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Software Design A3 Exercise Draft

Step 0. Identify a problem or need

Taking care of a pet can be very expensive and time consuming, especially considering the lack of pet health insurance available. Sometimes, people need to consult a veterinarian for minor complications and end up wasting their time.

Step 1. Understand current position

How can we connect worried pet owners with certified professionals in veterinary medicine in a way that is efficient and cost-effective?

Step 2. Target

It would benefit worried pet owners, by giving them a faster response without requiring their physical presence in a waiting room, and more veterinarian options to browse through.

Step 3. Root Cause Analysis

How can we help pet owners save time and money when consulting a veterinarian? How much time and money do they waste when they consult a physician over a minor issue/strange behavior?

Step 4. Countermeasures

There's not a platform addressing this specifically. Pet owners need to wait hours in waiting rooms for a consult.

Step 5. Implementation Plan

Web app: Accessible platform with many vet options to choose from, they're just a message away, users can send attachments to aid or further understand whether that pet should be taken to a vet's office or not.

Step 6. Follow-up Plan

Periodical surveys within the app to verify user's (customers & vets) satisfaction rate.

Step 7. Involve affected parties

Reach out to local veterinarians willing to test the software and consult health agencies regarding the legal aspects of this project.