**BUSINESS ANALYSIS Assignment 2**

The national health insurance system “Medigood” that pays for patients’ visits to family doctors has provided a new category of service that family doctors can be paid a bonus for using. This is for a phone or telehealth medical specialist consultation for a qualifying patient. To qualify patients need to be any one of:

* over 65
* indigenous
* suffering chronic disease.

A consultation can occur when a family doctor with a patient links up for a consultation with a medical specialist using a telephone or telehealth equipment. Medigood will make a payment to both the family doctor and the specialist.

Currently the family doctor or office administrator needs to identify a qualifying patient and then try to find a suitable medical specialist who is available. The office administrators monitor scheduled appointments to see if there are qualified patients and then try to schedule link with specialists. Patients sometimes do not arrive on time or at all, doctors and specialists are often running late and overall it is too difficult; especially for busy doctors with many other patients waiting to see them.

Medigood has already provided Telehealth equipment to all doctors and specialists but to date very few doctors have taken advantage of this. You should do a search of the Internet to understand Telehealth and how it can be used.

Your friend Lee has come up with a new business idea that she wants to sell to doctors and has asked you for help due to your studies in Business Analysis. Lee proposes to develop a software package that will sit on the doctor’s computer alongside any other patient management system (PMS) they may have taking advantage of available interfaces. Lee’s software will monitor appointments and when it sees there is a qualifying patient with the doctor, or if a qualifying patient has a scheduled appointment, it will alert the doctor that the patient is eligible for a Telehealth consultation and search for an available medical specialist for an on-line telehealth consultation. Medical specialists are expected to register with the system which will monitor when they are on-line and potentially available for a Telehealth consultation with a patient and their family doctor. When the doctor and the specialist both accept the telehealth consultation, the Telehealth equipment at either end is activated. Once the consultation is completed, the software will process the claim for payment to the insurance for both the family doctor and medical specialist.

All tasks relate to the same case study that you worked on in Assignment 1.

At the beginning of each task provide a brief 1-2 sentence narrative to introduce it to the client, to explain why the task is there and what it shows

**Task A Project Journal – attached as an Appendix to your report**

Develop a project journal (a log of YOUR OWN real activities in doing Assignment 2). Use a table with columns with number, date, activity, explanation and status. This is the diary of your project. **(5 Marks)**

**Task 2.01 Work Breakdown Structure (10 Marks)**

Before you start on the tasks in Assignment 2 do a one-page Work Breakdown Structure showing activities and duration (examples in Satzinger and on-line).

**Task 2.02 “To-be” design – activity diagram (10 Marks)**

Provide the “TO-BE” core business process for your new system (BPMN or UML)

**Task 2.03 Organizational change** **(10 Marks)**

Compare your As is and To be diagrams to assess the impact of the new system on previous pre-automation processes and prepare a briefing note for the Organizational change and Training Team on the anticipated business impact of the system. You should make recommendations on how these can be managed.

**Task 2.04 Screen design (10 MARKS)**

Develop screen designs for two MUST stories, identify business rules; justify your design

**Task 2.05 Acceptance Criteria (10 Marks)**

Write all acceptance criteria for these two stories to be done

**Task 2.06 Applications Architecture (5 Marks)**

Draw an applications architecture diagram showing interfaces for all systems in the Case Study that will be operating at the client site and their connections to your new system.

**Task 2.07 Report to Client (10 Marks)**

Presume you have completed a “waterfall method” processes of RFT, evaluation of tenders and selection of a solution/supplier. Write the executive summary of the Report to client where you explain the processes undertaken and recommend a preferred supplier.

**Task 2.08 Agile and Waterfall differences**

You have decided to develop the software for the new system and to follow an Agile approach but need to explain this to your client. Prepare a briefing paper for your client listing the key differences between Agile and Waterfall, the pros and cons of each approach and explain to your client why you recommend Agile. You may wish to use a table and dot-points. **(10 Marks)**

**Task 2.09 Video:** as your project is near completion the client asks for a brief report. Produce a 5-6 minute “elevator pitch” video clip explaining to the client what you have done since your last report (assignment 1) and how you did it. Provide a URL link and test it. If your marker cannot watch your video then it won’t be marked; please make sure **you** can be clearly seen in the video.  **(10 Marks)**

**Report presentation: Ensure your assignment looks like a professional report to the client, see:**

## Structure

This is a generic structure for reports which can be used as a starting point. There are many types of reports, so actual structure required by your course may be different. We strongly encourage you to contact your lecturer to make sure you are using the correct structure.

A report generally includes the following sections:

**[Letter of transmittal](https://www.usq.edu.au/library/study-support/assignments/assignment-structure-and-writing/reports" \l "accordion0)**

**[Title page](https://www.usq.edu.au/library/study-support/assignments/assignment-structure-and-writing/reports" \l "accordion1)**

**[Table of Contents](https://www.usq.edu.au/library/study-support/assignments/assignment-structure-and-writing/reports" \l "accordion2)**

**[Abbreviations and/or glossary](https://www.usq.edu.au/library/study-support/assignments/assignment-structure-and-writing/reports" \l "accordion3)**

**[Acknowledgements (if appropriate)](https://www.usq.edu.au/library/study-support/assignments/assignment-structure-and-writing/reports" \l "accordion4)**

**[Abstract (Summary or Executive Summary)](https://www.usq.edu.au/library/study-support/assignments/assignment-structure-and-writing/reports" \l "accordion5)**

**[Introduction](https://www.usq.edu.au/library/study-support/assignments/assignment-structure-and-writing/reports" \l "accordion6)**

**[Body](https://www.usq.edu.au/library/study-support/assignments/assignment-structure-and-writing/reports" \l "accordion7)**

**[Conclusion](https://www.usq.edu.au/library/study-support/assignments/assignment-structure-and-writing/reports" \l "accordion8)**

**[Recommendations (if appropriate)](https://www.usq.edu.au/library/study-support/assignments/assignment-structure-and-writing/reports" \l "accordion9)**

**[References](https://www.usq.edu.au/library/study-support/assignments/assignment-structure-and-writing/reports" \l "accordion10)**

**[Appendices](https://www.usq.edu.au/library/study-support/assignments/assignment-structure-and-writing/reports" \l "accordion11)**

**[Presentation of the report](https://www.usq.edu.au/library/study-support/assignments/assignment-structure-and-writing/reports" \l "accordion12)**

**(10 Marks)**