



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.

**RIALYN M. PONCLARA**

Researcher

**KHARLE MAE B. EKLING**

Researcher

**CHRISLYN P. SAN JOSE**

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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<b>FUNCTIONALITY</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
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.					

**PORTABILITY**

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 meet.					