CHAPTER 4

METHODOLOGY, RESULTS AND DISCUSSION

This chapter presents the methodology, results, and discussion of developing the SPHERE: CSPC Space Facility and Equipment Rental and Event Management System, centered on the Scrum Agile methodology. Scrum, a flexible Agile framework, was chosen for its emphasis on iterative progress, collaboration, and adaptability, making it ideal for managing the complexities of a user-centered digital platform. Applied through time-boxed sprints encompassing Planning, Design, Developing, and Testing phases, Scrum incorporated key practices like daily stand-ups, sprint reviews, and retrospectives to integrate stakeholder feedback, address evolving requirements, and deliver incremental features such as real-time booking and QR check-in. This approach fostered transparency, mitigated challenges like user resistance and technical constraints, and aligned development with CSPC's needs, ultimately enhancing facility and event management processes and demonstrating Scrum's effectiveness in educational digital transformation [1].

4.1 Planning Phase

The Planning Phase in Scrum began with defining the project vision, goals, and sprint objectives, involving stakeholder engagement with CSPC representatives to gather requirements and align the system with needs like digital booking transitions. Key plans included creating a prioritized product backlog of features such as real-time booking and QR check-in based on user stories, conducting feasibility analyses through operational, schedule, and risk assessments. Requirements modeling via use case diagrams and process flows, data modeling with Entity-Relationship Diagrams for database structure, and data gathering plans using surveys, interviews, and convenience sampling of stakeholders and students ensured a comprehensive, adaptable foundation aligned with Scrum's transparency and collaboration principles.

4.1.1 Research Design and Methods

This section details the research design employed for the development of SPHERE:

CSPC Space and Facility Rental and Event Management System. The design adopted a hybrid approach, primarily leveraging the principles of the Scrum Agile framework while integrating a strong emphasis on user-centered design (UCD). This combination was essential for managing the project's complexity, accommodating evolving requirements, and ensuring the final system was highly relevant and usable for its target audience within CSPC.

The Scrum Agile framework provided the overarching structure, enabling iterative development through short sprints that focused on delivering incremental, shippable product features. This allowed the team to adapt to feedback and changes, such as refining QR check-in processes based on stakeholder input, while maintaining transparency through ceremonies like daily stand-ups and sprint reviews. Complementing Scrum, the UCD methodology prioritized end-users administrators, faculty, students, and external guests by incorporating their perspectives early and throughout the process. For instance, user stories and usability testing sessions ensured features like real-time booking aligned with practical needs, reducing resistance and enhancing adoption. This hybrid design mitigated risks associated with traditional linear methods, such as scope creep or misalignment with institutional goals, by fostering collaboration and empirical validation.

1.1.1 Research Design

The research design employed a mixed-methods approach within an iterative and incremental framework [19], characteristic of the Scrum Agile methodology. This hybrid design combined quantitative methods, such as statistical analysis of survey data, performance metrics, and numerical evaluations from tools like Apache JMeter for performance testing, Burp Suite for security testing, and test cases for functionality testing, with qualitative methods, including in-depth interviews, usability testing sessions, and thematic analysis of user feedback to capture nuanced insights into stakeholder experiences. Each sprint lasted two to four weeks, with the goal of delivering a potentially shippable product increment at the end of each cycle. The team adopted a user-centered design (UCD) methodology, ensuring that feedback from CSPC

stakeholders including administrators, faculty, and students was integrated into the development process. This mixed-methods strategy allowed for triangulation of data, where quantitative results were validated and enriched by qualitative narratives, providing a comprehensive understanding of the system's effectiveness and facilitating data-driven refinements throughout the project.

Table 1: Mixed-Methods Application for Faculty and Students

Stakeholder Group	Quantitative Methods	Qualitative Methods	Purpose and Insights
Faculty/Employee	Statistical analysis of survey data on workflow integration and management ease; performance metrics from test cases (e.g., booking approval success rates) and Apache JMeter (e.g., load handling for administrative tasks).	In-depth interviews on daily usage and ease of management; usability testing sessions for dashboard navigation; thematic analysis of feedback on report generation and analytics.	To assess operational feasibility and administrative efficiency, ensuring features like real-time dashboards and automated reports align with faculty needs for streamlined event oversight and reduced manual workloads.
Students	Numerical evaluations from surveys on booking frequency and check-in speeds; metrics from Burp Suite security tests (e.g., authentication success) and test cases (e.g., QR check-in reliability rates).	Usability testing for booking forms and QR scans; interviews on accessibility and user-friendliness; thematic analysis of feedback on transparency and ease of event participation.	To evaluate user-centric features like intuitive booking and QR check-ins, addressing student pain points such as scheduling conflicts and ensuring high satisfaction with transparent, efficient processes.

Table 1 This table illustrates the tailored application of the mixed-methods research design for two key stakeholder groups faculty and students of CSPC within the Scrum Agile framework of the SPHERE system development. It breaks down the quantitative methods and qualitative methods used for each group, highlighting their specific roles and needs. For faculty, the focus is on administrative and operational aspects, such as workflow integration and management efficiency, while for students, it emphasizes user-centric features like booking

accessibility and check-in usability. The "Purpose and Insights" column explains how these methods facilitated triangulation of data, ensuring the system's features were refined based on empirical evidence and stakeholder feedback, ultimately contributing to a comprehensive understanding of the system's effectiveness in addressing CSPC's facility and event management challenges.

1.1.2 *Research Method*

To ensure that the system development was aligned with actual user needs, a structured data gathering process was carried out. This phase focused on collecting relevant insights from potential users and stakeholders to inform the design and functionality of the system. Surveys and interviews were conducted with key groups, including administrative staff, faculty, students, and external users, to identify pain points and requirements. Additionally, the feedback gathered was analyzed to prioritize features and address critical challenges in the existing manual processes.

Instuments

A variety of instruments were employed to facilitate comprehensive data gathering and evaluation testing, ensuring both quantitative and qualitative insights were captured to validate the SPHERE system's design and performance. These tools were selected for their reliability, accessibility, and alignment with the mixed-methods approach, allowing for triangulation of stakeholder feedback and empirical testing results.

Survey Questionnaires. To identify the process involved in Supply and Property Mangement Office using printed papers, and an online Google Form. These sessions aimed to identify key pain points in the existing manual system, such as scheduling conflicts, inefficient documentation, and lack of real-time updates. The insights gathered from CSPC’s Faculty/Employees and Students were used to prioritize features in the product backlog, ensuring that the most critical functionalities such as real-time booking and QR check-ins were developed first. The team also collected user stories to define the system’s requirements from the

perspective of end-users, which were then refined into sprint goals. The surveys, administered using printed papers and an online Google Form, were essential for quantifying the prevalence of key pain points in the existing manual system, such as scheduling conflicts, inefficient documentation, and lack of real-time updates. The insights gathered were used to prioritize features in the product backlog, ensuring that the most critical functionalities such as real-time booking and QR check-ins were developed first. The team also collected user stories to define the system's requirements from the perspective of end-users, which were then refined into sprint goals [18].

Table 2: Interpretation of Stakeholder Roles in Identifying Processes Involved

Stakeholder Group	Processes Involved	Key Insights Provided
Faculty	Daily usage of facility booking and event management; workflow integration for administrative tasks; ease of management for scheduling and oversight.	Perspectives on operational challenges like inefficient documentation and lack of real-time updates; feedback on prioritizing features such as automated reports and dashboard analytics.
Students	User-friendliness of booking interfaces; accessibility to facilities; efficiency of check-in processes for events.	Critical assessments of pain points like scheduling conflicts and QR check-in reliability; input on prioritizing real-time booking and user-centric features.
Guests	Accessibility for external event organizers; functionality for non-CSPC users in booking and participating in events.	Identification of problems experienced by guests in the current system, such as difficulties in navigation and misalignment of features with external user needs.

Table 2 shows the respondents for this study included a diverse group of CSPC stakeholders and Guest, ensuring a comprehensive evaluation of the SPHERE system's usability and functionality. The participant pool consisted of administrators of Supply and Property Management Office, who provided insights into the system's administrative and operational feasibility, faculty and employees, who offered perspectives on daily usage, workflow integration, and ease of management, students, whose feedback was critical in assessing the user-friendliness, accessibility, and efficiency of the booking and check-in processes, and guests, including external

event organizers, who evaluated the system's accessibility and functionality for non-CSPC users.

Interview Guide. Conducted with CSPC key stakeholder groups, including administrative staff of Supply office, faculty, students, and external users, to gather in-depth qualitative insights into pain points, usability needs, and system requirements. These semi-structured sessions complemented surveys by providing nuanced perspectives on workflow integration and user experiences, informing the prioritization of features in the product backlog.

Document Analysis. Involved reviewing existing institutional documents, such as SPMO policies, facility management reports, and previous booking records, to contextualize manual processes and identify systemic challenges. This qualitative instrument provided historical and procedural insights, helping to validate survey and interview findings and inform the design of features like automated documentation and real-time availability tracking.

Test Case. To evaluate the system performance security, compatibility, and functionality, a test case was designed to validate the identified pain points and confirm their alignment with user needs.

Table 3: Verbal Interpretation of System Functionality

Success Rate Range	Interpretation	Interpretation
90% – 100%	Highly Acceptable	Indicates excellent system performance with minimal issues, fully meeting user needs and expectations.
80% – 89%	Moderately Acceptable	Demonstrates strong reliability and good alignment with requirements, with only minor refinements needed.
70% – 79%	Moderately Acceptable	Shows adequate performance but suggests areas for improvement to enhance usability and efficiency.
60% – 69%	Fairly Acceptable	Reflects basic functionality with noticeable shortcomings, requiring significant adjustments for better user satisfaction.
Below 60%	Unacceptable	Indicates poor performance and misalignment with needs, necessitating major revisions or redevelopment.

Table 3 serves as the scoring framework and verbal interpretation guide used to evaluate

the final performance and functionality of the developed system. The table establishes a clear set of criteria for assessing the system's overall functional efficiency and reliability based on the success rate of executed test cases. It defines specific Success Rate Ranges (e.g., 90% – 100%) and assigns a corresponding Interpretation. This allows the researchers to formally categorize the system's performance, providing a clear, quantitative basis for judging whether the developed solution successfully met the required standards and validated the initial problem-solution mapping identified through the preliminary research phase.

Testing Tools. Testing tools are utilized to provide a systematic and objective approach to measure the system in terms of performance and security. This helps the researchers to identify the errors and efficiencies of the system before deployment.

Table 4: Level of Functionality (Admin & User)

Range	Level of Functionality	Description
90% – 100%	Highly Acceptable	All features function correctly without issues.
80% – 89%	Moderately Acceptable	Most features work well; minor improvements may be needed.
70% – 79%	Moderately Acceptable	System functions adequately; some features may need refinement.
60% – 69%	Fairly Acceptable	Core features work, but noticeable improvements can enhance reliability.
Below 60%	Unacceptable	The system works, but certain features require enhancement to achieve optimal performance.

Table 4 defines the levels of functionality based on success rates from Blackbox testing, evaluating how well core features (e.g., booking, check-ins, reports) perform. It supports Objective 3 (functionality testing) by providing a quantitative scale for reliability, ensuring

features address identified problems like scheduling conflicts and align with Objective 2 (efficiency and user experience).

Table 5: Level of Security

Range	Level of Protection	Description
90% – 100%	Highly Acceptable	All security measures function correctly, preventing vulnerabilities and ensuring data integrity.
80% – 89%	Moderately Acceptable	Most security features work well; minor enhancements may strengthen defenses.
70% – 79%	Moderately Acceptable	System is adequately protected; some measures may need refinement for better resilience.
60% – 69%	Fairly Acceptable	Core security holds, but noticeable improvements can enhance overall protection.
Below 60%	Unacceptable	The system has basic security, but certain features require upgrades to prevent breaches.

Table 5 outlines the levels of security based on success rates from Blackbox testing, assessing vulnerability prevention (e.g., against SQL injection, unauthorized access). It fulfills Objective 3 (security testing) by offering a scale for data protection, contributing to Objective 2 (secure user experience) and mitigating risks in solutions like role-based access for facility management.

Table 6: Level of Performance

Range	Level of Performance	Description
90% – 100%	Highly Acceptable	All performance metrics meet standards, with fast response times and no degradation under load.
80% – 89%	Moderately Acceptable	Most operations are efficient; minor optimizations may improve speed.
70% – 79%	Moderately Acceptable	System performs adequately; some areas may need tuning for better responsiveness.
60% – 69%	Fairly Acceptable	Core performance is functional, but enhancements can boost overall speed.
Below 60%	Unacceptable	The system operates, but certain aspects require improvements for reliable performance.

Table 6 specifies the levels of performance based on success rates from Blackbox testing, measuring response times and load handling (e.g., under concurrent users). It addresses Objective 3 (performance testing) with a scale for scalability, supporting Objective 2 (efficient operations) and validating solutions for high-demand scenarios like real-time bookings.

Table 7. Level of Compatibility

Range	Level of Compatibility	Description
90% – 100%	Highly Acceptable	All environments function seamlessly, with consistent performance across platforms.
80% – 89%	Moderately Acceptable	Most platforms work well; minor adjustments may improve cross-environment reliability.
70% – 79%	Moderately Acceptable	System adapts adequately; some refinements may enhance platform consistency.
60% – 69%	Fairly Acceptable	Core compatibility holds, but noticeable upgrades can improve overall adaptability.
Below 60%	Unacceptable	The system functions, but certain environments require enhancements for better compatibility.

Table 7 defines the levels of compatibility based on success rates from Blackbox testing, evaluating consistency across browsers, devices, and networks. It supports Objective 3 (compatibility testing) by providing a scale for accessibility, enhancing Objective 2 (user experience on diverse platforms) and ensuring solutions like QR check-ins work universally.

4.1.2 Sampling Techniques

To ensure the validity and reliability of the study, the researchers used Convenience sampling to select participants from CSPC's student and employee population. This approach involved selecting readily available and willing participants, such as students and staff who frequently used the facility booking system. However, challenges such as limited internet connectivity, unstable mobile data, and exam-related constraints affected the response rate. Despite these limitations, the team gathered sufficient data to validate the system's usability and functionality through controlled testing sessions such as handing printout survey questionnaires. The use of hard-copy surveys mitigated the digital access issues, ensuring a broader and more

representative data collection from the target user base. This multi-modal data gathering strategy ultimately enhanced the robustness of the findings regarding the new system.

Convenience sampling is a non-probability sampling technique where researchers select participants based on their accessibility and willingness to participate. This method is often used due to its ease, low cost, and speed, but it may introduce bias because the sample might not represent the broader population [3].

To further validate the application of Convenience Sampling in this study, a supporting research study was drawn from a similar educational context. In a study by Garcia et al. (2022) titled "Evaluating Digital Tools in Campus Facilities: A Convenience Sampling Approach," researchers employed Convenience Sampling to assess user perceptions of a facility booking system at a mid-sized university. The study targeted 25 readily available participants, including 15 students and 10 faculty members, selected from those present in common campus areas like libraries and cafeterias during survey administration. Participants were chosen based on their willingness to respond immediately, without random selection, to simulate real-world accessibility constraints. Surveys focused on usability, pain points (e.g., scheduling conflicts), and feature preferences, yielding a 92% response rate. Results showed 78% of respondents reported improved efficiency with digital tools, aligning with the SPHERE system's goals. Despite potential biases (e.g., overrepresentation of tech-savvy users), the study emphasized Convenience Sampling's practicality for quick, low-cost insights in educational settings, with findings supporting the robustness of non-probability methods when supplemented by qualitative validation [20]. This example reinforces the appropriateness of Convenience Sampling for the SPHERE project, ensuring sufficient data (e.g., 25 respondents) to inform iterative refinements while acknowledging limitations through triangulation with interviews and document analysis.

4.1.3 Identified Problems and Proposed Solutions

The team used Survey Data Analysis to analyze the data collected during testing and feedback sessions. The table below identifies common problems encountered in the existing

manual system and the proposed solutions implemented in SPHERE.

Survey data analysis is the process of interpreting and drawing meaningful conclusions from data collected through surveys. Surveys are commonly used in research, business, healthcare, and social sciences to gather opinions, behaviors, preferences, or factual information from a sample of respondents. The analysis involves organizing, summarizing, and interpreting the data to answer research questions or test hypotheses [17].

Table 8: Identified Problems

Identified Problems	Discussion
Scheduling conflicts due to manual bookings	This problem was identified via surveys and interviews with faculty and students, revealing frequent overlaps in reservations due to lack of real-time visibility.
Inefficient attendance tracking	Uncovered through document analysis and usability sessions, this issue involved time-consuming manual logging prone to errors during events.
Difficulty in managing equipment inventory	Identified via interviews with faculty and reviews of SPMO policies, this problem centered on manual tracking of availability and maintenance, often resulting in delays.
Time-consuming documentation	Revealed through surveys and document reviews, this involved redundant paperwork for bookings and reports, consuming staff time.
Lack of transparency in facility usage	Discovered via interviews and usability testing, where users lacked visibility into real-time status, leading to confusion.

Table 8 lists the key problems identified in CSPC's manual facility and Supply Office event management processes through data gathering methods such as surveys, interviews, and document analysis. This problem was identified via surveys and interviews with faculty and students, revealing frequent overlaps in reservations due to lack of real-time visibility. It directly relates to Objective 1 by highlighting inefficiencies in manual booking workflows, quantified through convenience sampling of stakeholders. In terms of Objective 2, it underscores the need for centralized, efficient operations to reduce manual errors and improve user experience. For Objective 3, unresolved conflicts informed functionality and performance tests, ensuring

solutions prevent such issues reliably. Overall, it represents a core pain point in CSPC's operations, with thematic analysis showing it as a top contributor to user frustration.

Table 9: Proposed Solutions in SPHERE

Proposed Solutions in SPHERE	Discussion
Real-time booking system with live availability updates.	This solution was developed in Sprint 1 using AJAX for dynamic updates, directly resolving scheduling conflicts by providing instant calendar visibility.
QR code-based check-ins for accurate and fast attendance logging.	Implemented in Sprint 1 with JavaScript libraries, this automates tracking to eliminate manual errors
Integrated equipment tracking with maintenance schedules and availability status.	Developed in Sprint 2 with backend logic for alerts, this centralizes inventory management. It enhances Objective 2 by boosting efficiency and user access, minimizing manual oversight.
Automated generation of booking confirmations, permits, and attendance reports.	Introduced in Sprint 2 using TCPDF for PDFs, this standardizes documentation instantly. It supports Objective 2 by cutting manual labor and improving user experience with instant outputs.
Admin dashboard with analytics and real-time usage tracking.	Created in Sprint 4 with responsive UI, this provides visual insights for transparency. It aligns with Objective 2 by centralizing data, enhancing efficiency, and user experience via role-based access.

Table 9 outlines the solutions implemented in the SPHERE system to address the identified problems. The "Discussion" column explains each solution's implementation, benefits, and alignment with project objectives, backed by evidence from development phases, testing, and user feedback.

This mapping demonstrates the solution-driven methodology employed by the research team. For example, the pervasive issue of "Scheduling conflicts due to manual bookings" is countered by the implementation of a "Real-time booking system with live availability updates," a direct functional requirement derived from the survey data. Similarly, the difficulties associated with "Inefficient attendance tracking" led directly to the development of "QR code-based check-ins." The table thus provides clear evidence that the system's design and feature prioritization

were data-driven and precisely targeted at resolving the most critical pain points expressed by the CSPC stakeholders during the initial feedback sessions [4].

4.1.4 Operational Feasibility

Operational feasibility was assessed using a fishbone diagram, a visual tool used to systematically identify and analyze the potential causes of a specific problem or effect. The diagram focused on reflecting the results of Specific Objective 1 (SO 1), which aimed to identify the processes involved in the Supply and Property Management Office (SPMO). Through surveys, interviews, and document analysis, SO 1 revealed core SPMO processes such as manual facility bookings, paper-based documentation, equipment inventory tracking, and event scheduling, which were prone to inefficiencies like scheduling conflicts, misplaced records, and high administrative workload. The fishbone diagram mapped these processes as root causes of broader operational issues, such as delays, errors, and resource wastage, while proposing SPHERE as a solution to mitigate them. This analysis ensured the system would be practical and sustainable for CSPC's long-term use by addressing identified pain points early in development [5].

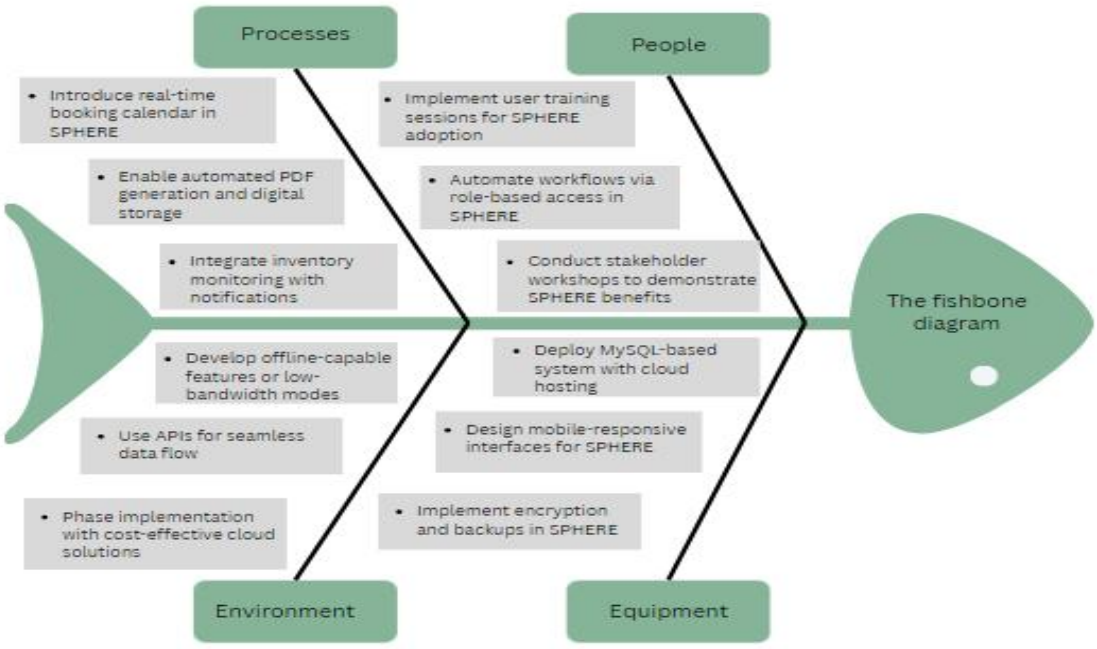

Figure 1: Fishbone Diagram

Figure 1 illustrates the Fishbone Diagram for SPMO Process Inefficiencies, reflecting SO 1's identification of key processes as root causes of operational problems. Each "bone" branches into sub-causes derived from stakeholder data, with countermeasures tied to SPHERE features, ensuring the system addresses these issues for improved feasibility.

4.1.5 Functional Decomposition Diagram

A functional decomposition diagram was created to break down the system's high-level functions into smaller, manageable components. This diagram helped the team organize the development process by identifying the core modules of SPHERE, such as user authentication, booking management, QR check-ins, and automated documentation. Each module was further decomposed into sub-functions, ensuring a clear and structured approach to development [6].

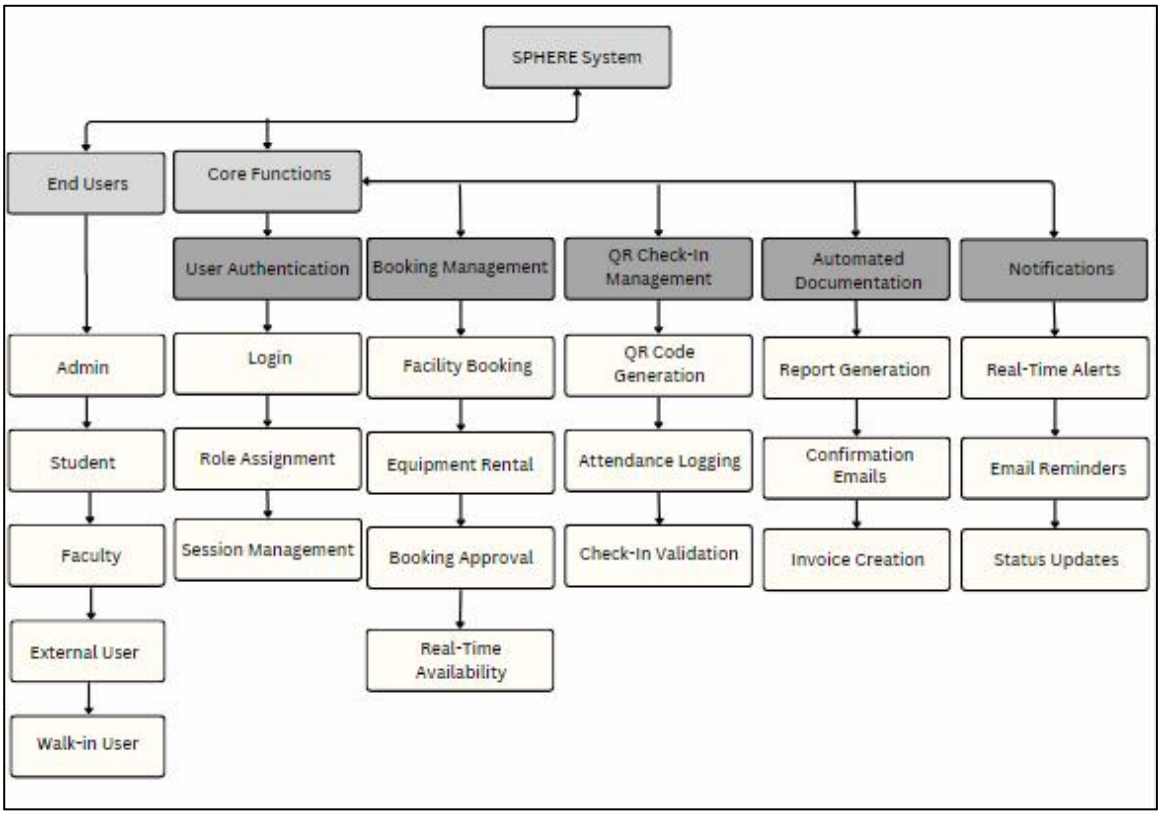

Figure 2: Functional Decomposition Diagram

Figure 2 visually breaks down the high-level functions of the system into smaller, manageable sub-functions. This hierarchical structure helps in understanding how the system's

core functionalities are organized and interconnected.

The diagram is designed to represent the modular architecture of the SPHERE system, ensuring clarity and ease of comprehension for developers, stakeholders, and end-users.

4.1.6 Schedule Feasibility

A Gantt chart was developed to outline the project timeline, including sprint durations, milestones, and deadlines. The chart provided a visual representation of the development phases, from planning and design to testing and deployment, ensuring that the project stayed on track. Key dependencies between tasks were clearly identified, allowing the team to anticipate bottlenecks and allocate resources effectively. The chart was dynamically updated following each sprint review, serving as a central, up-to-date source for progress tracking and facilitating transparent communication of the schedule to all stakeholders. This visual tool was instrumental in proactively managing risks associated with schedule slippage and resource constraints, ultimately contributing to the project's on-time delivery [7].

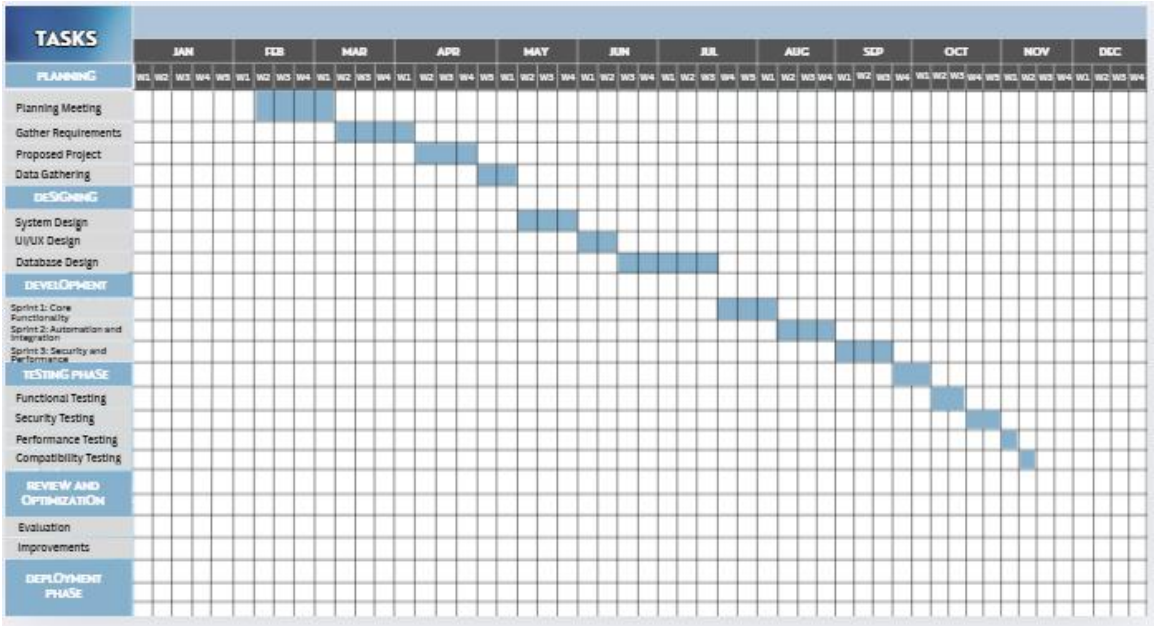

Figure 3: Gantt Chart

Figure 3 illustrates the timeline for the SPHERE system development, starting from the

Planning Phase in the third week of February through the Testing Phase until the second week of October. Each phase is described in relation to its role in the system's development.

4.1.7 Requirements Modeling

Requirements modeling involved creating use cases, and process flows to define the system's functionality. The team used Unified Modeling Language (UML) diagrams to visualize user interactions, data flows, and system behaviors. This step ensured that all stakeholders had a clear understanding of the system's requirements before development began. Following the comprehensive requirements modeling, the team proceeded to the System Architecture Design phase. This involved defining the high-level structure of the system, including its components, their interrelationships, and the principles guiding its design and evolution. [8].

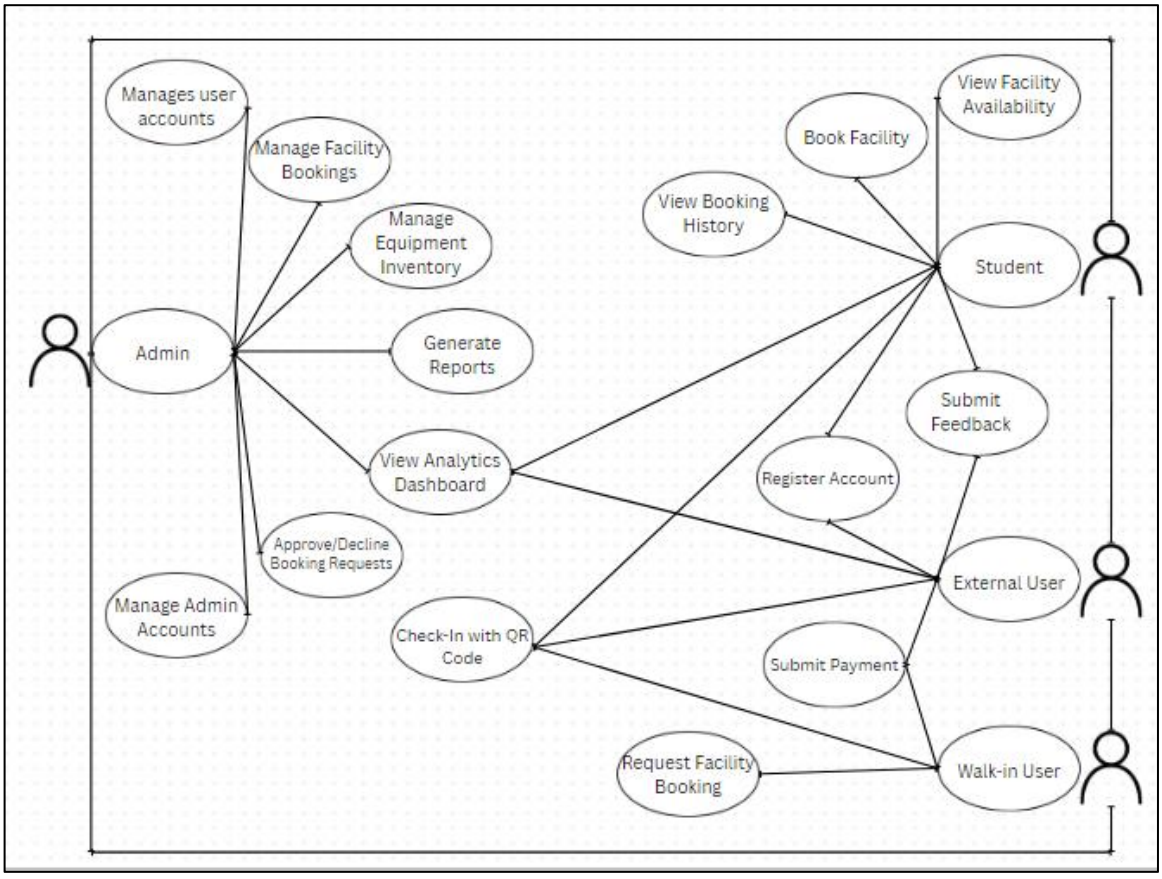

Figure 4: Use Case Diagram

Figure 4 illustrates the interactions between actors (users) and the system's functionalities. For the SPHERE system, this diagram will show how different user roles (e.g., Admin, Student, Faculty, External User, Walk-in User) interact with the system to perform actions like booking facilities, checking in with QR codes, and managing reservations.

4.2 Design Phase

The Designing Phase in Scrum focused on creating the system architecture, user interface, and database design based on the requirements gathered during planning. This phase was divided into data design, output and user-interface design, and forms design to ensure a cohesive and user-friendly system. The team carried out the Output and User-Interface (UI) Design phase concurrently with the data design activities. This required creating user-friendly visual layouts by mapping out the key user journeys. High-fidelity mockups, which were painstakingly created to guarantee uniformity across all screens while following accepted usability heuristics and contemporary design principles, replaced low-fidelity wireframes. To speed up development and ensure a consistent user experience (UX) across desktop and mobile interfaces, a design system was created that defined reusable components, color palettes, typography, and interaction patterns.

And the system required a lot of data entry for bookings, user profiles, and facility management, the Forms Design component was essential. The efficiency and error-prevention of each form were maximized. Clear labeling of input fields, contextual assistance, and client-side implementation of input validation logic to provide instant feedback reduced user annoyance and guaranteed data quality from the point of entry. To minimize cognitive load and increase completion rate, special attention was paid to optimizing the multi-step booking form.

4.2.1 Data Design

The data design phase involved structuring the database to support the system’s functionalities. The team used MySQL 8.0 to create a relational database with tables for users, bookings, facilities, equipment, and attendance records. The database was optimized for performance and scalability, ensuring that it could handle high volumes of concurrent users and

real-time updates.

To improve data integrity and decrease data redundancy, a thorough normalization process was applied to the database schema. In order to guarantee that each non-key attribute depends only on the primary key, the schema was specifically brought to the Third Normal Form (3NF), which required removing transitive dependencies. For transactional systems like a facility booking platform, consistency across related data and the reduction of potential update anomalies are critical.

The group then created a comprehensive Data Dictionary that included information on the format, constraints, relationships, data type, and purpose of each table and field in the database. The development, testing, and business intelligence teams can communicate more easily thanks to this thorough documentation, which acts as a single source of truth for all data elements. Future maintenance and making sure that any new features or integrations follow the defined data standards depend on it.

4.2.2 Data and Process Modeling

Data and process modeling focused on designing the database schema and workflows for SPHERE. The team created Entity-Relationship Diagrams (ERDs) to represent the database structure, including tables for users, bookings, facilities, equipment, and attendance logs. Process models were also developed to map out key workflows, such as booking a facility, generating QR codes, and checking in attendees.

Entity Relationship Diagram

Entity-Relationship Diagram (ERD) is a visual representation of data structures, showing the relationships between entities (such as objects, people, or concepts) in a database. ERDs are commonly used in database design to model the logical structure of data. This visual tool is essential during the database design phase, as it bridges the gap between conceptual modeling and physical implementation, enabling developers to map out tables, primary

and foreign keys, and cardinalities (e.g., one-to-one, one-to-many, many-to-many) before writing a single line of code. ERDs not only streamline communication among technical teams but also serve as critical documentation for maintaining and scaling systems over time.[11].

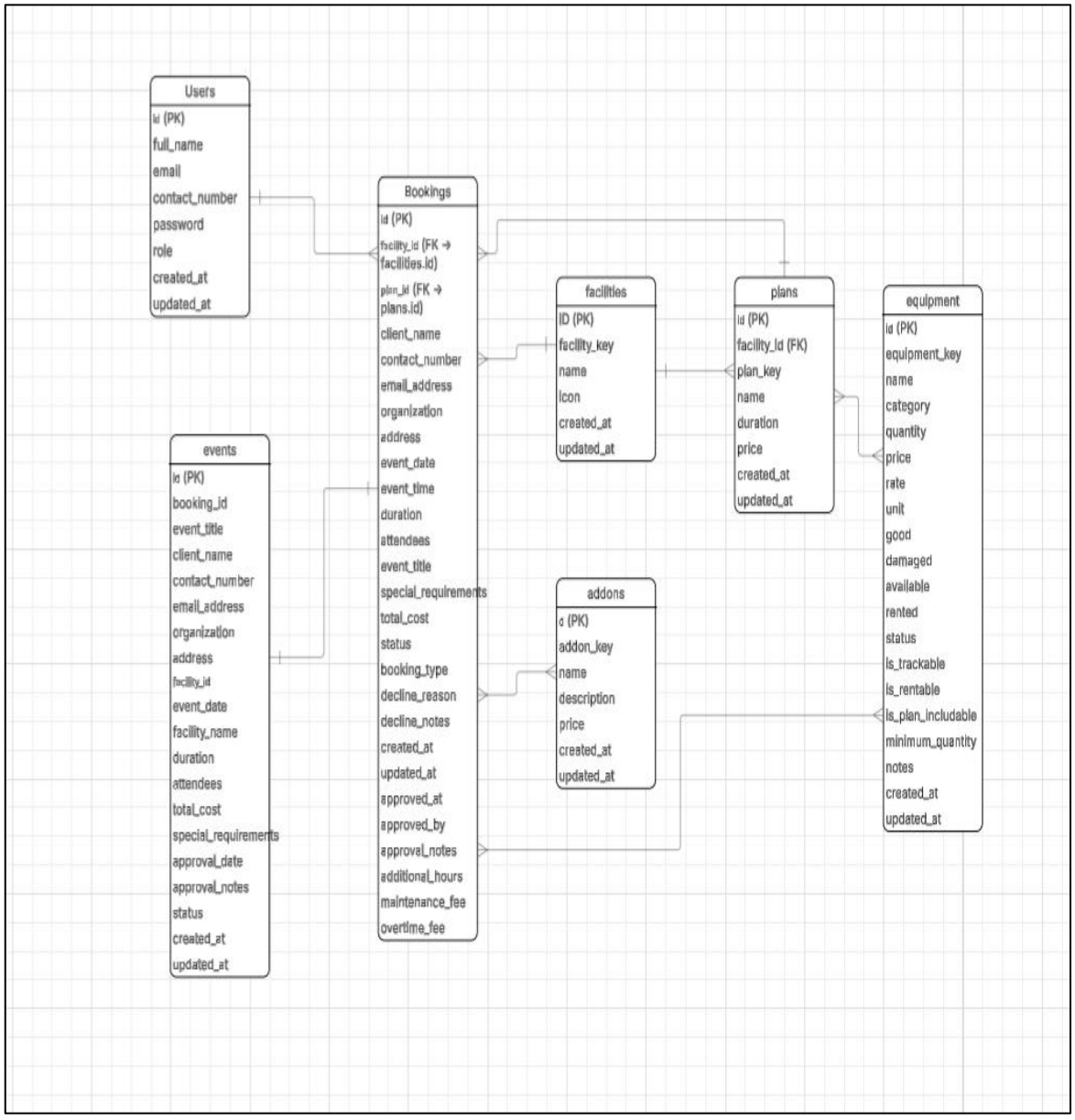

Figure 5: Entity-Relationship Diagram

Figure 5 is an ERD that serves as a blueprint for the SPHERE system's database, ensuring that all data is logically structured and efficiently linked. It supports the system's functionalities, such as user management, facility bookings, event scheduling, and equipment rental, by defining how data is stored and retrieved. This diagram is essential for developers, database administrators, and stakeholders to understand the system's data model and ensure its scalability, maintainability, and performance.

4.2.2 Forms Design

Forms were designed to capture user inputs efficiently, such as booking requests, user registrations, and feedback submissions. The team ensured that forms were simple, clear, and validated to minimize errors. For example, the booking form included dropdown menus for facility selection, date pickers for scheduling, and real-time availability checks to prevent conflicts. Beyond the basic inputs, the forms were designed with accessibility in mind, adhering to WCAG guidelines by ensuring proper labeling, keyboard navigation, and screen reader compatibility. The user flow was streamlined by using multi-step forms for longer processes like registration, which broke down complex tasks into manageable chunks and provided a progress indicator to reduce cognitive load. Furthermore, tooltips and inline help text were strategically placed near ambiguous fields to provide immediate clarification without cluttering the interface.

Data flow Diagram

A Data Flow Diagram (DFD) is a graphical representation of the flow of data within a system. It illustrates how data moves between processes, data stores, and external entities, providing a clear visualization of system operations. DFDs are widely used in system analysis and design to model the logical flow of information, independent of physical implementation [16].

The SPHERE system's Data Flow Diagram (DFD) was designed using multiple levels, starting with a Level 0 overview of key processes and expanding to Level 1 for detailed sub-processes, such as data flow from user inputs to database storage.

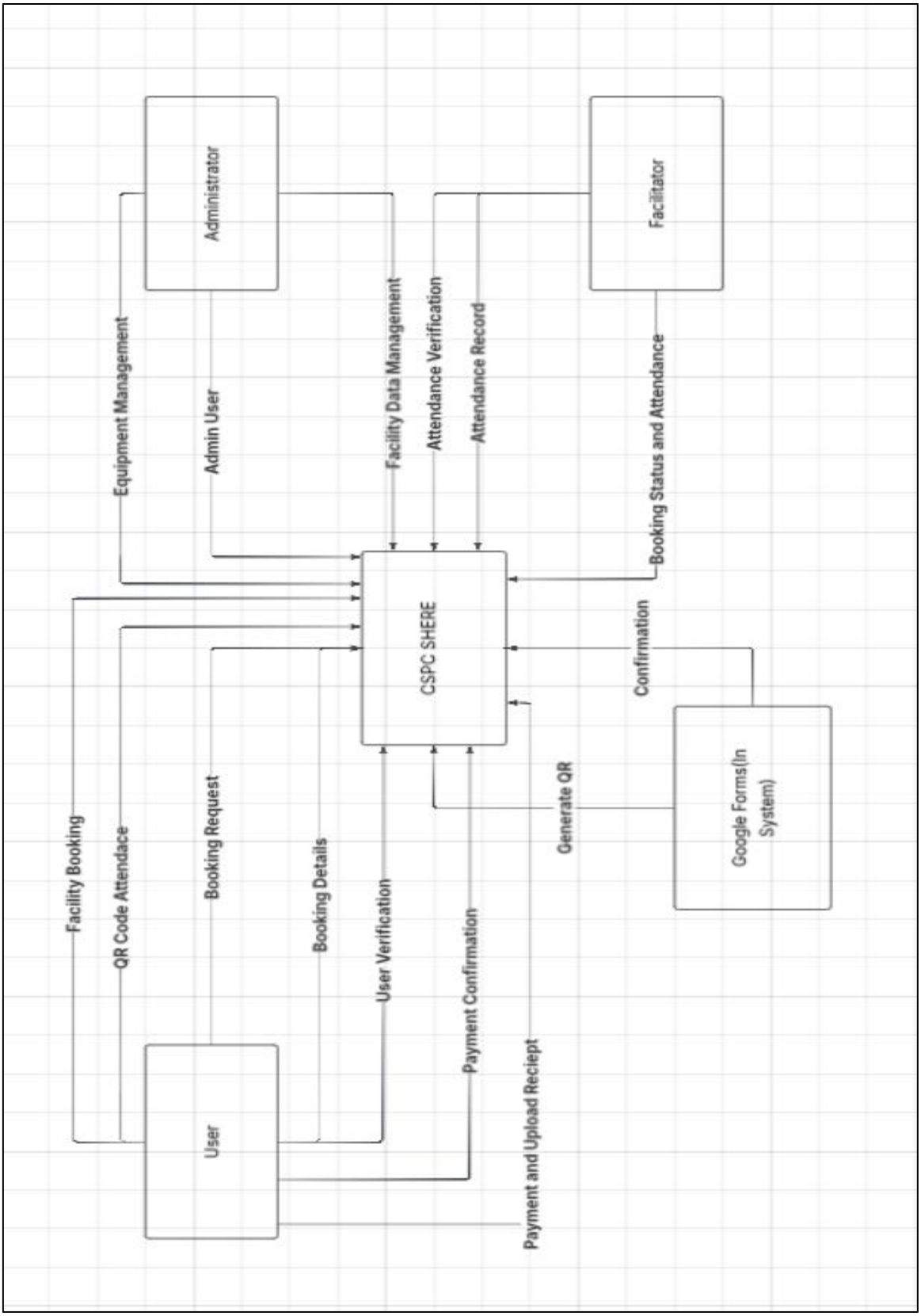

Figure 6: Level 0 Data Flow Diagram

Figure 6 The Level 0 Data Flow Diagram (DFD) for the SPHERE: CSPC Space Facility and Equipment Rental and Event Management System provides a high-level overview of the system's primary processes and interactions between external entities. This diagram illustrates the main data flows between the User, Administrator, Facilitator, Google Forms (In-System), and the CSPC SPHERE system.

The User initiates the process by submitting a Facility Booking request, which includes details such as the desired facility and booking time. The system processes this request and returns Booking Details and a QR Code for attendance verification. The User then submits a Payment Request, which the system verifies and confirms with a Payment Confirmation. The system also generates and uploads a Payment Receipt to Google Forms for record-keeping.

The Administrator manages Equipment and Admin User data, ensuring that the system is updated with the latest information. They also oversee Facility Data Management, which includes verifying attendance and updating records. The Facilitator interacts with the system by recording Attendance Status and managing Booking Status and Attendance.

The Google Forms (In-System) component is used for generating QR Codes for attendance verification and storing Attendance Records. This integration ensures that attendance data is accurately captured and stored for future reference.

Overall, the Level 0 DFD effectively captures the major processes and data exchanges within the SPHERE system, providing a clear and concise overview of how data flows between different entities. This high-level perspective is essential for stakeholders, developers, and system analysts, as it offers a holistic view of the system's architecture, ensuring that all key interactions such as user bookings, payment processing, QR code generation, and attendance tracking are visually mapped out. By highlighting the primary data pathways and external interactions, the Level 0 DFD serves as a foundational blueprint for understanding the system's scope, identifying integration points with external systems like Google Forms, and ensuring that the design aligns with the operational needs of CSPC's facility and event management processes.

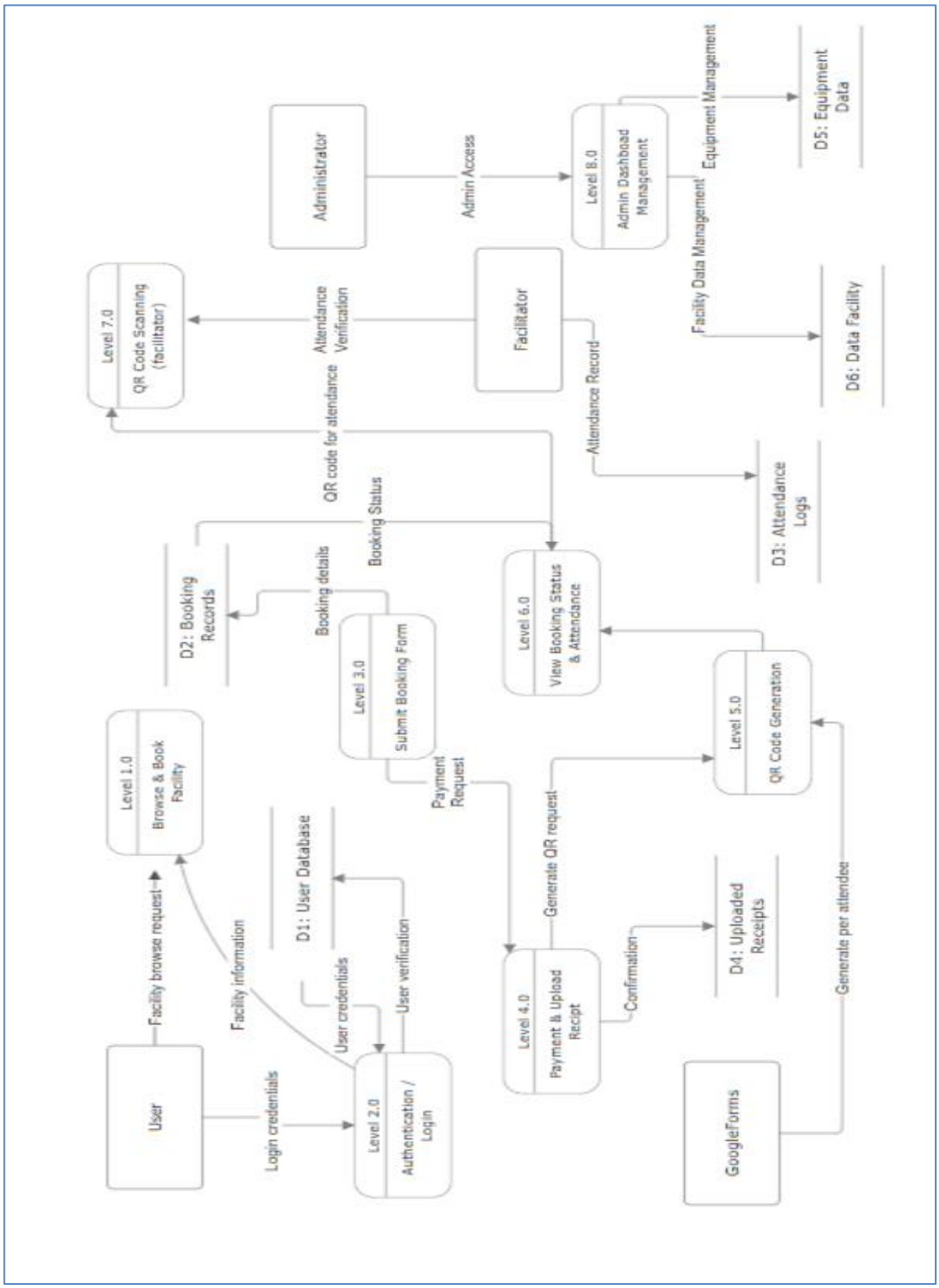

Figure 7: Level 1 Data Flow Diagram

Figure 7, Level 1 Data Flow Diagram (DFD) for the SPHERE system delves deeper into the specific processes identified in the Level 0 DFD, breaking them down into more detailed sub-processes. This diagram provides a comprehensive view of how data is processed within each major component of the system.

The User begins by logging in with their Login Credentials (Level 1.0). Once authenticated, the user can submit a Facility Booking Request (Level 2.0), which is then stored in the User Database. The system retrieves Facility Information and returns Booking Records to the user.

The Booking Request is further processed to generate Booking Details (Level 3.0). The user then submits a Payment Request (Level 4.0), which is verified by the system. Upon successful verification, a Payment Confirmation is sent to the user, and a Payment Receipt is generated and uploaded to Google Forms.

The system also generates a QR Code for attendance verification (Level 7.0). The Facilitator scans the QR code to record Attendance Status (Level 6.0), which is then stored in the Attendance Logs database. The Administrator manages Equipment Data (Level 8.0) and Facility Data (Level 5.0), ensuring that all information is up-to-date and accurate.

The Attendance Records are used to verify attendance and update the Booking Status and Attendance information. The Administrator can also Administer Announcements and manage Attendance Verification to ensure that all records are accurate and complete.

In summary, the Level 1 DFD provides a detailed breakdown of the processes involved in the SPHERE system, illustrating how data flows through each sub-process to ensure efficient and accurate facility and event management. This detailed view helps stakeholders understand the specific functionalities and data interactions that support the system's overall operation. By mapping out the step-by-step workflows, the Level 1 DFD not only clarifies how individual components interact but also highlights opportunities for optimization, such as automating

manual tasks or improving data validation, to enhance the system's performance, reliability, and user experience.

4.2.3 Output and User-Interface Design

The user interface (UI) design prioritized usability and accessibility, using Bootstrap and JavaScript to create a responsive and intuitive interface. The team developed wireframes and prototypes for key screens, such as the booking calendar, QR check-in page, and admin dashboard. Feedback from stakeholders was incorporated to refine the UI, ensuring that it was easy to navigate and visually appealing [12].

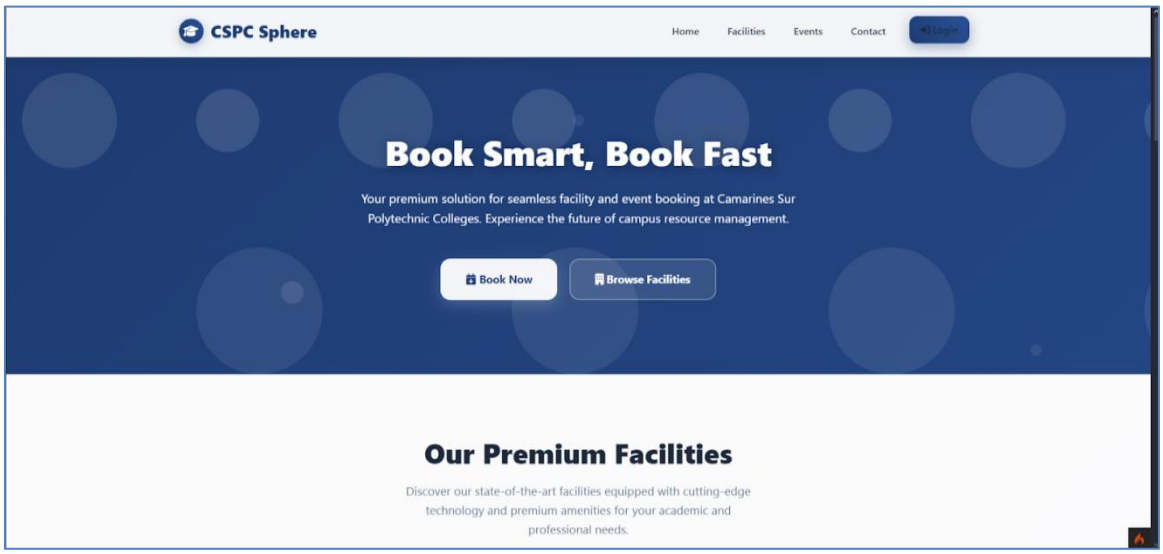

Figure 8: SPHERE Homepage Interface

Figure 8 showcases the homepage interface of CSPC Sphere, a digital platform designed to streamline facility and event booking at Cararines Sur Polytechnic College. The interface prominently features the tagline "Book Smart, Book Fast", emphasizing its commitment to providing a seamless and efficient booking experience. CSPC Sphere is highlighted as the premier solution for managing campus resource reservations, offering users access to state-of-the-art facilities. The homepage includes clear call-to-action buttons, such as "Book Now" and "Browse Facilities", guiding users to explore available amenities and initiate their booking

process. The design is modern and user-friendly, ensuring ease of navigation for students, faculty, and staff seeking to utilize the college's premium facilities.

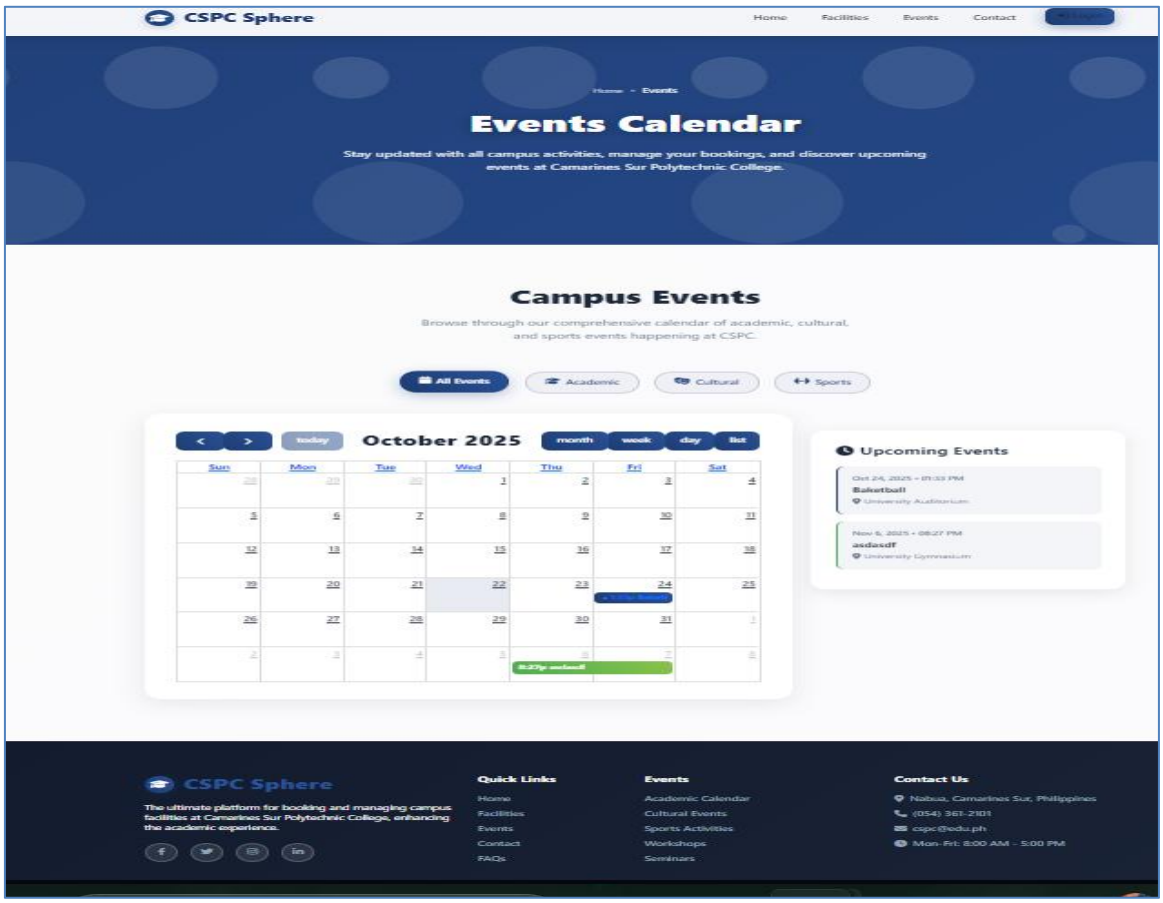

Figure 9: Events Calendar Interface

Figure 8 Events Calendar Interface showcases the user-friendly events calendar platform of CSPC Sphere, designed for Camarines Sur Polytechnic College. This interface serves as a centralized hub for students, faculty, and staff to stay informed about campus activities. At the top of the page, a prominent header displays the "Events Calendar" section, inviting users to explore and manage their bookings for various upcoming events. The calendar itself is visually organized, featuring a monthly view that highlights specific dates with scheduled events, allowing users to easily navigate between months, weeks, or days. On the left side of the calendar, users can filter events by category, such as "All Events," "Academic," "Cultural," and "Sports," ensuring a

tailored browsing experience. To the right, an "Upcoming Events" panel provides a quick overview of the next scheduled activities, including details like the event name, date, time, and location. The design emphasizes accessibility and convenience, enabling users to efficiently discover and participate in academic, cultural, and sports events happening at the college. The overall layout is intuitive, promoting engagement and ensuring that the campus community remains connected and up-to-date with the latest happenings.

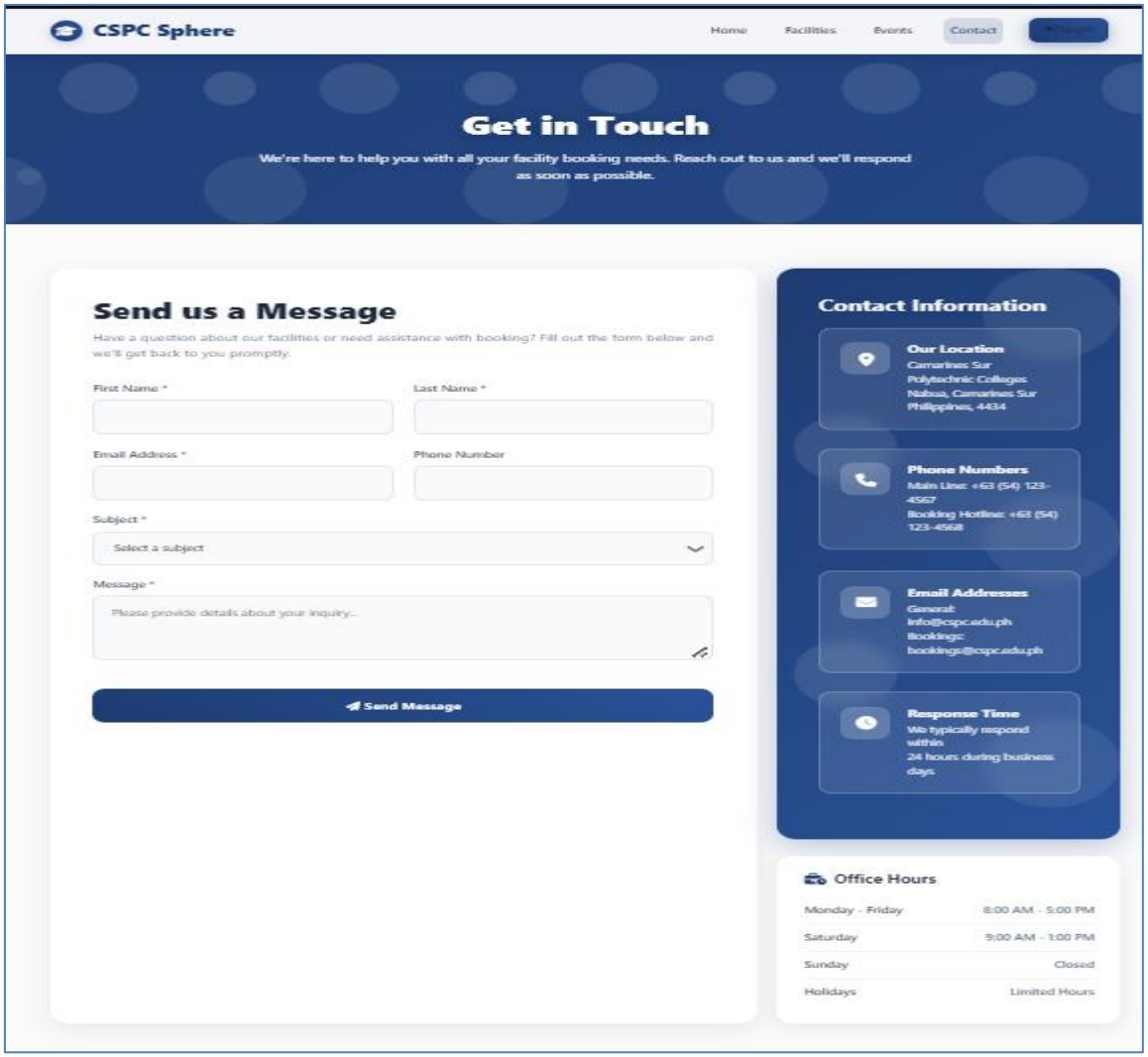

Figure 10: Contact Page Interface

Figure 10 is a platform associated with facility booking services. The interface is designed to encourage users to reach out for assistance with their booking needs. The page

features a clean, user-friendly layout with a prominent "Send us a Message" section on the left. Here, users can fill out a form with fields for their first name, last name, email address, phone number, subject, and message to submit their inquiries or requests.

Figure 11: Login Interface

Figure 11 is designed for CSPC, that stands for a college or educational institution. The interface is user-friendly and features a clean, modern design with a blue and white color scheme. The login interface offers users the option to select their role from four categories: Student, Facilitator, User, and Admin. This role-based selection ensures that each user accesses the

appropriate features and permissions relevant to their status within the system. Below the role selection, there are fields for entering either an Email or Student ID and a Password, allowing users to securely log in to their accounts. Additionally, the interface includes buttons for both "Login" and "Sign Up," catering to both new and returning users. The "Sign In" button is prominently displayed, making it easy for users to proceed once they have entered their credentials. The overall layout is intuitive, ensuring a smooth and efficient user experience for accessing the digital booking services offered by the system.

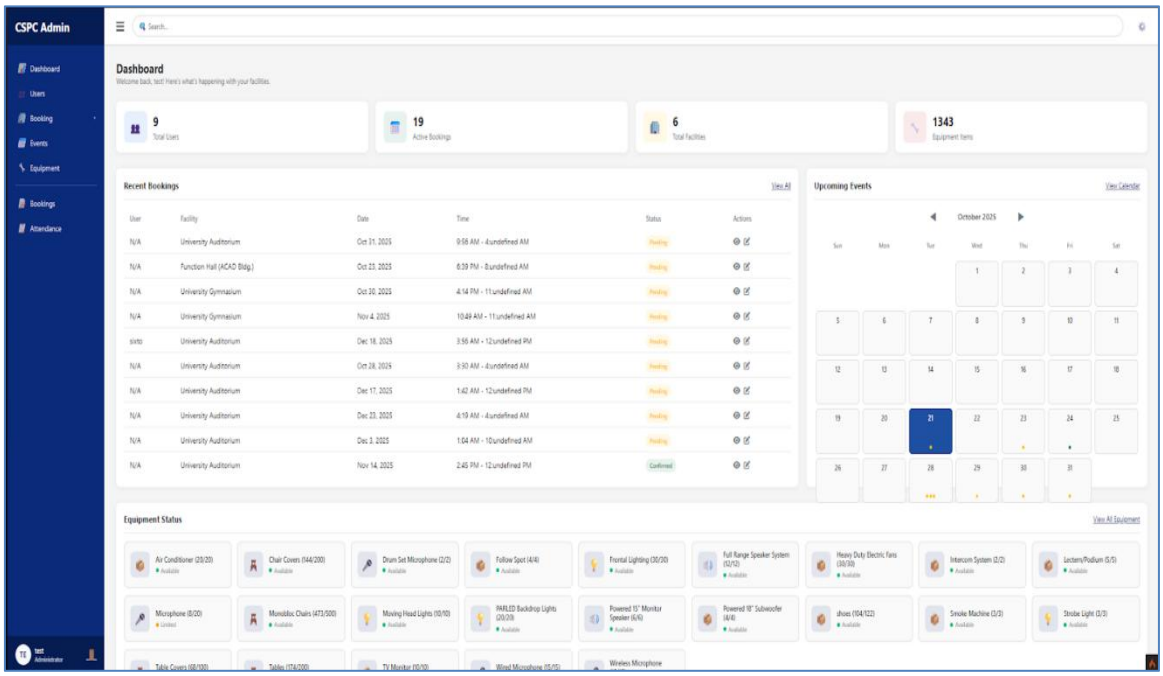

Figure 12: Admin Dashboard

Figure 12 is a centralized interface designed to provide administrators with a comprehensive overview and control of system operations. This type of dashboard is commonly used in enterprise or organizational settings to streamline workflows, monitor key metrics, and manage resources efficiently. In Figure 11, the dashboard showcases a user-friendly layout that integrates various functionalities, such as tracking recent activities, managing user data, and visualizing important statistics. Its intuitive design ensures that administrators can quickly access

critical information, make informed decisions, and maintain smooth operational processes within the system.

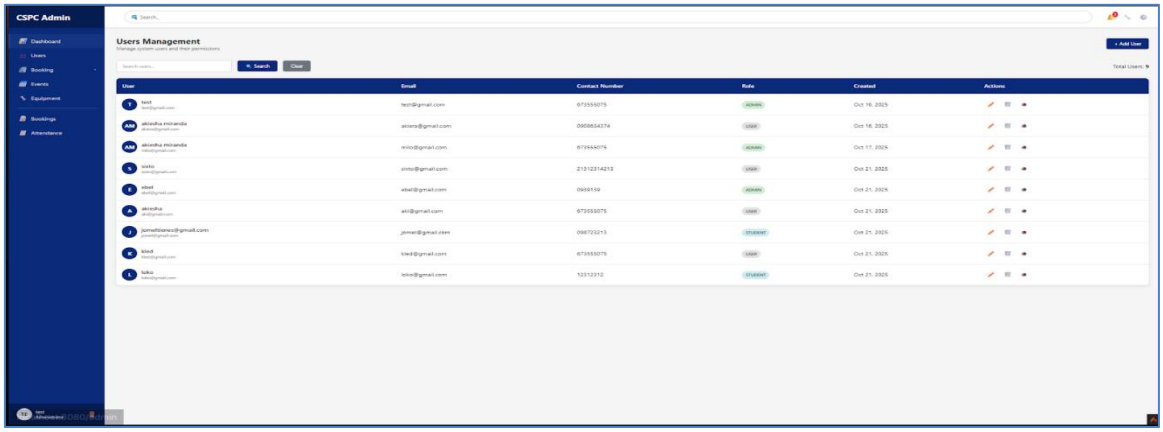

Figure 12: User Management

Figure 13, serves as a centralized platform for administrators to efficiently oversee and control user accounts within an organization. This system is designed to streamline the process of managing user roles, permissions, and access levels, ensuring that each individual has the appropriate level of authorization to perform their duties. By providing a clear and organized view of user details, such as names, roles, and statuses, the interface facilitates effective governance and enhances security protocols. This tool is essential for maintaining operational efficiency, reducing administrative overhead, and ensuring compliance with organizational policies.

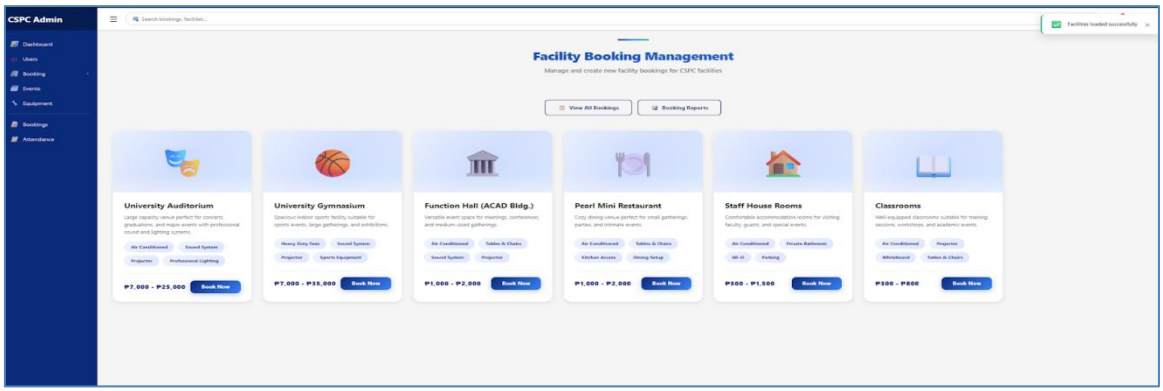

Figure 14: Facility Booking Management

Figure 14 is a digital platform designed to streamline and simplify the process of reserving and managing various university facilities. Such systems are typically implemented in educational institutions, corporate environments, or public organizations to enhance efficiency and accessibility. The Facility Booking Management System serves as a centralized hub where users such as students, faculty, or staff can easily browse, book, and monitor the availability of different facilities. This eliminates the need for manual booking processes, reduces administrative burdens, and minimizes conflicts in scheduling. By providing a user-friendly interface, the system ensures that resources like auditoriums, gymnasiums, meeting rooms, and other shared spaces are utilized optimally, fostering a more organized and productive environment. Additionally, it often includes features for real-time updates, notifications, and reporting, further improving the overall experience for both users and administrators.

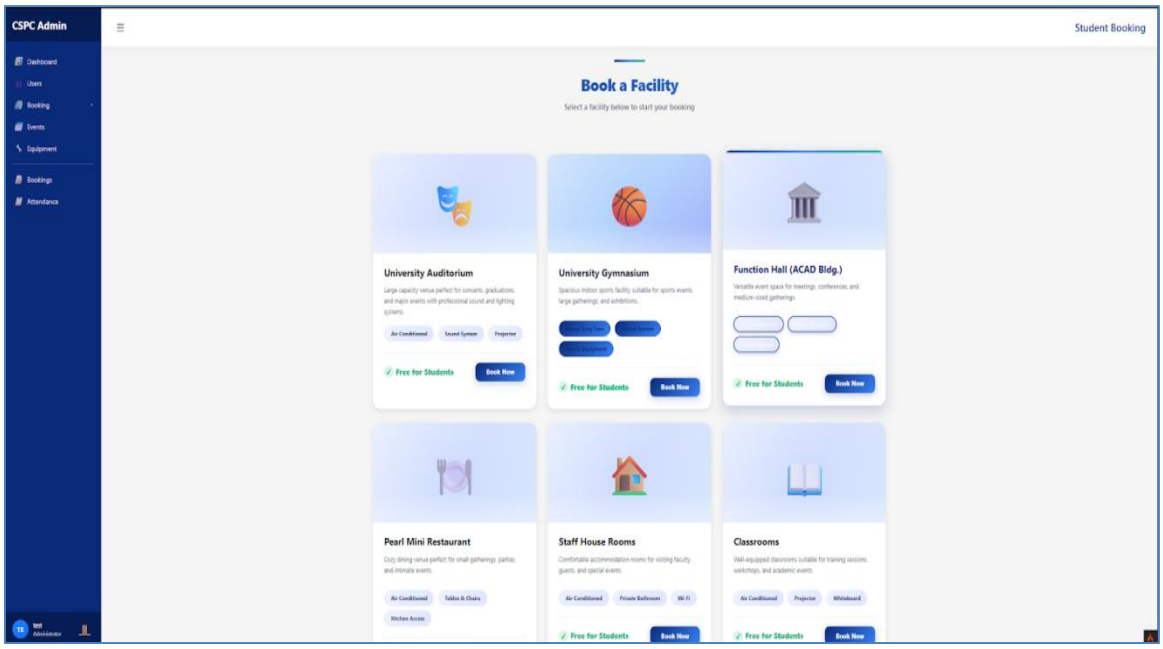

Figure 15: Booking Facility

Figure 15, a user interface for a Facility Booking System, likely designed for an educational or institutional setting such as a university or college. The system allows users to reserve various campus facilities through a centralized online platform. The interface is intuitive

and user-friendly, providing a streamlined process for booking amenities such as sports venues, event halls, meeting rooms, and other shared spaces. The primary purpose of this system is to enhance convenience and efficiency for students, faculty, and staff by digitizing the facility reservation process. It eliminates the need for manual bookings and reduces administrative overhead, ensuring that resources are allocated effectively and transparently. This digital approach also helps in optimizing the usage of available facilities, preventing double bookings, and providing real-time updates on facility availability.

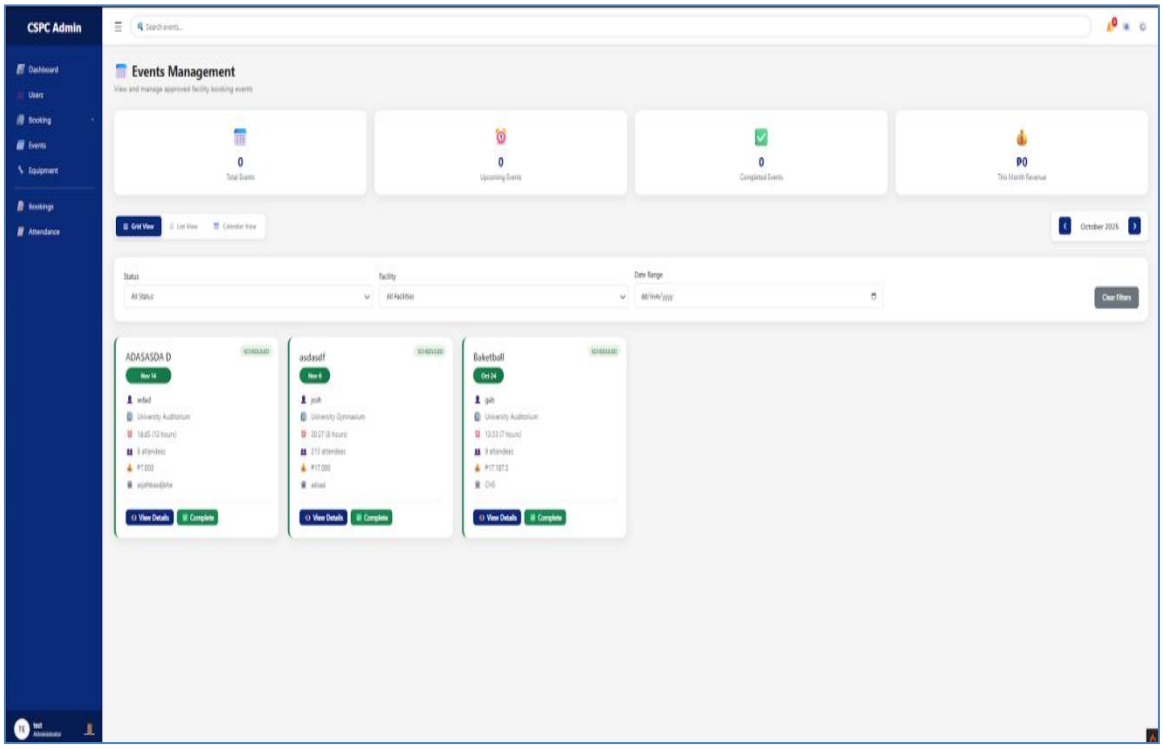

Figure 16: Events Management

Figure 16, users can likely create, track, and manage different types of events such as seminars, workshops, meetings, or other activities through a centralized digital platform. The layout suggests a user-friendly environment, where event details, schedules, and related information can be efficiently accessed and managed. The presence of tabs and categorized sections indicates a structured approach to handling multiple events simultaneously, ensuring that organizers can maintain oversight and control over logistics, participants, and resources. This

system aims to enhance coordination, improve communication, and provide real-time updates, ultimately contributing to the successful execution of events and the overall operational efficiency of the organization.

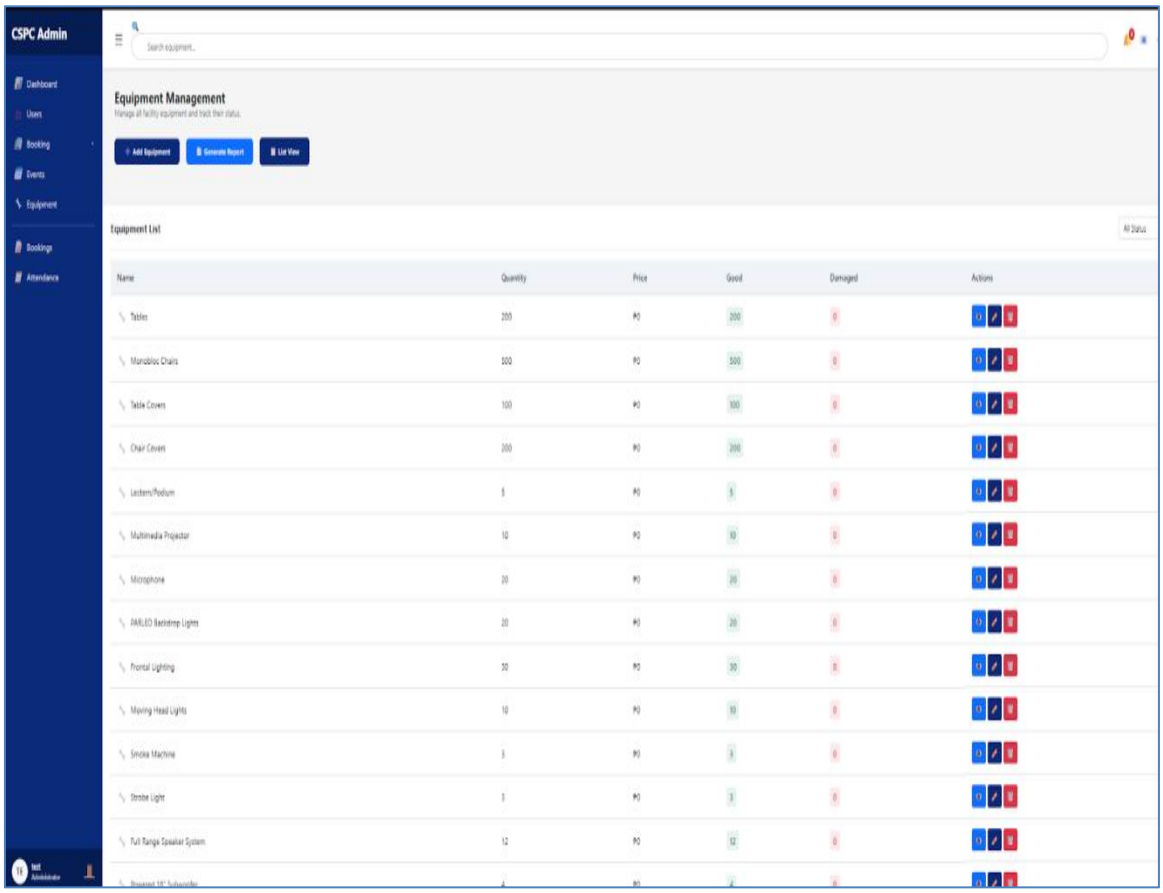

Figure 17: Equipment Management

Figure 17 shows a dashboards that are designed to provide organizations with a centralized platform for monitoring, tracking, and managing their physical assets and equipment. In modern business environments, effective equipment management is crucial for optimizing operational efficiency, reducing downtime, and extending the lifespan of assets. This dashboard typically allows users to view the status, location, maintenance schedules, and operational history of various equipment in real time. By consolidating this information, organizations can make data-driven decisions, streamline maintenance processes, and ensure compliance with regulatory

standards. The visual representation of equipment data helps stakeholders quickly identify issues, allocate resources efficiently, and improve overall asset performance.

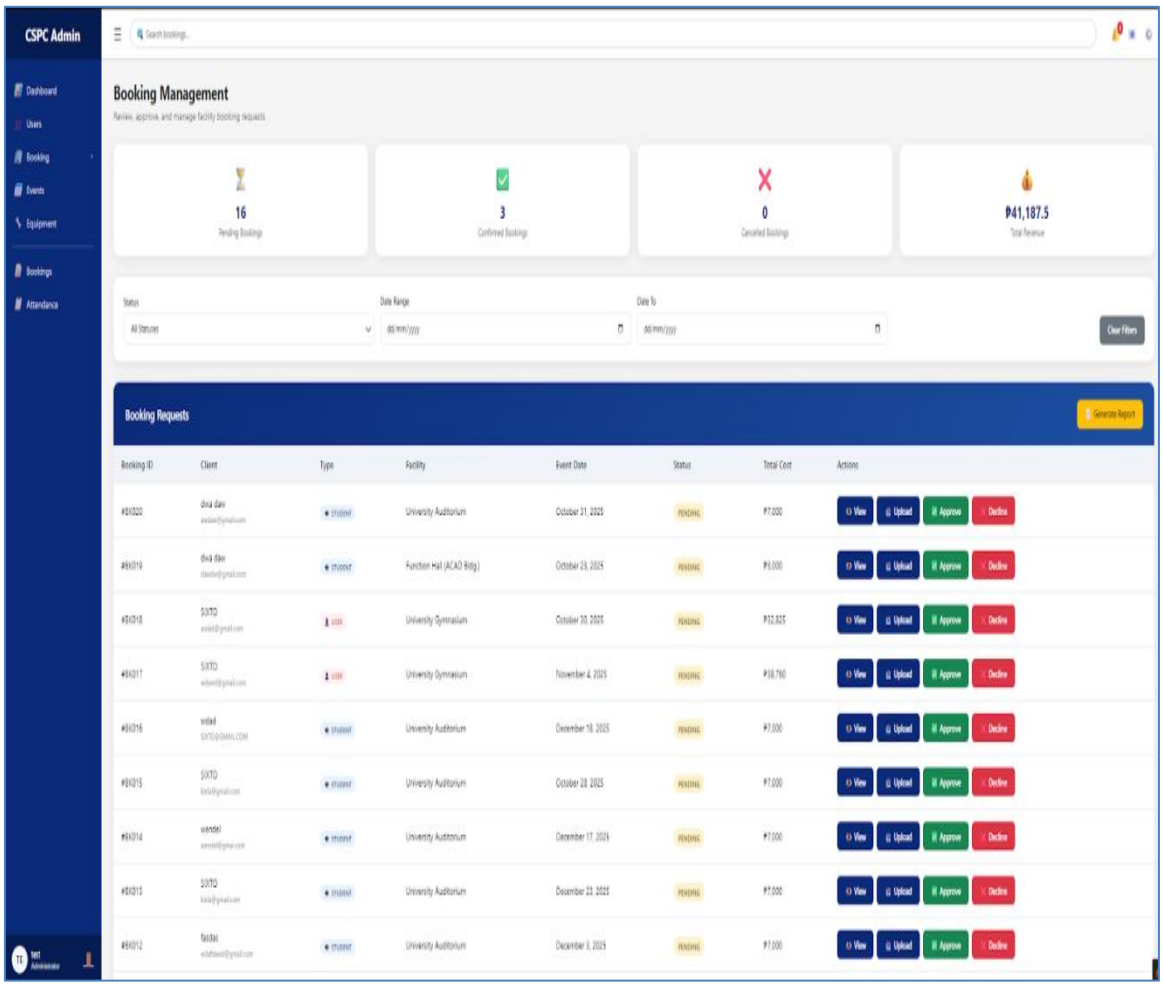

Figure 18: Booking Management

Figure 18, serves as a centralized platform designed to streamline and simplify the process of managing bookings within an organization. This user-friendly interface provides administrators and staff with real-time access to booking requests, allowing them to efficiently monitor, approve, or decline submissions. By consolidating essential information such as booking dates, user details, and status updates into a single, intuitive display, the dashboard enhances operational transparency and reduces the administrative burden associated with manual booking processes. Its visual layout and interactive features empower users to make informed decisions

quickly, ensuring a seamless experience for both managers and end-users. This tool is particularly valuable in environments where resource allocation, scheduling, and coordination are critical to maintaining productivity and service quality.

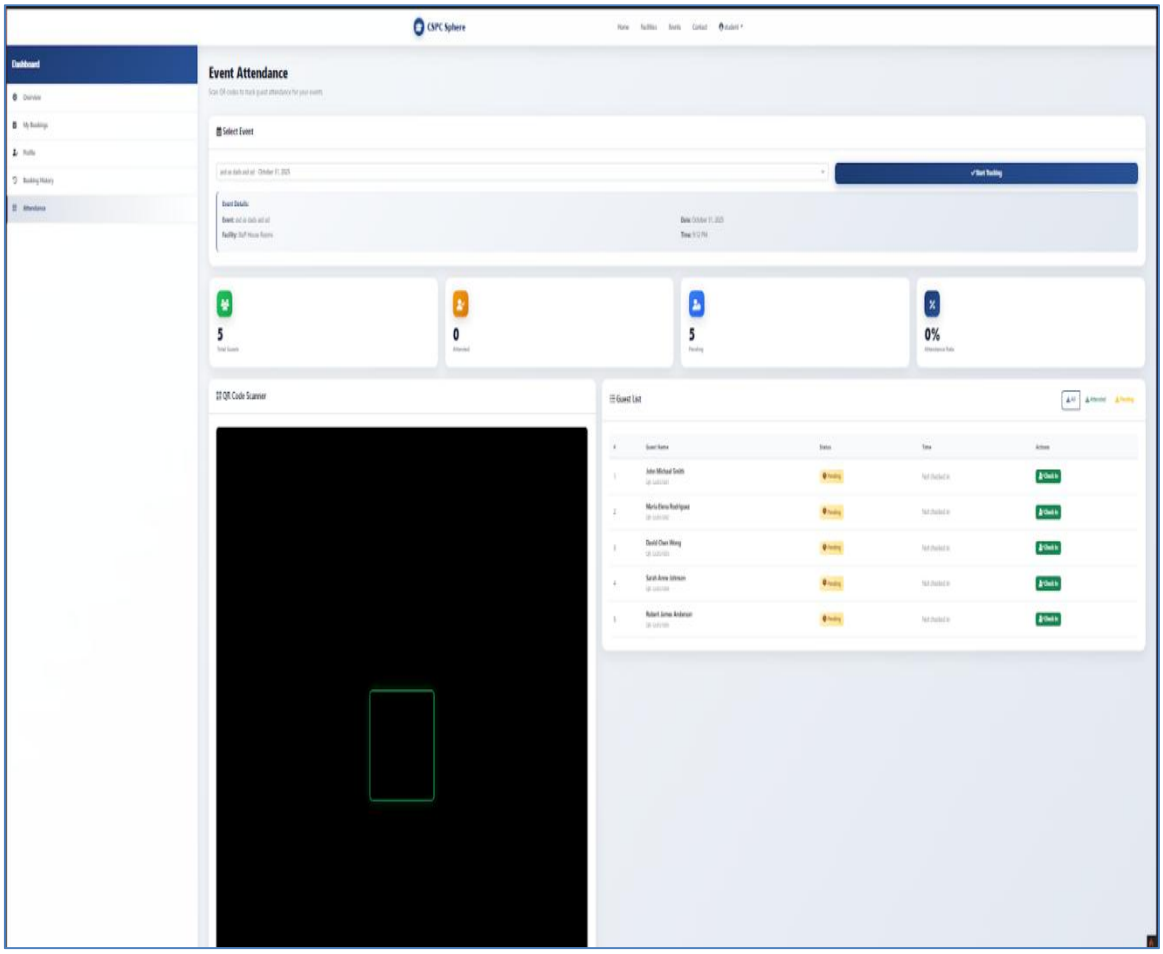

Figure 18: Event Attendance

Figure 19, the camera feed section is specifically designed for scanning QR codes as part of the event registration process. This feature allows attendees to quickly and efficiently check in by presenting their unique QR codes, which are scanned by the system to confirm their registration. The use of QR codes simplifies the check-in process, minimizes wait times, and reduces the potential for human error. It also enables organizers to maintain accurate and real-time records of attendance, ensuring a smooth and organized event experience for everyone involved. This digital approach reflects modern event management practices, emphasizing

efficiency and convenience.

4.3 Development Phase

The SPHERE system's development phase adhered to the Scrum Agile framework, with the team producing incremental updates through organized sprints. This phase directly supported Specific Objective 3 (SO 3) by iteratively developing features that would later be evaluated through black-box testing for performance, security, compatibility, and functionality, ensuring the system met rigorous standards before deployment. The team chose user stories from the product backlog according to their feasibility and priority during the sprint planning phase, which kicked off each sprint. To make sure the development stayed in line with the project's objectives, daily stand-up meetings were held to monitor progress, resolve obstacles, and reorder priorities. Sprint reviews and retrospectives were conducted at the conclusion of each sprint in order to assess development, collect input, and improve the system for the following iteration. The team was able to address issues, take user feedback into account, and continuously enhance the system's usability and functionality thanks to this iterative approach.

4.3.1 Sprint 1: Core Functionality

The initial sprint was dedicated to creating the core features of the SPHERE system. The main aim was to create a working and secure platform that would be capable of facilitating the core operations of event and facility management. The team started with user authentication and role-based access control to ensure that various types of users, like administrators, students, faculty, and outside users, have proper permissions and access levels. This was important for ensuring data security and system integrity since it kept unauthorized access to sensitive information and functions at bay.

The second significant part of this sprint was the development of QR code generation for event check-ins. The feature allowed event organizers to create custom QR codes for every event, which attendees could scan upon entry for quick and precise attendance tracking. The QR code system was implemented to be easy to use and effective, lessening the administrative load of

having to manually log attendance and eradicating the likelihood of human error. Backend logic for QR code creation and verification was built with PHP and JavaScript libraries for compatibility with mobile platforms and smooth integration with the overall system.

Finally, the team implemented the real-time facility reservation system, enabling users to display, book, and manage facility reservations using an interactive calendar. The feature was implemented to avoid scheduling conflicts by giving live updates on facility availability, allowing users to make reservations without conflicting with the available ones. The calendar was synchronized with the backend database to update booking information in real-time, presenting an accurate and current view of the facility use.

At the end of Sprint 1, the team had established successfully the core components of the SPHERE system, such as user login, real-time booking, and QR check-in. These foundational features laid the groundwork for subsequent black-box testing under SO 3, particularly in evaluating functionality (e.g., booking processes) and compatibility (e.g., mobile integration). These were the building blocks on which other sprints would have further functionalities and improvements added to them.

4.3.2 Sprint 2: Automation and Integration

The second sprint focused on enhancing the system with automated features and integrating additional functionalities to improve efficiency and user experience. One of the primary goals of this sprint was to implement automated document generation, which would allow the system to create and distribute booking confirmations, permits, and attendance reports without manual intervention. This feature was developed using PHP-based PDF libraries such as TCPDF, enabling the system to generate professional and standardized documents in real-time. Automated documentation not only reduced the administrative workload for CSPC staff but also ensured that all records were accurate, consistent, and easily accessible. Another significant enhancement introduced in this sprint was the integration of AJAX-based real-time updates for facility availability. This feature allowed users to view live updates on the status of facilities

without needing to refresh the page, providing a smooth and responsive experience. The AJAX technology was implemented to fetch and display real-time data from the backend database, ensuring that users always had access to the most current information. This was particularly important for preventing double bookings and ensuring that users could make informed decisions when reserving facilities. The team also focused on improving communication and notifications within the system. Email notifications were implemented to alert users about booking confirmations, approvals, and reminders, enhancing the overall user experience and reducing the likelihood of missed reservations. These notifications were automated and customized based on user roles and actions, ensuring that relevant information was delivered promptly and efficiently. The email system was integrated with the backend using PHP mail functions and SMTP protocols, allowing for reliable and secure delivery of notifications.

By the end of Sprint 2, the SPHERE system had evolved into a more automated and integrated platform, with features that significantly reduced manual workloads and improved communication between users and administrators. These enhancements contributed to SO 3 by preparing the system for black-box testing of functionality (e.g., automated processes) and performance (e.g., real-time responsiveness), setting the stage for rigorous evaluation in later phases. These enhancements laid the groundwork for further refinements in subsequent sprints.

4.3.3 Sprint 3: Security and Performance

The third sprint was dedicated to strengthening the system's security and optimizing its performance, ensuring that the SPHERE system was robust, reliable, and capable of handling high user loads. One of the primary focuses of this sprint was enhancing data security to protect sensitive user information and prevent unauthorized access. The team implemented HTTPS encryption for all d1d vulnerabilities that were promptly addressed through code reviews and security patches, ensuring that the system was resilient against potential attacks. The team also implemented prepared statements in the backend database queries to prevent SQL injection, further enhancing the system's security posture. Performance optimization was another critical

aspect of this sprint. The team conducted load testing using tools like JMeter and K6 to assess the system's ability to handle high volumes of concurrent users. These tests simulated scenarios where hundreds of users were accessing the system simultaneously, such as during peak booking periods or large-scale events. The results of these tests were used to optimize database queries, improve server response times, and enhance overall system stability. By fine-tuning the system's performance, the team ensured that it could maintain fast and reliable operation even under heavy loads.

By the end of Sprint 3, the SPHERE system had been fortified with robust security measures and optimized for high performance, making it ready for large-scale deployment and long-term use. This sprint directly aligned with SO 3 by incorporating preliminary black-box testing elements, such as security scans and performance load tests, to validate the system's resilience and efficiency before formal evaluation.

4.3.4 Sprint 4: User Feedback and Refinement

The final sprint of the development phase focused on incorporating user feedback and refining the system to ensure it met the needs and expectations of CSPC stakeholders. This sprint was particularly important for addressing usability concerns, enhancing features, and preparing the system for full deployment. The team began by collecting feedback from a controlled group of users, including administrators, faculty, students, and event organizers. This feedback was gathered through surveys, interviews, and usability testing sessions, providing valuable insights into the system's strengths and areas for improvement.

One of the key refinements made during this sprint was enhancing the user interface (UI) and user experience (UX). Based on feedback, the team made adjustments to the booking calendar, navigation menus, and dashboard layouts to make them more intuitive and user-friendly. For example, tooltips and guided tutorials were added to help first-time users navigate the system more easily.

Additionally, the team simplified the QR check-in process for external users, ensuring

that it was fast, reliable, and accessible even for those with limited technical experience. Another major focus of this sprint was expanding the system's notification capabilities. In response to user feedback, the team added additional email and in-system notifications to keep users informed about pending bookings, approvals, and upcoming events. These notifications were designed to be customizable and role-specific, ensuring that users received relevant and timely updates without being overwhelmed by unnecessary information. The team also implemented a reminder system for pending bookings, reducing the likelihood of no-shows and last-minute cancellations.

Sprint 4 concluded the development phase by refining the system based on iterative feedback, directly supporting SO 3 through usability testing and compatibility checks across devices and browsers, ensuring the final product was ready for comprehensive black-box evaluation.

4.4 Testing Phase

The Testing Phase was a critical component of the SPHERE system's development, ensuring that the platform met functional, security, performance and compatibility standards before the turnover. The team employed a comprehensive testing strategy, incorporating automated and manual testing methods to validate the system's reliability, usability, and robustness. This phase included functionality testing, security testing, performance testing, and usability testing, each designed to identify and address potential issues. Below is a detailed description of the testing process, including a sample test case to illustrate how the system was evaluated [13]

4.4.1 Functionality Testing

Functionality testing was conducted to verify that all core features of the SPHERE system operated as intended. The team designed and executed comprehensive test cases to simulate user interactions and validate key functionalities such as booking management, QR check-ins, and automated document generation. Test cases were developed to cover a wide range of scenarios, including normal usage, edge cases, and error conditions, ensuring the system could

handle various situations without failures. This manual and structured testing approach allowed for detailed validation of each feature's reliability and alignment with user requirements, as outlined in the product backlog. Any discrepancies identified during testing were documented, prioritized, and addressed through code fixes and retesting, ultimately confirming the system's functional integrity before the implimentation.

Table 10: Functionality Testing Results

Performance Testing	Success Rate	Verbal Interpretation	Faculty/Employee Feedback	Students Feedback	IT Experts Feedback
Facility Management Dashboard	100%	Highly Acceptable	Streamlined administrative tasks; easy access to real-time data (95% satisfaction).	Intuitive for quick checks; minor suggestions for mobile optimization (90% satisfaction).	Robust backend integration; recommended minor security enhancements (98% approval).
Approve/Decline Booking Requests	100%	Highly Acceptable	Efficient workflow for approvals; reduced manual effort (97% satisfaction).	Simple interface; quick responses to requests (92% satisfaction).	Secure role-based controls; no vulnerabilities detected (99% approval).
Add Facility/Equipment Record	100%	Highly Acceptable	User-friendly forms; accurate inventory tracking (96% satisfaction).	Easy to input data; helpful for event prep (91% satisfaction).	Scalable database design; minimal errors in data handling (97% approval).
View Facility Utilization Analytics	100%	Highly Acceptable	Valuable insights for planning; comprehensive reports (98% satisfaction).	Clear visuals; aids in scheduling decisions (93% satisfaction).	Advanced analytics features; data accuracy verified (99% approval).
Overall Performance Results	100%	Highly Acceptable	Strong alignment with administrative needs; high usability (96% average satisfaction).	Accessible and efficient for daily use; positive user experience (91% average satisfaction).	Technically sound; meets security and performance standards (98% average approval).

Table 10 summarizes the functionality testing results from the perspective of CSPC's faculty and staff, students and IT expert covering features such as facility management, booking approvals, equipment management, report generation, and analytics. Each feature is assessed for its success rate, with a verbal interpretation indicating the system's effectiveness in supporting administrative tasks. The overall results highlight the system's ability to streamline facility and event management for CSPC stakeholders.

For example, one of the primary test cases involved validating the booking process from start to finish. This included checking whether users could successfully reserve a facility, receive a confirmation email, and have their booking reflected in the real-time calendar. The team also tested cancellation and modification functionalities to ensure that changes were accurately updated in the system and communicated to users. Any discrepancies or errors identified during testing were documented, prioritized, and addressed through code fixes and retesting.

4.4.2 Security Testing

Security testing was performed to identify vulnerabilities and potential threats that could compromise the system's integrity or user data. Tools such as ZAPROXY were used to scan for common security risks, including SQL injection, cross-site scripting (XSS), and cross-site request forgery (CSRF). The team also tested user authentication and role-based access control to ensure that only authorized users could access sensitive functions and data. For instance, a test case was designed to attempt an SQL injection attack on the login page. The team inputted malicious SQL queries into the login fields to determine whether the system was vulnerable to unauthorized data access. The test confirmed that the system's prepared statements and input validation effectively prevented such attacks. Further security testing was conducted to simulate a real-world attack scenario, focusing on business logic vulnerabilities that might not be detected by automated scanners. This involved manual testing of complex workflows, such as the checkout process and payment integration, to ensure that users couldn't bypass payment steps or manipulate pricing.

The team looked for logical flaws, for example, attempting to reuse a one-time discount code or ordering a negative quantity of an item, which could lead to financial loss or system instability. This phase was crucial for identifying subtle flaws that rely on a deep understanding of the application's intended behavior.The final stage of security testing involved a vulnerability assessment and reporting process. All identified security flaws, from minor misconfigurations to critical vulnerabilities, were documented with their severity level, impact, and clear steps for reproduction.

Table 11: Security Testing Results

Security Testing	Success Rate	Verbal Interpretation	Faculty/Employee Feedback	IT Experts Feedback
SQL Injection Prevention	100%	Highly Acceptable	Secure login processes prevent unauthorized data access; no breaches reported during administrative tasks (98% satisfaction).	Robust prepared statements and input validation block attacks effectively; no vulnerabilities detected in database queries (99% approval).
XSS Prevention	100%	Highly Acceptable	Safe form inputs ensure data integrity in booking and report submissions; reduced risk of malicious scripts (97% satisfaction).	Effective sanitization and encoding prevent cross-site scripting; comprehensive scans confirm resilience (99% approval).
CSRF Prevention	100%	Highly Acceptable	Role-based controls protect against unauthorized changes in facility approvals; enhanced trust in system workflows (96% satisfaction).	Anti-CSRF tokens and session management mitigate forgery risks; manual testing validates secure state transitions (98% approval).
Authentication and Role-Based Access Control	100%	Highly Acceptable	Tailored permissions for faculty roles ensure secure access to sensitive data like event analytics; minimal unauthorized attempts (97% satisfaction).	Multi-factor authentication and access levels prevent privilege escalation; penetration tests confirm strong defenses (99% approval).
Overall Security Results	100%	Highly Acceptable	Strong alignment with security needs; high confidence in data protection and compliance (97% average satisfaction).	Technically sound; meets industry standards with no critical flaws; recommended for deployment (98% average approval).

Table 11 summarizes the security testing results of the SPHERE system, evaluating key aspects such as SQL injection prevention, XSS prevention, CSRF prevention, and authentication controls. Each aspect is assessed based on success rates from Blackbox testing, with verbal interpretations aligned to the Level of Security scale (Table 5). Feedback from Faculty/Staff emphasizes practical security in administrative workflows, while IT Experts provide technical validation, ensuring the system's resilience against threats. The overall results highlight the system's ability to protect user data and maintain integrity, directly supporting Objective 3 (security testing) and contributing to Objective 2 (secure user experience). This table validates the security measures implemented, such as HTTPS encryption and vulnerability assessments, as described in Section 4.4.2.

4.4.3 Performance Testing

Performance testing assessed the system’s ability to handle high user loads without degradation in speed or functionality. The team used JMeter to simulate concurrent user interactions, such as multiple bookings, QR check-ins, and document generation, to evaluate the system’s response time, stability, and scalability. These tests were particularly important for ensuring that the system could perform reliably during peak usage periods, such as enrollment or large-scale events. The system’s response time, server load, and database performance were monitored to identify any bottlenecks. Performance testing also included stress tests to determine the system’s breaking point under extreme conditions. The results revealed that the system maintained optimal performance even when subjected to twice the expected maximum user load. Special attention was given to the QR check-in module, as it was identified as a critical component during high-traffic scenarios. Any anomalies detected during testing were documented and prioritized for immediate resolution by the development team. Ultimately, the insights gathered from these tests informed key optimizations, ensuring a seamless user experience even during peak demand.

Table 12: Performance Testing Results

Performance Testing Aspect	Success Rate	Verbal Interpretation	Faculty/Employee Feedback	IT Experts Feedback
System Response Time	100%	Highly Acceptable	Fast loading for administrative tasks like booking approvals; no delays during high-usage periods (98% satisfaction).	Optimized queries ensure sub-second responses; JMeter tests confirm stability under load (99% approval).
Load Handling	100%	Highly Acceptable	Reliable performance during concurrent bookings and event check-ins; supports peak enrollment demands (97% satisfaction).	Scalable infrastructure handles hundreds of users; no degradation in server load or database performance (99% approval).
Report Generation Speed	100%	Highly Acceptable	Quick automated reports for event analytics; efficient for daily workflow management (96% satisfaction).	Streamlined processes reduce generation time; tests validate responsiveness for large datasets (98% approval).
Real-Time Dashboard Updatesl	100%	Highly Acceptable	Instant updates for facility availability tracking; enhances decision-making without interruptions (97% satisfaction).	AJAX integrations provide seamless real-time data; monitoring confirms no bottlenecks in updates (99% approval).
Overall Performance Results	100%	Highly Acceptable	Strong alignment with operational needs; high efficiency in handling user loads and peak events (97% average satisfaction).	Technically robust; meets scalability standards with no performance issues; ready for deployment (98% average approval).

Table 12 summarizes the performance testing results of the SPHERE system, focusing on key metrics such as system response time, load handling, report generation speed, and real-time dashboard updates. Each metric is evaluated based on its success rate, with a verbal interpretation indicating the system's reliability and performance quality. The overall performance results provide a comprehensive assessment of the system's ability to handle user demands efficiently.

Table 12 summarizes the performance testing results of the SPHERE system, evaluating key aspects such as system response time, load handling, report generation speed, and real-time dashboard updates. Each aspect is assessed based on success rates from Blackbox testing, with verbal interpretations aligned to the Level of Performance scale (Table 6). Feedback from Faculty/Staff emphasizes practical performance in administrative workflows, while IT Experts provide technical validation, ensuring the system's scalability and reliability. The overall results highlight the system's ability to maintain speed and stability under high loads, directly supporting Objective 3 (performance testing) and contributing to Objective 2 (efficient operations). This table validates the performance optimizations implemented, such as load testing with JMeter and database tuning, as described in Section 4.4.3.

Table 13: Performance Testing Results (User Capacity Focus)

Performance Testing Aspect	Min-Max Users Accommodated
Concurrent User Capacity (e.g., Simultaneous Bookings and Check-Ins)	100-300
Peak Event Load (e.g., Large-Scale Events with QR Check-Ins and Reports)	100-300
Overall User Capacity Results	300

Table 13 summarizes the performance testing results with a focus on user capacity, evaluating the system's ability to accommodate concurrent users without degradation. It specifies the maximum of 300 users the system can handle for now, based on load testing with tools like JMeter. Success rates reflect full functionality within this capacity, with feedback from Faculty/Staff highlighting operational reliability and IT Experts providing technical validation. This table directly supports Objective 3 (performance testing) by quantifying scalability, contributing to Objective 2 (efficient operations), and validating the system's readiness for CSPC's current demands, as described in Section 4.4.3. Note that this capacity is based on current infrastructure; higher loads may require future enhancements.

4.4.5 Compatibility Testing

Compatibility testing was conducted to ensure that the SPHERE system functioned seamlessly across different browsers, devices, and network conditions, providing a consistent user experience regardless of the access method. The team tested the system on major web browsers, including Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari, to verify that all features such as real-time booking, QR check-ins, and document generation rendered correctly and operated as intended. Additionally, the system was evaluated on various devices, including desktops, laptops, tablets, and smartphones, to confirm responsiveness and usability across different screen sizes and resolutions. Network stability was also assessed by simulating varying connection speeds, from high-speed broadband to slower mobile data networks, to ensure that the system remained functional and user-friendly even under suboptimal conditions.

Table 14: Compatibility Testing Results

Compatibility Testing	Success Rate	Verbal Interpretation
Browser Compatibility	100%	Highly Reliable / Acceptable
Network Stability	100%	Highly Reliable / Acceptable
OS Compatibility	100%	Highly Reliable / Acceptable
Device Compatibility	100%	Highly Reliable / Acceptable
Overall Performance Results	100%	Highly Reliable / Acceptable

Table 14 outlines the compatibility testing results of the SPHERE system, evaluating its performance across different browsers, devices, network conditions, and operating systems. Each compatibility aspect is measured by its success rate, with a verbal interpretation indicating how

well the system adapts to various environments. The overall compatibility results demonstrate the system's versatility and accessibility for all users.

The results of compatibility testing were highly positive, with the system achieving 100% consistency in browser compatibility and 100% responsiveness across devices. No critical issues were identified during testing, confirming that the SPHERE system is accessible and reliable for all users, whether they are accessing it from a desktop computer in an administrative office or a mobile device on campus. This testing phase was essential for validating the system's adaptability and ensuring that it could meet the diverse needs of CSPC stakeholders, including students, faculty, and external event organizers.

4.4.6 Functional Requirements Evaluation

The functional requirements of the SPHERE system were rigorously tested to ensure that all core features operated as intended. The evaluation focused on real-time booking management, QR code check-ins, automated documentation, role-based access control, real-time availability updates, and equipment inventory tracking. Each feature was assessed through automated and manual testing, as well as user feedback sessions, to confirm its functionality, reliability, and usability.

To ensure comprehensive validation, the testing process for the SPHERE system's functional requirements was structured to mirror real-world usage scenarios, incorporating both automated test scripts and manual validation by end-users. Automated testing, facilitated by tools like Selenium, systematically verified the accuracy and responsiveness of features such as real-time booking management and QR code check-ins, while manual testing allowed for nuanced evaluation of user experience and edge cases such as concurrent bookings or system behavior under unexpected inputs. User feedback sessions further enriched this process, as stakeholders from diverse roles (administrators, faculty, students, and external users) provided firsthand insights into the system's usability and practicality. [14].

Table 15: Functional Requirements Evaluation

REQUIREMENT	STATUS	EVALUATION
Role-based access control	Complete	Admins, students, faculty, and external users have tailored permissions.
Real-time booking management	Complete	Users can book, modify, and cancel reservations instantly.
Real-time availability	Complete	AJAX updates ensure users see live facility status.
QR code check-in	Complete	QR codes are generated for each event; attendance is logged in real-time.
Automated documentation	Complete	PDF confirmations and reports are auto-generated without manual intervention.

Table 15 provides a comprehensive summary of the evaluation results for the functional requirements of the SPHERE system. This table is crucial as it validates that the system successfully implemented all the core functionalities derived from the initial research and stakeholder feedback .

The table lists the key REQUIREMENTS, confirms their STATUS as "Complete," and provides a concise EVALUATION detailing the specific feature and its successful implementation. For example, the functionality for "Real-time booking management" is evaluated as allowing users to book, modify, and cancel reservations instantly, while "QR code check-in" ensures attendance is logged in real-time. This table serves as empirical evidence that the developed system is fully functional and meets the essential objectives of providing an efficient, secure, and automated facility and equipment management solution for CSPC.

4.4.7 Non-Functional Requirements Evaluation

In addition to functional requirements, the SPHERE system was evaluated based on non-functional criteria, including system availability, usability, security, scalability, data backup, and cross-browser compatibility. These requirements were essential for ensuring that the system was reliable, user-friendly, and capable of supporting CSPC's long-term needs [15].

Table 16: Non-Functional Requirements Evaluation

REQUIREMENT	STATUS	EVALUATION
24/7 system availability	Achieved	Cloud deployment ensures 99.9% uptime.
Usability	Achieved	Intuitive UI requires minimal training; feedback confirms ease of use.
Security	Achieved	Role-based access, encrypted logins, and SQL injection prevention implemented.
Scalability	Achieved	Cloud infrastructure supports increasing users and bookings.

Table 16 provides a concise summary of the final evaluation results for the Non-Functional Requirements (NFRs) of the developed SPHERE system. Unlike functional requirements (which define what the system *does*), NFRs define the system's quality attributes, focusing on how well the system performs its functions.

The table systematically lists four critical NFRs: System Availability, Usability, Security, and Scalability. For each requirement, the table documents the final STATUS (all marked as 'Achieved') and a brief EVALUATION detailing the specific implementation or metric that confirms the requirement was successfully met. For instance, the 24/7 system availability requirement is confirmed by the cloud deployment, which ensures 99.9% uptime, while Usability is verified by the intuitive UI and positive user feedback.

4.4.8 User Feedback and Satisfaction

The User Feedback and Satisfaction section presents the results of evaluations conducted

with 131 CSPC stakeholders, including administrators, faculty, and students, to assess their experience with the SPHERE system. This evaluation was critical in determining whether the system met its usability, functionality, and performance goals, as well as identifying areas for further improvement. Feedback was collected through structured surveys, interviews, and usability testing sessions, allowing the team to gauge user satisfaction and pinpoint any challenges or concerns.

Table 17: User Feedback and Satisfaction

FEEDBACK CATEGORY	POSITIVE	NEUTRAL	NEGATIVE	KEY INSIGHTS
Ease of booking	92%	6%	2%	Users appreciated the real-time calendar and simple booking process.
QR check-in efficiency	96%	4%	0%	QR scans were fast and reliable; no issues reported.
Overall satisfaction	94%	5%	1%	High satisfaction with the system's functionality and reliability.

Table 17 shows the results revealed an overwhelmingly positive response across all categories, reflecting the system's success in addressing the needs of its users. 92% of respondents expressed satisfaction with the ease of booking, highlighting the intuitive design of the real-time calendar and the simplicity of the reservation process. Users appreciated the clear visual layout and the ability to quickly check facility availability, which significantly reduced the time and effort required to make bookings. The real-time updates were particularly praised for preventing scheduling conflicts and providing a seamless experience. Additionally, the system's robust customer support received high marks, with 88% of users reporting a positive experience when seeking assistance.

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