**PET APPOINTMENT AND VETERINARY RECORD SYSTEM FOR PETLANDIA IN MALOLOS CITY, BULACAN**

A Thesis Project Presented to the

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**Maintenance**

**Documentation**

**INTRODUCTION**

The **Pet Appointment and Veterinary Record System** is designed to help veterinary clinics manage pet information and appointments in a faster and more organized way. Instead of relying on paper-based records that can easily be misplaced or damaged, the system stores all data securely in a centralized database. This makes it easier for the staff to schedule, view, and update appointments while maintaining accurate medical histories for every pet. It also provides convenience to pet owners since they can be assured that their pets’ records are properly kept, making future checkups or treatments more efficient and consistent.

Regular **system maintenance** plays an important role in ensuring the long-term reliability and performance of the application. Maintenance involves checking the system regularly to detect and fix any technical issues or errors that may arise during its use. Through consistent updates, the system can remain compatible with newer technologies and continue functioning smoothly. This process helps prevent data loss, improves system security, and ensures that both staff and clients experience a dependable and hassle-free platform.

Also maintenance allows the system to adapt to changes within the clinic’s operations. As new services, procedures, or requirements are introduced, the system can be updated or enhanced to meet these new needs. Continuous improvement ensures that the system remains effective, user-friendly, and aligned with the clinic’s goals. By performing proper maintenance and upgrades, the Pet Appointment and Veterinary Record System can continue to serve as a valuable tool for improving efficiency, accuracy, and overall service quality in the veterinary clinic.

**MAINTENANCE PLAN**

1. The system will be maintained through the following types of maintenance:
2. Corrective Maintenance – Fixing errors and bugs that may appear.
3. Adaptive Maintenance – Updating the system if the clinic changes its process or technology.
4. Perfective Maintenance – Improving performance and adding small enhancements.
5. Preventive Maintenance – Doing regular checks and updates to avoid future problems

**MAINTENANCE SCHEDULE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Task** | **Description** | **Frequency** | **Responsible Person** | **Status** |
| Database Backup | The system data will be copied and saved in a backup file to make sure no records are lost. | Weekly | PetLandia Vets | Ongoing |
| Security Updates | Updates and patches will be installed to keep the system safe from errors or threats. | Monthly | Amponin, Alexis John  Ausa, Justin  Dueñas, Jhazen  Geronimo, Reymark | Scheduled |
| Bug Fixes | Any reported errors or problems will be fixed to keep the system running smoothly**.** | As needed | Amponin, Alexis John  Ausa, Justin  Dueñas, Jhazen  Geronimo, Reymark | Pending |
| System Performance Check | The system will be tested for speed, stability, and overall performance, then improved if needed. | Quarterly | Amponin, Alexis John  Ausa, Justin  Dueñas, Jhazen  Geronimo, Reymark | Not Started |

*Table 1: Maintenance Schedule*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Issue ID | Description | Severity | Reported By | Date Reported | Status |
| 22565783 | Login page does not load | High | Admin | 09/20/2025 | Fixed |
| 23362768 | Appointment form error | Medium | Staff | 09/23/2025 | In Progress |

*Table 2: Issue Tracking & Bug Reports*

**BACKUP & RECOVERY PLAN**

Backup Procedures

* Backups will be done weekly.
* Backups will be saved on local computer, external drive, and cloud storage.

Recovery Steps

1. Identify the latest backup file.
2. Restore the database using the saved backup.
3. Restart the system and check if records are working properly.
4. If problems continue, contact the support team.

**PERFORMANCE MONITORING**

|  |  |  |  |
| --- | --- | --- | --- |
| **Metric** | **Description** | **Threshold** | **Monitoring Tool** |
| Server Uptime | Percentage of time system is online | 99.9% | Manual Check |
| Response Time | Time taken to load pages | < 2 sec | Testing Tools |
| Error Rate | Percentage of failed requests | < 1% | Error Logs |

*Table 3: Performance Monitoring*

**SECURITY MEASURES**

* Only admin and staff can access the system.
* User login requires Name and password
* Database records are stored securely and backed up regularly.
* No unauthorized person is allowed to access pet or owner data.

**DOCUMENTATION UPDATES**

Any changes in the system, such as new features or bug fixes, will be recorded in the project documents to keep them updated.

**CONCLUSION & RECOMMENDATIONS**

It is important to keep the Pet Appointment and Veterinary Record System reliable. Regular backups, updates, and checks will prevent major issues. For the future, we recommend:

* Adding SMS/email reminders for appointments.
* Upgrading the system to support cloud-based access.
* Expanding reporting features for better analysis of clinic operations.