



Final Project Proposal – EZ Lert Reminder System

INFM 400: Research Methods & Project Planning/ Management
for Info Technology and Informatics Section: 1W1R

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Table of Contents

Executive Summary & Introduction.....	1 - 2
Research Question.....	3
- 4	
Proposed Research Methodology.....	4
Proposed data collection instrument.....	5 - 7
Project Planning Report	8 -
10	
Other.....	
.....	11 - 12
Reference.....	
... 13	

Executive Summary

Introduction

EZ Lert is a company that offers their customers an easy-to-use reminder service. The target market for EZ Lert includes but is not restricted to the elderly and memory diminished. Health care facilities may utilize our services to help with their clients' needs. With this one-stop application, the client will experience exceptional customer service, which will provide them with peace of mind about remembering appointments, taking prescriptions on time, and other reminders.

Company and Opportunity

QL IT Innovations LLC's EZ Lert project is headquartered in Atlanta, Georgia. QL IT Innovations was founded in 2022. The founders are Chance Levinson and Griffin Quanula. Our primary goal is to serve our community and deliver the finest customer service possible using cutting-edge technologies. EZ Lert is our first product that we are working on for healthcare use, but its functionality is available for anyone.

EZ Lert is a phenomenal third-party solution that will take care of reminding clients about critical reminders and upcoming appointments. We will provide fast and effective communication methods to meet everyone's needs and wants. We have state-of-the-art AI

technology that will remind our clients about upcoming appointments. This reminder can be in the form of an email, call, or via text. However, we have another package option to receive phone call reminders from one of our live agents. This feature will bring the human and personal relationship to our clients.

Management and Operations

EZ Lert is a small starter company that has only two employees that manage daily operations. As business grows, we will be hiring to meet the call volume. Our automated system notifies our clients either by phone call, text, email, or accessing our app to set reminders. After we analyze the type of reminder, we verify the time and the content that is needed. If the reminder is part of our AI system, the reminder is done automatically through our automation services. If the reminder is personalized, our agents are alerted and will call the client on the desired day and time. We would love to receive feedback from our clients, and we offer a short 30-second survey. This survey can be completed during the call, email, or via text.

Conclusion

The EZ Lert project by QL IT Innovations LLC is their first product. Our primary goal is to serve our community and deliver the finest customer service possible using cutting-edge technologies. EZ Lert's primary targeted audience is the elderly and memory diminished. Our third-party services can be used by Urgent Care Centers, Hospitals, and family members who are concerned with their loved ones. This service will make your experience precise and made on a timely manner. That's why we provide many options for our clients to receive their reminders to

meet their needs. We are here to serve our communities and assist everyone, no matter how small or big the reminder is.

Research Question

Question

How can EZ Lert assist the elderly and those whose memory is failing?

Results

Technology that will improve accuracy and interactions between patients and medical professionals is something I'm interested in bringing to the health and medical fields. I have always been the person who wants to help others and give back to my community and family. Throughout my undergraduate education, the "MyNextLevel" initiatives have provided me the opportunity to use technology to better develop technology to benefit the community I am among.

According to the National library of medicine, "*Nearly 27 million people worldwide are now experiencing dementia, and this number is projected to triple by 2050*". There is a greater chance that individuals may have to deal with mental instability as the world's population ages and average lifespans increase. EZ Lert's primary targeted audience is the elderly and memory diminished. Our third-party services can be used by Urgent Care Centers, Hospitals, and family members who are concerned with their loved ones. This software program and service can provide aid not just to the Atlanta community but also to the rest of the world. According to the

National library of medicine, "*Assistive technology can decrease the burden of care, increase the independence of people with health conditions, and improve the well-being of people and their careers*". By offering that person free tools to help them live a normal life, the software program will aid in bridging that gap. By using AI, the service will require less staff and be able to handle numerous clients simultaneously. With the help of our programmed software, this service will make your experience exact and timely. After we analyze the type of reminder, we verify the time and the content that is needed. If the reminder is part of our AI system, the reminder is done automatically through our automation services. Our automated system notifies the clients either by phone call, text, email, or accessing our app to set reminders. My primary goal is to serve our community and deliver the finest customer service possible using cutting-edge technologies.

Research Methodology

Results

Dementia affects almost 47 million people globally, and by 2050, that figure is expected to increase by three-fold. Researchers from the University of Missouri and Baylor University recently found that, "*older adults with dementia or mild cognitive impairment were able to improve their memory by using a personal assistant application on their smartphones to receive reminders about upcoming events and activities*". The purpose of EZ Lert is to improve quality of life through technology. According to studies from Missouri and Baylor University, EZ Lert has the potential to help the elderly because everyday cell phone use has become widespread. Regardless of the age or type of device being used, our software and service is intended to be simple to use. In order to handle and save personal information securely and in compliance with

HIPA regulations, EZ Lert will ask clients to agree to the Terms of the Agreement. To secure the information of our end users, we also need authentication standards in addition to passwords.

Defense in depth is the greatest approach for stopping fraud.

Proposed data collection instrument

Introduction

I will be conducting interviews and short surveys to better help my clients in perfecting their product with EZ Lert. These two types of research methodologies will assist EZ Lert by receiving different types of feedback. In addition to handing out brief surveys before and after product trials, I will be interviewing numerous PhD students at the University of Pittsburgh. The following interview structure is what I'll use, and it'll help EZ Lert understand the client's goals for the project.

Data Collection 1: Interview Format

Interviewer: Chance Levinson
Client: Jean Paul Marrero
Meeting Type: Client/Product Interview
When: 10/10/2022 @11:00 AM EST
Where: Zoom

Background

EZ Lert is a company that offers their customers a reminder system that is multiplatform and easy to use. Jean Paul, our first client, wants to help his PhD clients by providing them with medication reminders and information. Jean Paul contacted EZ Lert for further information, and the team has set up an interview to discuss the client's goals and the vision of EZ Lert, as well as how we can assist in achieving these objectives.

Introduction

Good day, Jean Paul. I appreciate you taking the time today despite your busy schedule. My name is Chance, I am the Project Manager for INFM 400 for the EZ Lert Project. I'll ask you a few questions about the use and requirements you'd want to have with EZ Lert. With your permission, we would like to record this interview.

(START RECORDING)

Question: Can you tell us a little about the company?

Comments:

Question: What technological challenges does your field currently face? How can we solve them?

Comments:

Question: Can you explain how those challenges affect your business and/or customers?

Comments:

Question: What is your target audience for this project?

Comments:

Question: What features would you want to see in EZ Lert?

Comments:

Question: How would you like our services to be accessible to your users? EX: via phone and desktop

Comments:

Question: Can you identify any type of support your users may need?

Comments:

Question: Can you describe any regulations that may determine features that your application may require to remain compliant in your industry?

Comments:

Question: Can you tell us more about how you envision your authentication service? Many applications use a service which sends a text message to the user's registered phone number for their account.

Comments:

Question: Do you require our services for any further needs? Can you tell us any more services you may require?

Comments:

Ending:

We want to thank you again for your time. It has been a pleasure speaking with you today. Your feedback and input will be very valuable to help our team achieve your vision of EZ Lert. Have a wonderful day.

(END RECORDING)

Data Collection 2: Survey Format

Survey Questions

Use the scale to express your degree of satisfaction with the following areas of service.

- (5) Very satisfied
- (4) Satisfied
- (3) Neither satisfied nor dissatisfied
- (2) Dissatisfied
- (1) Very dissatisfied

Question 1: How satisfied are you with EZ Lert services?

Question 2: How satisfied are you with our reminder system?

Fill in the Blank

Question 3: What technological challenges do you face when setting reminders or appointments?

Question 4: Tell us more about your vision of EZ Lert?

Question 5: How can we improve our services?

Question 6: What do you like about EZ Lert?

Project Planning Report

Expected Deliverables

The final delivery will be an Adobe XD prototype. Since I've been working on this project for the last few months, I will have 3 prototypes built and completed by the end of the INFM 480 class. In total this will accumulate to 7 prototypes created. They'll feature completely integrated functionality for switching between pages and presenting the users' objectives. To include, I'll have 2 video interviews and a goal of 20 surveys evaluated during the testing phases.

Schedule Management Plan

Project schedules for the EZ Lert Project will be created using Zoom meetings and Microsoft Planner. Effective schedule management is necessary for ensuring tasks are completed on time, resources are allocated appropriately, and to help measure project performance. I will both check the tentative timetable when it has been created. The project team and resources must agree to the proposed work package assignments, durations, and schedule.

In accordance with EZ Lert LLC's organizational standard, the following will be designated as milestones for all project schedules:

- Needs Findings
- Project Define
- Design First Prototype

- Test
- Update Prototype
- Testing Final Prototype
- Final Deliverables

I = Completed

Milestone	Description	Due Date
I Needs Findings	This part of the project includes why we are doing this project. For Whom.	9/14/22
I Task List	Includes lists of tasks that we want our end user to complete to feel satisfied with our program.	9/28/22
I Project Scope	Detailed list of deadlines and what our final product should look like	9/30/22
I Email Jp	Establish contact and verify important dates with client	10/5/22
I Create First Prototype	First rough draft prototype	10/13/22
I Test First Prototype	Keep accountability of the number of tasks successfully completed and notes for improvement	10/13/22
Finish Proposal	Finalize Proposal	10/14/22
Testing with JP	Test the first prototype with Jean Paul.	10/15/22
Update Prototype	From feedback, update prototype	11/15/22
Submit 15 surveys	Distribute 15 surveys with the link to the first prototype	11/16/22
Second Testing	Second testing and recording results. Modifying and bug-fixing will be part of this phase.	11/18/22
Eye Tracking	Meet volunteer for the Eye Tracking software	11/21/22
Finalize Prototype	Finalize Prototype	12/2/22
Final Testing	Test prototype with Jean Paul and other users	12/8/22
Final Presentation	Present the final product.	12/10/22



< > October 2022 ▾

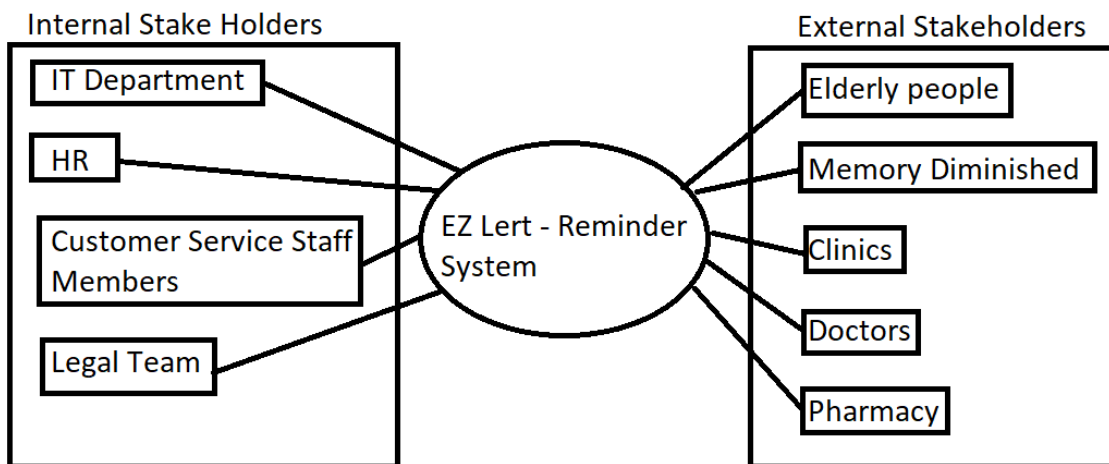
Week **Month**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	30 INFM 400 - Homework	1 INFM 400 - Homework
2	3 Finish First Interview F...	4 INFM 400 - Homework	5 INFM 400 - Homework	6 Finish Developing Firs...	7 INFM 400 - Homework	8
9 Finalize Interview For...	10 INFM 400 - Homework	11 1st Interview - JP Marrero	12	13 Review Project Proposal	14 Finish Notes from First I...	15 INFM 400 - Homework
16	17 Submit Project Proposal	18	19	20 Finish Developing Seco...	21	22
23	24	25 2nd Interview - JP Marre...	26	27	28	29

Business Stakeholder's Map

<p><u>Stakeholder Benefits and Engagement</u></p> <ul style="list-style-type: none"> • Low Risk Investment • Low PPEs • High ROI • Stock Investment Increase • Stock Liquidity Options • Annual Dividends • Stakeholder Board membership at 15% Ownership • Healthcare Industry is increasing and has high elasticity 	<p><u>Stakeholder Management</u></p> <ul style="list-style-type: none"> • Stakeholder Board Annual Meetings • Stakeholder Management Executive (SME) responds to request and submits monthly statements • The SME team reviews email submissions and requests.
<p><u>General Operations</u></p> <ul style="list-style-type: none"> • Case Managers review the workload of each representative and assign callbacks based on schedule hours • Case Managers serve as the escalations team and handle any High priority callbacks 	<p><u>Frontline Operations</u></p> <ul style="list-style-type: none"> • Representatives receive incoming calls and text • Schedule appointments and process general callbacks and reminders

IT Stakeholders Map



Other

User and Task Analysis

Stakeholders:

- Providers
- Patients
- Users of the application (18+ years of age who are elderly and memory diminished)
- EZ Lert
- Department of Health in Atlanta

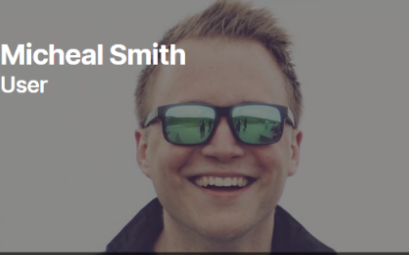
User groups (Examples):

- Michael
- Maria
- Tom

Task List:

1. The user wants to log into their account
2. The user wants to create an account
3. The user wants to edit the medication list
4. The user wants to add upcoming appointments.
5. The user wants to see deleted upcoming appointments.
6. The user wants to see helpful tips.
7. The user wants the ability to add/edit/remove a doctor to their profile.
8. The user wants to add a prescription to the application.
9. The user wants to add an emergency contact list.
10. The user wants to add allergies to the profile.
11. The user wants to see create e a chat with their friend.
12. The user wants to see the HIPAA regulations

Personas




Micheal Smith
User

Age 26	Education Mercer University	Location Atlanta, GA	Occupation Quality Engineer
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Quote

Utilize technology to enjoy life!

”




Maria Diaz
User 2

Age 22	Education Mercer University	Location Athens, GA	Occupation Student
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Quote

Nursing Student for life!

”



Tom Dilard
(Owner/Producer)

Age 56	Education Mercer University	Location McDonough, GA	Occupation Owner
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Quote

Owner of EZ Lert since 2022.

”

Site Structure Link

[My Site Structure Link Click Here!](#)

Prototype I Link

[My first Prototype for INFM 400](#)

Flow Chart for AI

[Link to my AI Flow Chart](#)

Scenarios:

1. Michael (User1) wants to sign into their account via phone call. The user will first dial the EZ Lert phone number. EZ Lert's AI automation will prompt the user to enter their phone number so that the AI will know who is trying to access their account. After inputting the phone number, EZ Lert will send a special and unique code for the user to enter the pin to sign into their account. After successfully entering the pin the user will have a wide range of options to select. The user opts to hear appointment reminders. After hearing the reminders, the user returns to the main menu. On the main menu, the user can hear reminders, edit reminders, or create new reminders. The user decides to end the call.
2. Maria (User2) wants to remove their upcoming appointment via chat. Maria is greeted and prompted to receive a code to verify her account through the automation sign-in. After receiving the code to her email, and successfully verifying her account, she signed in. Maria texts "update a reminder" and she will be asked to specify which appointment she wishes to cancel. Once the appointment has been selected, Maria will be prompted to confirm this action. Maria ends the chat and closes her browser/app.
3. Tom (Owner/Producer) wants to test reminders via SMS Bot. Tom texts "set reminder" to the EZ Lert phone number. He is prompted to confirm the security code texted to the number on his account. After successfully verifying his account, he is logged in and will be prompted to add a reminder through SMS. He will be required to text the date, time, and details of the reminder. He sets the reminder for 1 min from his current time. He is prompted to confirm the details of the reminder. Tom receives the reminder. Tom closes the message thread.

Satisfactory Report Goal

- 95 % of our clients must be able to Log in/ Sign up within 30 seconds. (38/40)
- 95 % of our clients must be able to view upcoming appointments within 45 seconds. (38/40)
- Our goal is to receive a 99% satisfactory rate for the whole app. (39/40)

Phase I expected Satisfactory Rate:

- 90% Satisfactory Rate (36/40)

Phase II expected Satisfactory Rate:

- 98% Satisfactory Rate (39/40)

Final Phase expected Satisfactory Rate:

- 99% Satisfactory Rate (40/40)

Notes from Chance Levinson:

I appreciate you taking the time to review my research proposal. My goal is to help individuals in need, not to make money or simply pass this class. As technology advances, it is important that we support one another in preparing for a better future. It must start with you. Thank you.

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