



Republic of the Philippines
Laguna State Polytechnic University
Province of Laguna

COLLEGE OF COMPUTER STUDIES

MONICOMLAB: COMPUTER LABORATOR REAL-TIME MONITORING AND TROUBLESHOOTING FOR IT HELPDESK

ISO QUESTIONNAIRE

Dear Respondent:

We sincerely appreciate your time and input in our survey. This questionnaire aims to evaluate the developed system entitled *MONICOMLAB: Computer Laboratory Real-Time Monitoring and Troubleshooting for IT Helpdesk*. Your responses will help to determine the needs of the system overall requirements. Please rate each statement according to your experience using the system.

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Researcher

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Researcher

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Researcher

A. Demographic Profile

Description: Please provide the appropriate response for each the following items

Name (Optional): _____

Gender: _____ Age: _____

B. Determination the level of the system performance of the respondent about MONICOMLAB please check according to your response at the following statements.

5-Very Functional/Reliable/Portability/Usability/Efficiency/Maintainability

4-Efficient Functional/Reliable/Portability/Usability/Efficiency/Maintainability

3-Neutral

2-Not Functional/Reliable/Portability/Usability/Efficiency/Maintainability

1-Very Not Functional/Reliable/Portability/Usability/Efficiency/Maintainability



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| FUNCTIONALITY | 5 | 4 | 3 | 2 | 1 |
|--|---|---|---|---|---|
| The system provides complete functions that cover all specified tasks and user objectives. | | | | | |
| The functions of the system provide correct results with the needed degree of precision. | | | | | |
| The functions of the system facilitate the accomplishment of specified tasks and objectives. | | | | | |

RELIABILITY

| | | | | | |
|--|--|--|--|--|--|
| The system meets performance requirements under normal operation. | | | | | |
| The system remains operational and accessible whenever required. | | | | | |
| The system continues to operate as intended despite hardware or software failures. | | | | | |
| The system can recover its data directly and re-establish its desired state after a failure. | | | | | |

PORATABILITY

| | | | | | |
|---|--|--|--|--|--|
| The system can adapt to different or evolving hardware and software environments. | | | | | |
| The system runs efficiently on various laboratory computers regardless of their specifications. | | | | | |
| The system can replace another similar software product in the same environment. | | | | | |

USABILITY

| | | | | | |
|---|--|--|--|--|--|
| Users can easily recognize whether the system is appropriate for their needs. | | | | | |
| The system is easy to operate, control, and appropriate to use. | | | | | |
| The system protects users against making errors. | | | | | |
| The system interface is visually appealing and satisfying to use. | | | | | |
| The system can be used by people with varying capabilities. | | | | | |

PERFORMANCE EFFICIENCY

| | | | | | |
|---|--|--|--|--|--|
| The system responds quickly and meets processing time requirements. | | | | | |
|---|--|--|--|--|--|



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| | | | | | |
|---|--|--|--|--|--|
| The system uses resources efficiently during operation. | | | | | |
| The system handles maximum load and usage without errors. | | | | | |

MAINTAINABILITY

| | | | | | |
|---|--|--|--|--|--|
| The system is composed of modular components, so changes have minimal impact on others. | | | | | |
| The system can be reused in other environments or as part of other solutions. | | | | | |
| The system allows easy assessment of deficiencies and modifications. | | | | | |
| The system can be modified without introducing defects or degrading quality. | | | | | |
| The system can be tested effectively to verify that requirements are met. | | | | | |