9 LIVES VETERINARY PRACTICE

TERMS OF REFERENCE.

q   To discuss and produce a flowchart for a web site that will meet the clients requirements.
q   To design a web site to market the clients specialised Cat Veterinary Practice and offer enhanced online services for their current customer base and other Veterinary professionals.
q   To construct a database and online administration tool that will enable the client to generally maintain the web site on a 24/7 basis.
q   To transfer the existing Domain name www.vetsforcats.com to Internet Consulting's web hosting server.
q   On completion to activate the web site.

PROJECTS AIMS AND OBJECTIVES.

Following agreement with the client to produce a web site consisting of the following areas.

Portal Page/ Welcome - a description encapsulating the overall principles and objectives of the Veterinary Practice and navigation facilities giving access to the following areas.

Contact Us - area to contain all relevant contact details including address details and a location map.

Public Information - divided into two (2) areas consisting of General Information and access to Product Information sheets. A Shopping Basket for purchase of information sheets will be provided.

Out of Hours contact - information about out of hours service to be contained in this section.

Professional Information – a password protected private area for other Veterinary practices. It contains professional information and enable consultation information to be exchanged. Access will also be possible to a professional Forum that will be used for ongoing discussions about Cat related matters. The client will have total administrative control over the Forum. The client will be able to edit and control all aspects of this area using the backend administration tool accessed online using their Browser.

Pet Bereavement - this area will contain details about the facilities offered to clients relating to the death and subsequent disposal of their Pets.

Cats Gallery - Consisting of Staff Cats - Clients Cats - In Memory sections. Images can be uploaded online and published using an online browser after approval by the Practice administrator.

Products Available - it is not intend to sell these products online currently and therefore this area will be used for display purposes only.

Company Information - this will give detailed information about the Company and the services it is able to offer. People – brief C.V. information. Map – information on how to find the surgery. Facilities available - brief description of X-ray services, operating theatre etc. Mission Statement – describing the clients principles in operating their specialist Practice.

News Page. - this will be a news page that the client can edit online including uploading images without the need for html editing.

Seminars. - this will be based on a self-regulating calendar containing dates when Seminars are to take place. Booking can be made online and the number of places available will be automatically altered following a booking. Again editing and adding information will be done using the online editing tool.

Database Engine. - this is essentially the driving force for increased functionality of the web site. A Backend administrative tool is provided which is accessed through a web browser and is password protected.

PROCESS OF DELIVERY.

1   Various meetings took place with 9 Lives Veterinary Practice partners to discuss their perceived current and future requirements from the Internet technology.
2   Meetings with design and programming team to co-ordinate implementation of proposals.
3   Communicated with USA ISP who held the Domain name www.vetsforcats.com and arranged for smooth transfer of the name to the UK Server.
4   Set up domain name on new Sever and created required POP3 e-mail addresses.
5   Web site initially set up in a test area during development to enable client to see progress and make final adjustments.
6   Transfer completed web site to the new host server.
7   Monitor web site during early weeks to ensure it worked efficiently.
8   Instructed client in the use of the online administration tool.

PROJECT OUTCOMES.

q   Development and implementation of web site to the clients satisfaction.
q   Training completed of client in the use of the backend administration tool.
q   Transfer of the domain name and e-mail addresses completed with minimum disruption
q   New Web site design completed and installed.
q   Ongoing programme to monitor web site.

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