**A PROPOSED OFFERING OF WEB-BASED RESERVATION SYSTEM FOR THE ADDLIB DANCE STUDIO AT DATAMEX COLLEGE OF SAINT ADELINE VALENZUELA BRANCH**

A Research Project Presented to the

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**MAINTENANCE DOCUMENTATION**

**INTRODUCTION**

The AdLib Dance Studio Reservation System is designed to help customers easily reserve studio slots using a QR code-based booking system and GCash payment method. The system aims to make the reservation process faster, safer, and more convenient for both customers and staff.

System maintenance is important to keep the system running smoothly, ensure data security, and improve overall performance. Regular maintenance prevents system failures, fixes bugs, and updates features to match new technology trends.

The scope of maintenance includes software updates, error and bug correction, performance improvements, and the application of security patches to protect user data and maintain the system’s stability.

**MAINTENANCE PLAN**

The maintenance plan ensures that the system remains reliable, secure, and efficient over time. The following are the main types of maintenance included in this plan:

• Corrective Maintenance – Fixes errors, bugs, or malfunctions found in the system after deployment.

• Adaptive Maintenance – Updates the system when there are changes in the technology environment, such as browser updates or GCash integration changes.

• Perfective Maintenance – Improves the performance and design of the system based on user feedback and system analysis.

• Preventive Maintenance – Regularly checks and updates the system to prevent future problems, ensuring continuous and stable operation.

**MAINTENANCE SCHEDULE**

|  |  |  |  |
| --- | --- | --- | --- |
| Task Description | Frequency | Responsible Person | Status |
| Database Backup | Weekly | Admin | Ongoing |
| Security Updates | Monthly | Development Team | Scheduled |
| Bug Fixes | As Needed | Support Team | Pending |
| System Performance Check | Quarterly | IT Team | Not Started |

*Table 1. List of Maintenance Schedule*

**ISSUE TRACKING AND BUG REPORTS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Issue ID | Description | Severity | Reported By | Date Reported | Status |
| BUG001 | Login page not loading | High | User A | MM/DD/YYYY | Fixed |
| BUG002 | GCash payment error | Critical | User B | MM/DD/YYYY | In Progress |

*Table 2. List of Issue Tracking and Bug Reports*

**BACKUP AND RECOVERY PLAN**

The backup and recovery plan ensures that data is protected and can be restored in case of a system failure or data loss. Backups are stored in both local servers and cloud storage.

**Backup Procedures**

• Backups are performed weekly and automatically saved to the cloud and external drives.

• Local copies are stored on a secure server for quick access.

**Recovery Steps**

• In case of failure, restore data from the latest backup file stored in the cloud.

• Contact the system administrator or technical support if manual recovery is required.

**PERFORMANCE MONITORING**

The following key performance indicators (KPIs) are used to monitor system health:

|  |  |  |
| --- | --- | --- |
| Metric | Description | Threshold |
| Server Uptime | Percentage of time system is online | 99.9% |
| Response Time | Time taken to load pages | < 2 sec |
| Error Rate | Percentage of failed requests | < 1% |

*Table 3. List of Performance Monitoring*

**SECURITY MEASURES**

The system enforces security measures such as strong password authentication, encrypted user data, and limited access based on user roles. Only authorized staff can access sensitive information.

**DOCUMENTATION UPDATE**

Any updates made to the system or its components will be documented here, including new features, design changes, or improved security configurations.

**CONCLUSIONS AND RECOMMENDATION**

Regular maintenance helps ensure that the AdLib Dance Studio Reservation System operates effectively and securely. It is recommended to continue scheduled updates, monitor performance, and adapt to new technologies to improve user experience.