Vision and Scope Document

For

Makati Dialysis and Diagnostics Center, Inc.

Web-based System

Version 1.0 approved

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Revision History

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| **Name** | **Date** | **Reason For Changes** | **Version** |
| Ventura, Gillian | 6/14/17 | Revised minor errors | 1.2 |
| Mercado, Gavriel | 6/14/17 | Revised minor errors | 1.2 |

# Business Requirements

<The business requirements provide the foundation and reference for all detailed requirements development. You may gather business requirements from the customer or development organization’s senior management, an executive sponsor, a project visionary, product management, the marketing department, or other individuals who have a clear sense of why the project is being undertaken and the ultimate value it will provide, both to the business and to customers.>

The Makati Dialysis and Diagnostic Center, Incorporated Web-based System will provide the MDDCI Clinic their own website which will include an online reservation module for their existing patients, an online registration for new patients, and a patient inventory for records of the patients. This system will solely automate the current paper based business processes in the clinic. The approval of the project by the management must be done in order to be deployed and function.

## Background

<This section summarizes the rationale for the new product. Provide a general description of the history or situation that leads to the recognition that this product should be built.>

The MDDCI Clinic has existing external systems provided by the government. The MDDCI Clinic does not contain a reservation module for their patients, which causes a disorganized schedule of applicants. All the forms and records of patients are done on paper and managed manually. This causes a buildup of paperwork and time to organize and manage them which ultimately decreases productivity. The system will provide an online registration through the web-based platform and the data will be sent to the admin of the site for verification which will then be sent to the Database. The Web-based platform will provide an online checklist which will interact with new applicants to further inform and provide details for each requirement they need. The patients of the clinic are served on a first-come-first-served basis, hence they have to arrive earlier to manually log themselves on the log book to give an assurance that someone will be using a specific terminal to sanitize it and proceed with the treatment. This causes delay on the part of the patients so the system will have a parameter that states that they must arrive at least fifteen minutes earlier than the time indicated or the slot will be given to the walk-in patients. In order to further lessen paper works, the system will provide an item inventory and patient’s record inventory. For the reasons that not all their customer are tech savvy, the web-based platform will also provide options for their convenience.

## Business Opportunity

<Describe the market opportunity that exists or the business problem that is being solved. Describe the market in which a commercial product will be competing or the environment in which an information system will be used. This may include a brief comparative evaluation of existing products and potential solutions, indicating why the proposed product is attractive. Identify the problems that cannot currently be solved without the product, and how the product fits in with market trends or corporate strategic directions.>

The clinic is still operating their records manually which causes decrease on productivity, therefore the system will provide automation that will minimize paper works. The system will provide modules that address different problems with regards to their business procedure. These modules include checking up the requirements needed to be admitted, the registration for the government program, online reservation of their scheduled treatment, item inventory and patient’s record inventory.

## Business Objectives and Success Criteria

<Describe the important business objectives of the product in a way that is quantitative and measurable. The value provided to customers is described in section 1.4, so this section should focus on the value provided to the business. This could include estimates of revenue or cost savings, return on investment analysis, or target release dates. Determine how success will be defined and measured on this project, and describe the factors that are likely to have the greatest impact on achieving that success. Include things within the direct control of the organization, as well as external factors. Establish measurable criteria to assess whether the business objectives have been met.>

The objective of the project is to provide a system for the clinic that will minimize paper based work. The system will have different modules that will provide solution on the problems on their business work flow. These modules are online checklist, the clinic provides checklist of the requirements but most applicants visit them for further clarification, the web-based platform will provide detailed information on each requirements listed. The next module is the online registration form which will make the applicant fill out directly on to the MDDCI database for verification and push it to the PhilHealth Database. The system will also have module for online reservation so the waiting time of the customers will be lessen and the clinic no longer needs to call each patient if they will attend treatment or not if they already reserved. This module will set parameter that the customer must arrive at least 15 minutes earlier else the slot will be given to walk-in customers.

## Customer or Market Needs

<Describe the needs of typical customers or market segments, including needs that are not yet met by the marketplace or by existing systems. You may wish to describe problems customers currently encounter that the new product will (or will not) address and how the product would be used by customers. Identify the customer hardware and software environment in which the product must operate. Define at a high level any known critical interface or performance requirements. Avoid including any design or implementation details. Present the requirements in a numbered list so that more detailed user or functional requirements can be traced to them.>

The website will accessible by anyone who has internet connection, anyone can register, there will be admin who can delete inactive user accounts. The website can be accessed even without registering an account if the user just wanted to inquire, the module for reservation and registration will only be available if the user log in, the item and record inventory will only be available for the admin user. The primary draw-back of the clinic is that not all the customers are tech savvy so the website will provide option and information which could help them to perform the usual way of the transaction. In order to make the system it is required to procure:

* Internet access
* Database
* Server
* Approval of the Management

## Business Risks

<Summarize the major business risks associated with developing this product, such as marketplace competition, timing issues, user acceptance, implementation issues, or possible negative impacts on the business. Estimate the severity of the risks and identify any risk mitigation actions that could be taken.>

The primary drawback of the client is that not all the patients or customers are tech savvy, therefore the system will provide options that would help them to perform transaction manually. Time constraint has also a wide effect on the completion of the project, but the person behind this project makes sure to allot time for its completion.

# Vision of the Solution

<This section establishes a long-term vision for the system to be built to address the business objectives. This vision will provide the context for making decisions throughout the course of the product development life cycle. The vision should not include detailed functional requirements or project planning information.>

The system will provide solution for a long term, the programmer will make it stable and scalable to adopt with the clinic’s and its customers’ needs. Using an improved framework, it is guaranteed that it will work smoothly.

## Vision Statement

<Write a concise vision statement that summarizes the purpose and intent of the new product and describes what the world will be like when it includes the product. The vision statement should reflect a balanced view that will satisfy the needs of diverse customers as well as those of the developing organization. It may be somewhat idealistic, but it should be grounded in the realities of existing or anticipated customer markets, enterprise architectures, organizational strategic directions, and cost and resource limitations.>

The programmer intends to provide satisficing solution to the problems existing in the MDDCI Clinic by providing a web-based online reservation for existing patients, online checklist and patient’s inventory for the records.

## Major Features

<Include a numbered list of the major features of the new product, emphasizing those features that distinguish it from previous or competing products. Specific user requirements and functional requirements may be traced back to these features.>

The major function of the Web-based System are:

* Online Reservation of the schedule of dialysis session
* Online checklist for inquiries of new patients
* Online Inventory System of patient’s record

## Assumptions and Dependencies

<Record any assumptions that were made when conceiving the project and writing this vision and scope document. Note any major dependencies the project must rely upon for success, such as specific technologies, third-party vendors, development partners, or other business relationships.>

Considering organization of files, it is much easier to record and retrieve data from a computer or the web-based platform than an actual paper-based procedure. Similarly, the online reservation will provide time efficiency and assure the clinic that a dialysis session will take place. Therefore it is assured that the system will be reliable and convenient for the users.

# Scope and Limitations

<The project scope defines the concept and range of the proposed solution. It’s also important to define what will not be included in the product. Clarifying the scope and limitations helps to establish realistic expectations of the many stakeholders. It also provides a reference frame against which proposed features and requirements changes can be evaluated. Proposed requirements that are out of scope for the envisioned product must be rejected, unless they are so beneficial that the scope should be enlarged to accommodate them (with accompanying changes in budget, schedule, and/or resources).>

The system will take part on the organization of the records of the existing patients and these data will not be available for average users who may access the website, only the employees may access it using their privileged accounts. The system may not have a mobile application but it may be accessed through mobile using their browser.

## Scope of Initial Release

<Describe the intended major features that will be included in the initial release of the product. Consider the benefits the product is intended to bring to the various customer communities, and generally describe the product features and quality characteristics that will enable it to provide those benefits. Avoid the temptation to include every possible feature that any potential customer category might conceivably want some day. Focus on those features and product characteristics that will provide the most value, at the most acceptable development cost, to the broadest community.>

The Web-based System includes patients’ record inventory, which will collect data of each patients regarding their health care. For their patients’ convenience, the system will also provide helpful information regarding the requirements on admission in the clinic if the patient needs to be treated.

## Scope of Subsequent Releases

<If a staged evolution of the product is envisioned over time, indicate which major features will be deferred to later releases.>

When the Web-based system had been implemented, and the vision is achieved, the system will be hosted in order to use its overall functionality.

## Limitations and Exclusions

<Identify any product features or characteristics that a stakeholder might anticipate, but which are not planned to be included in the new product.>

Stakeholder may anticipate a mobile application that can be handy for the patients. The inventory system may or may not be included on the mobile application depending on the need of the clinic.

# Business Context

<This section summarizes some of the business issues around the project, including profiles of major customer categories, assumptions that went into the project concept, and the management priorities for the project.>

## Stakeholder Profiles

<Stakeholders are individuals, groups, or organizations that are actively involved in a project, are affected by its outcome, or can influence its outcome. The stakeholder profiles identify the customers for this product and other stakeholders, and states their major interests in the product. Characterize business-level customers, target market segments, and different user classes, to reduce the likelihood of unexpected requirements surfacing later that cannot be accommodated because of schedule or scope constraints. For each stakeholder category, the profile includes the major value or benefits they will receive from the product, their likely attitudes toward the product, major features and characteristics of interest, and any known constraints that must be accommodated. Examples of stakeholder value include:

* improved productivity
* reduced rework
* cost savings
* streamlined business processes
* automation of previously manual tasks
* ability to perform entirely new tasks or functions
* conformance to current standards or regulations
* improved usability or reduced frustration level compared to current applications

Example:>

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stakeholder** | **Major Value** | **Attitudes** | **Major Interests** | **Constraints** |
| Management | increased revenue | see product as avenue to 25% increase in market share | richer feature set than competitors; time to market | Inability to provide fund for hosting the system |
| Nephrologists and Nurses | fewer errors in work | highly receptive, but expect high usability | automatic error correction; ease of use; high reliability | must run on low-end workstations |
| HR, Registrar and Accounting | quick access to data | resistant unless product is keystroke-compatible with current system | ability to handle much larger database than current system; easy to learn | no budget for retraining |

## Project Priorities

|  |  |  |  |
| --- | --- | --- | --- |
| **Dimension** | **Driver** **(state objective)** | **Constraint** **(state limits)** | **Degree of Freedom** **(state allowable range)** |
| Schedule | release 1.0 to be available by 3/24, release 1.1 by 4/1 |  |  |
| Features |  |  | 70-80% of high priority features must be included in release 1.0 |
| Quality |  |  | 90-95% of user acceptance tests must pass for release 1.0, 95-98% for release 1.1 |
| Staff |  | maximum team size is 1 developer + 1 tester |  |
| Cost | Small amount of budget |  | budget overrun up to 15% acceptable without executive review |

## Operating Environment

* *The web-based system can be accessed through internet. The full functionality will only be available to users with privileged user account, any users can register and the admin may modify its privilege. The data will be collected both from the government and the patients, these data will be stored and easily retrieved using the inventory system. The item inventory system, which is part of the web-based system will keep track on their assets to help them decide on the ordering for the items in the stockroom. The system will be scalable and may be used by numbers of customers.*