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** |
| Gavriel Mercado | 6/19/17 | Revised errors | 1.3 |
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# Business Requirements

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

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

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

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

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

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

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

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

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

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 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

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

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

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

## Stakeholder Profiles

* 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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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.