**1. [5%] BUSINESS OVERVIEW AND PROCESSES**

1.1 Introduce the business and how it works (before and after) Steven

1.2 Define – and briefly discuss, in relation to the business processes:

1.2.1 *Business goals & differentiators*   
1.2.2 *Core competencies:* what the business needs to be good at doing, to achieve these goals;  
1.2.3 *Key performance indicators (KPIs) SA*

**2. [15%] OPPORTUNITY AND PROBLEM ANALYSIS**

* 1. Produce a **problem analysis table B**

2.2 Explore new business opportunities that IS could enable M

2.3 Summarize the main priorities for change

**3. [15%] DEFINE THE SCOPE OF CHANGE**

3.1 Define and justify your system scope

3.2 Define a set of 8-10 objectives that the IT system must fulfill

**4. [15%] Produce a Project Overview Statement (POS)**

4.1 Define the main problem(s) and opportunities for change,

4.2 Define the goals of change in business terms H

4.3 Define the system change objectives,

4.4 Define the success criteria

4.5 Define the assumptions

Case 3: Implementing An Electronic Medical Record System

System Functions

1. Patient Portal
   1. Patient Medical Records
   2. Test Result Database
   3. Prescriptions
   4. Appointment history
   5. Referrals
2. Doctor/Medical Staff Portal
   1. Appointment Schedule
   2. Ordering Tests
   3. Notifications
   4. Insurance Claims
   5. Route a Referral
   6. Care Analysis – evaluate trends in Doctors treatment with patients
3. Invoicing
4. Appointments
5. Administration
   1. Creating Patient Record
   2. Read, Edit, Delete rights
6. Employee Labor Records
7. Inventory of Medical Equipment at Office
8. Vendor Orderings supplies
9. Online Appointments