AccordingtoLeanardBuenaflor (2017)

**Reliability**  
Once a software system is functioning, as specified, and delivered the reliability characteristic defines the capability of the system to maintain its service provision under defined conditions for defined periods of time. One aspect of this characteristic is fault tolerance that is the ability of a system to withstand component failure. For example if the network goes down for 20 seconds then comes back the system should be able to recover and continue functioning.

**Efficiency**  
This characteristic is concerned with the system resources used when providing the required functionality. The amount of disk space, memory, network etc. provides a good indication of this characteristic. As with a number of these characteristics, there are overlaps. For example the usability of a system is influenced by the system’s Performance, in that if a system takes 3 hours to respond the system would not be easy to use although the essential issue is a performance or efficiency characteristic.

**Usability**  
Usability only exists with regard to functionality and refers to the ease of use for a given function. For example a function of an ATM machine is to dispense cash as requested. Placing common amounts on the screen for selection, i.e. $20.00, $40.00, $100.00 etc, does not impact the function of the ATM but addresses the Usability of the function. The ability to learn how to use a system (learnability) is also a major subcharacteristic of usability.

**functionality** is expressed as a totality of essential functions that the software product provides. It is also important to note that the presence or absence of these functions in a software product can be verified as either existing or not, in that it is a Boolean (either a yes or no answer).