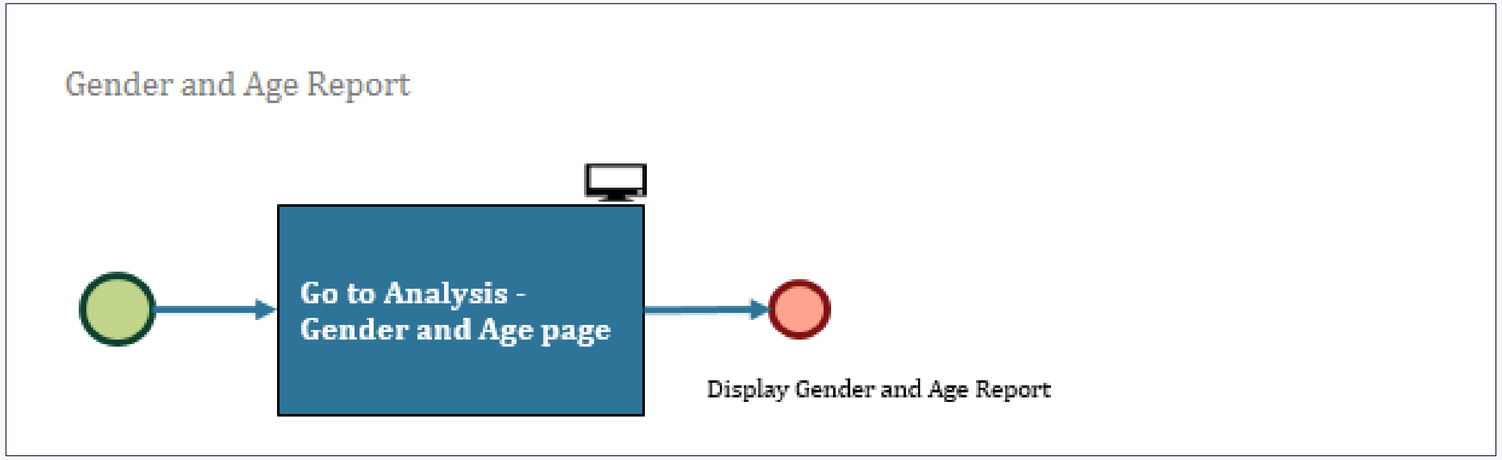
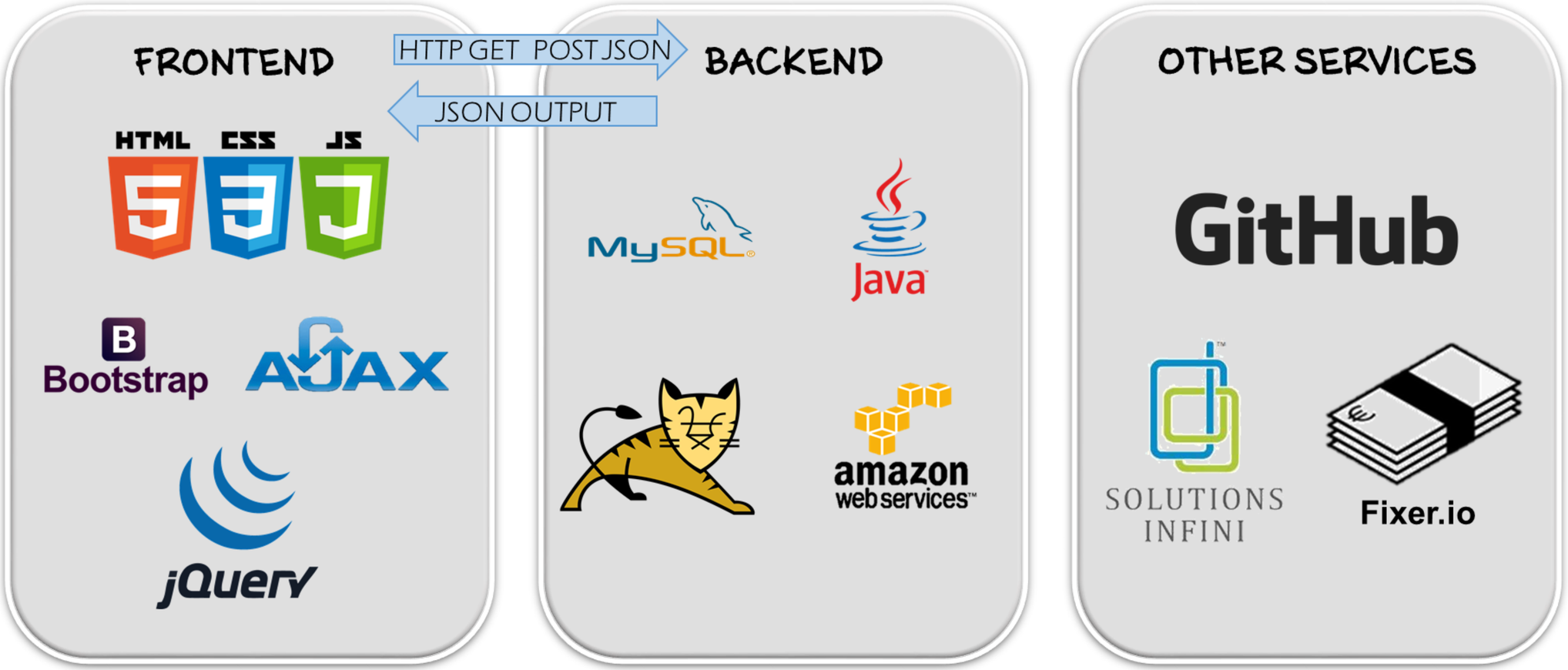


Market Research

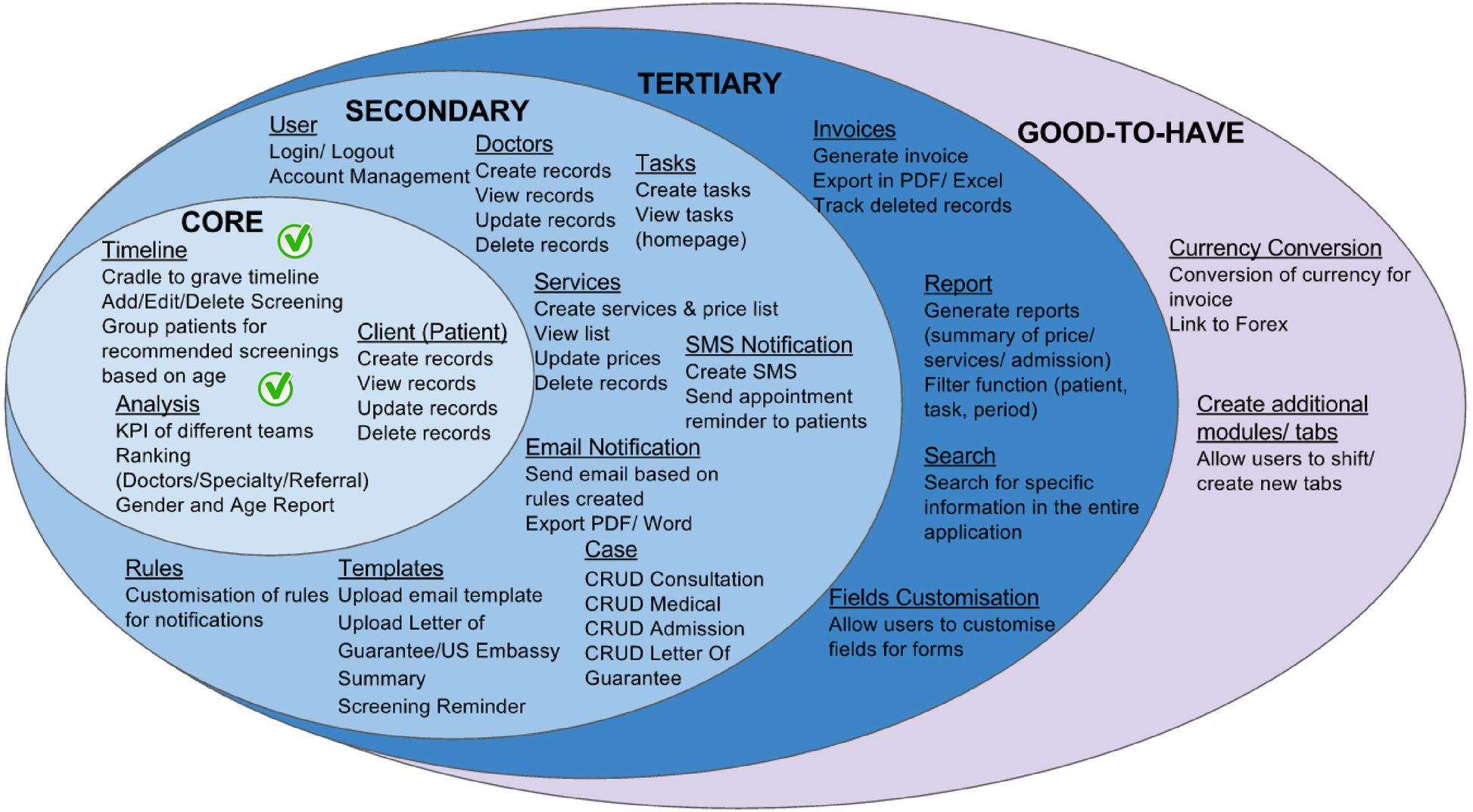
	Ulink Web Application	ZOHO CRM
Timeline (Cradle to Grave Screening Recommendation)	✓	✗
Analysis (KPI for Medical Team and Visa Team)	✓	✗
Gender & Age Report	✓	✗
Ranking for Doctors/Specialty/Referral	✓	✗
Client Management	✓	⚠ (not optimized)
Doctor Management	✓	✗
Services Management	✓	✓
Customizable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

DEMONSTRATION

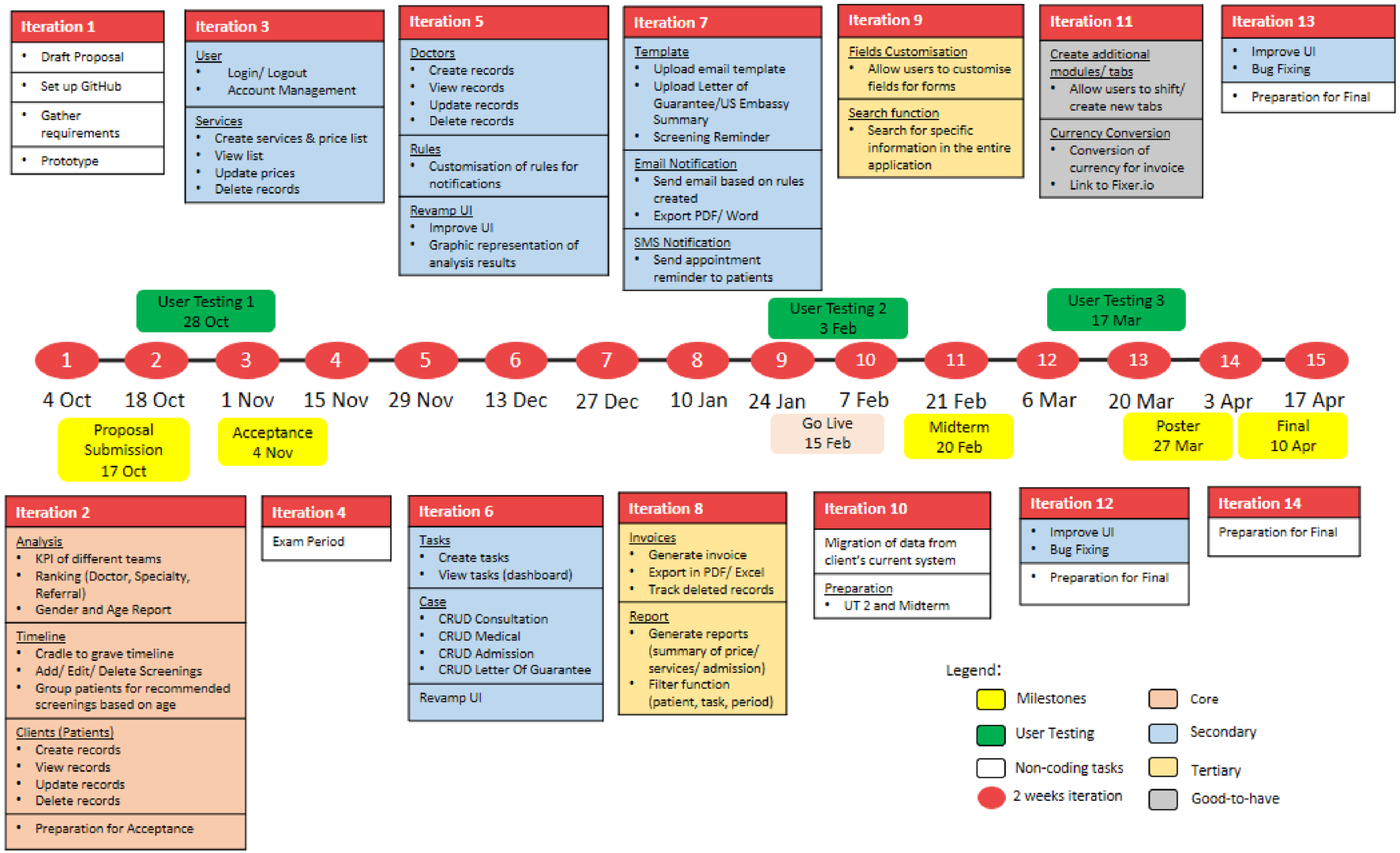
Architecture Diagram



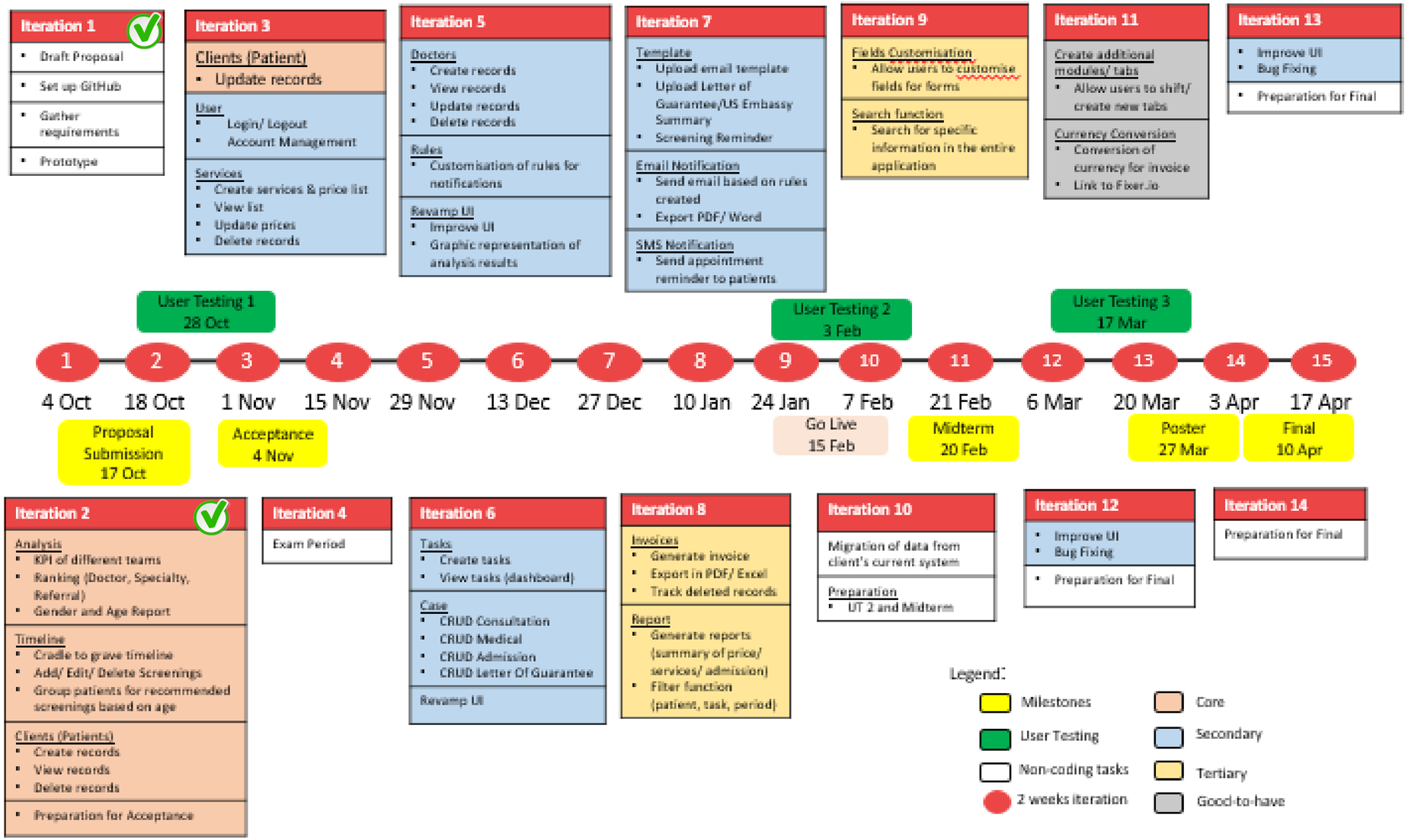
Scope


CORE
Timeline
Cradle to grave timeline
Add/Edit/Delete Screening
Group patients for recommended screenings based on age
Analysis
KPI of different teams
Ranking (Doctors/Specialty/Referral)
Gender and Age Report
Client (Patient)
Create records
View records
Update records
Delete records
SECONDARY
User
Login/ Logout
Account Management
Doctors
Create records
View records
Update records
Delete records
Tasks
Create tasks
View tasks (homepage)
Services
Create services & price list
View list
Update prices
Delete records
SMS Notification
Create SMS
Send appointment reminder to patients
Email Notification
Send email based on rules created
Export PDF/ Word
Rules
Customisation of rules for notifications
Templates
Upload email template
Upload Letter of Guarantee/US Embassy
Summary
Screening Reminder
Case
CRUD Consultation
CRUD Medical
CRUD Admission
CRUD Letter Of Guarantee
TERTIARY
Invoices
Generate invoice
Export in PDF/ Excel
Track deleted records
Report
Generate reports (summary of price/ services/ admission)
Filter function (patient, task, period)
Search
Search for specific information in the entire application
Fields Customisation
Allow users to customise fields for forms
GOOD-TO-HAVE
Currency Conversion
Conversion of currency for invoice
Link to Forex
Create additional modules/ tabs
Allow users to shift/ create new tabs

Planned Schedule



Actual Schedule



Task Metric

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

Score (%)	Description
TM <= 50	• Team is behind schedule as there was a gross under-estimation of effort required • Team to consider dropping task • Re-estimate tasks for future iterations and decide on critical functionality to focus on in following iteration • Team to consider dropping functionalities
50 < TM <=90	• Team is slightly behind schedule • Re-estimate tasks for future iterations and decide on critical functionality to focus on in following iteration
90 < TM <= 110	• Estimates are generally accurate and on track
110 < TM <= 150	• Team is ahead of schedule • Re-estimate tasks for future iteration
TM > 150	• Team is ahead of schedule as there was an over-estimation of effort required • Re-estimate tasks for future iterations

Iteration 2

Planned Tasks: 12

Completed Tasks: 11

TM Score: 91.6%

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: 10

After debugging: 5

Action Plan: Debug during planned debugging time

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

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

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

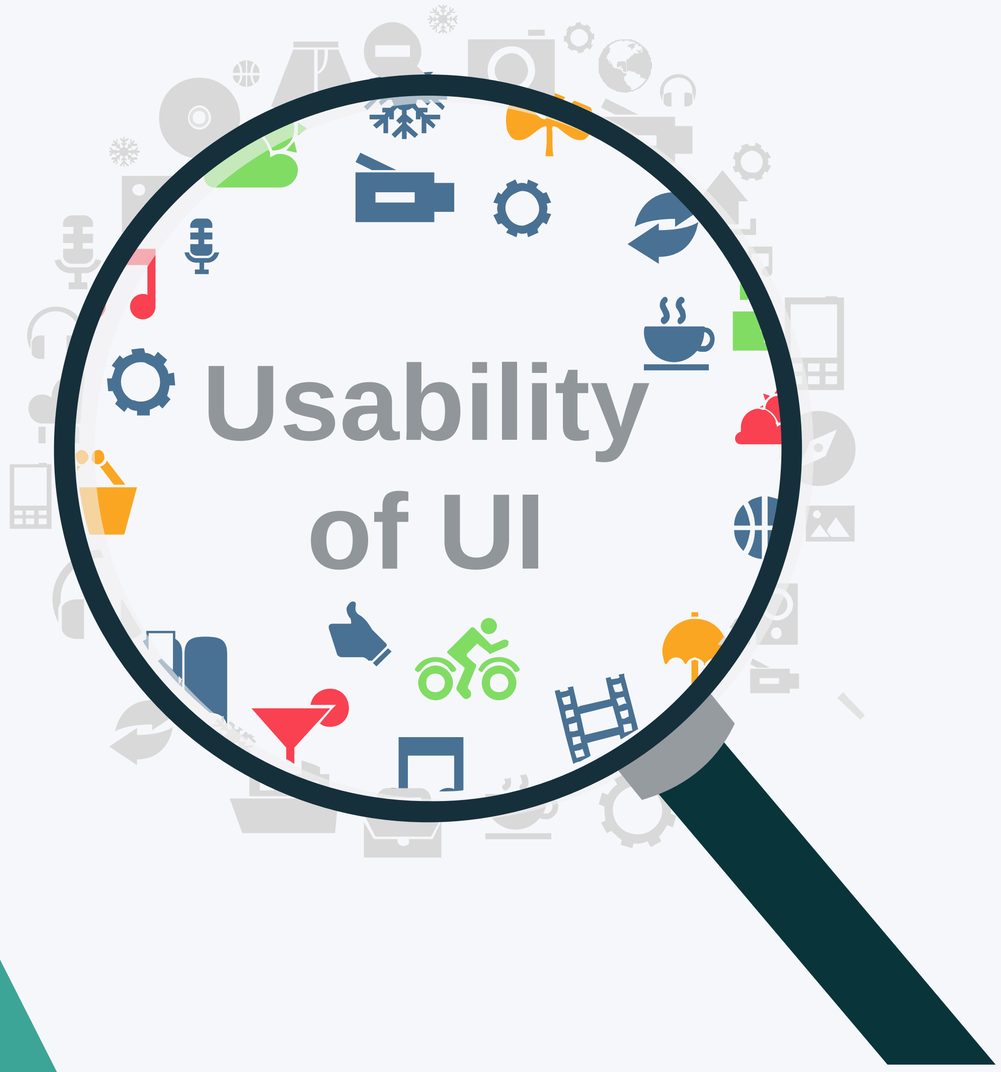
User Testing 1

Ulink Assist Pte Ltd

User: Linda Siow

OCTOBER

28



UT 1 Feedback

Easy to create clients

Easy to navigate

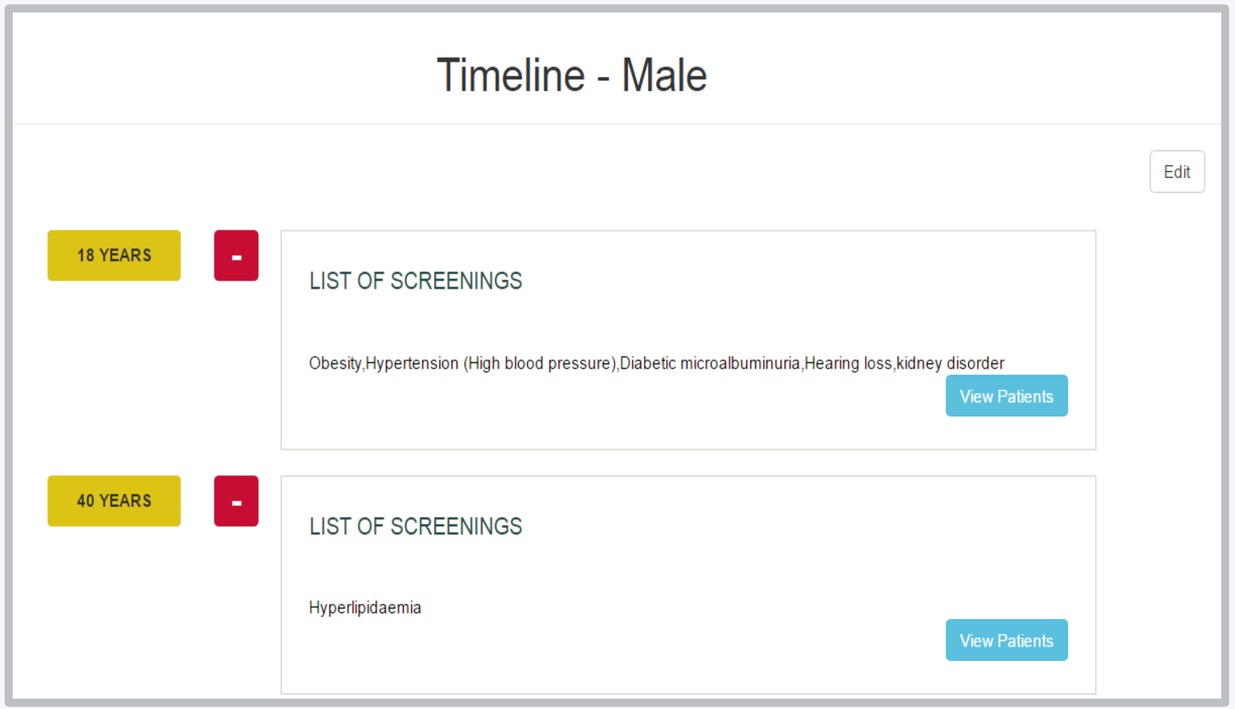
Timeline design is not intuitive

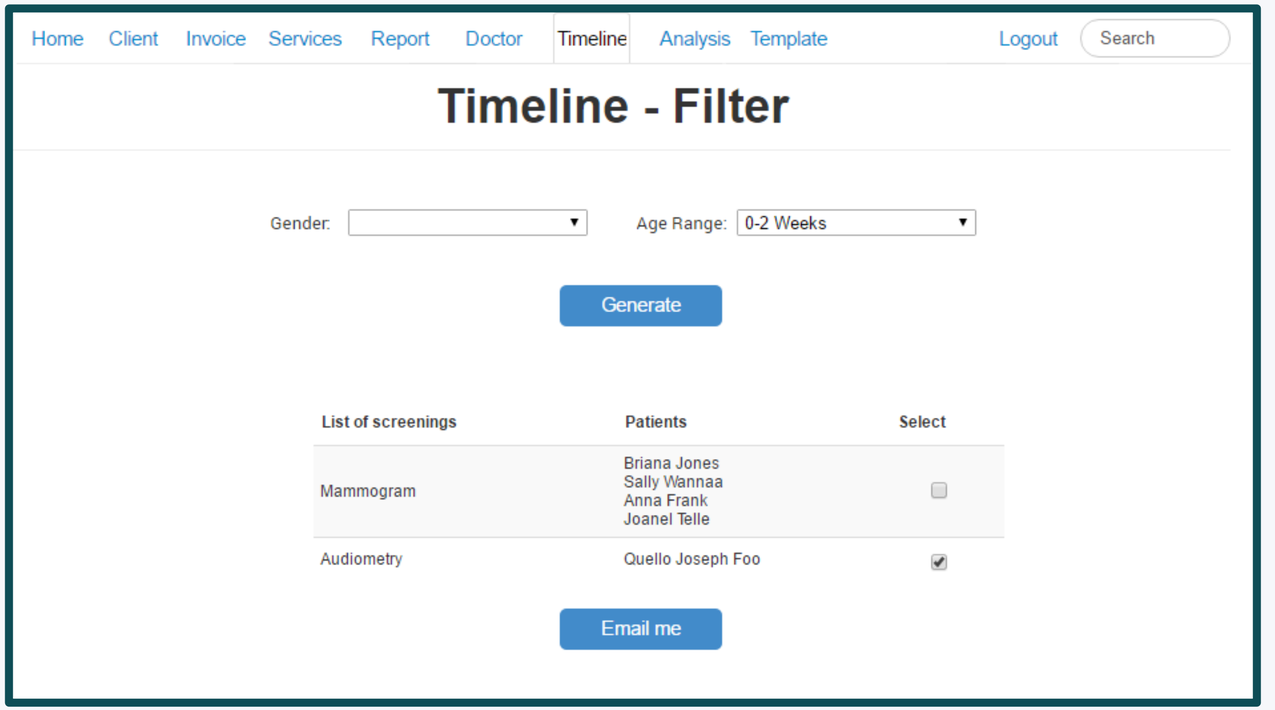
Naming of columns and fields are confusing

UT 1 Feedback

- 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

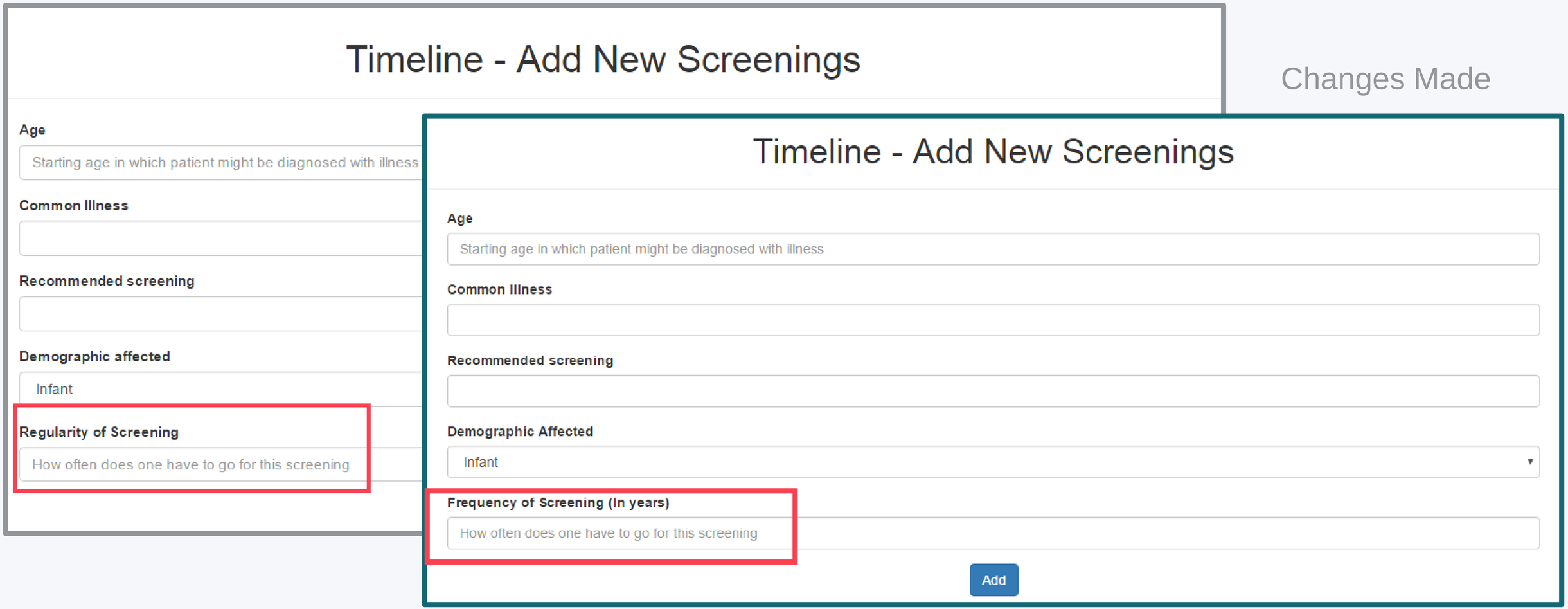
Changes to be made





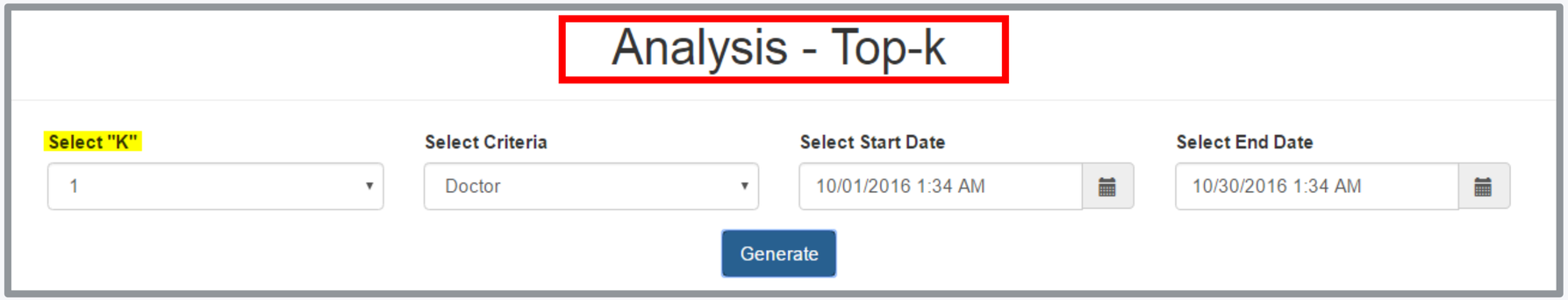
UT 1 Feedback

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

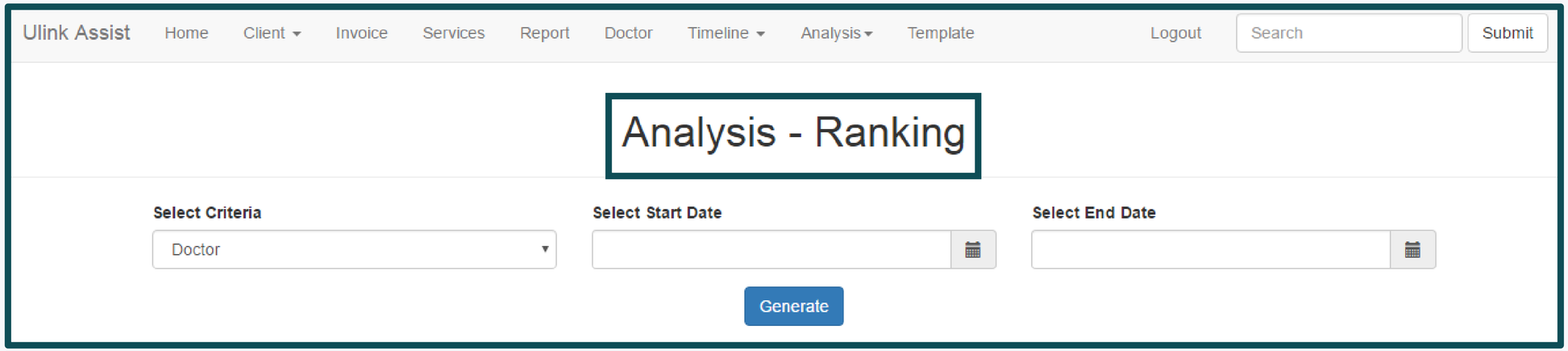


UT 1 Feedback

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

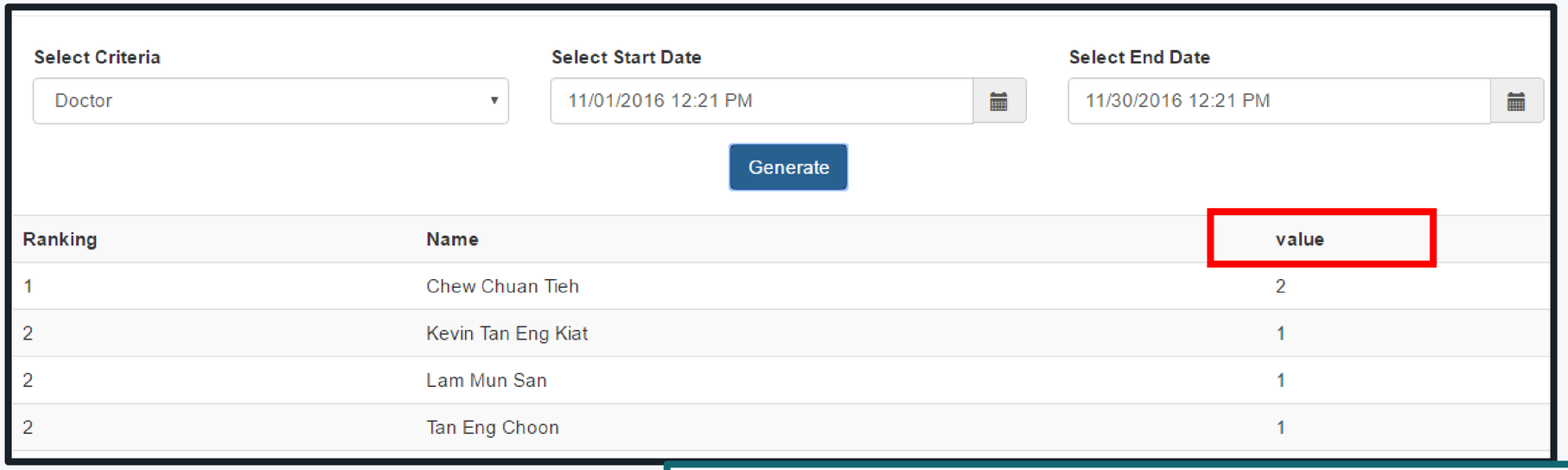


Changes Made



UT 1 Feedback

Confusing naming



Changes Made

X-FACTOR

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