UNIVERSITY OF DAR ES SALAAM

COLLEGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES (CoICT)

DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

PRACTICAL TRAINING REPORT

REPORT TITLE: DEVELOPING LABORATORY INFORMATION MANAGEMENT SYSTEM (LIMS) FOR TBS

STUDENT NAME:	MSHANA, MOODY AMIN.
REGISTRATION NUMBER:	2022-04-13814
PRACTICAL YEAR TRAINING:	PT2
COMPANY / ORGANISATION NAME:	INFOWISE SYSTEMS LTD
TRAINING OFFICER'S NAME:	ENG. OLGA CHAULWA
ACADEMIC SUPERVISOR'S NAME:	DR. RUTHBETHA KATEULE

DECLARATION

I MSHANA, MOODY AMIN declare that this field report is my own original work and that it has not been and it will not be represented at any university for a similar or any other degree award and is submitted in fulfilment of the requirements for the course of Bachelor of Science in Computer Science to the College of Information and Communication Technology (CoICT) at the University of Dar es Salaam.

Signature:	…………………………	Signature:	…………………………
Date:	…………………………	Date:	…………………………
Name:	MSHANA, MOODY A	PT Supervisor:	…………………………

ABSTRACT

The practical training is of vital importance as it enables the student to put into practice the theoretical skills learned in class throughout the academic program. This report outlines the activities completed during the practical training at Infowise Systems Ltd.

The training program provided insights into the company's organisational structure, project objectives, and system operations, with a focus on understanding information flow and software solutions tailored for TBS.

Through this hands-on experience, I developed practical skills in system analysis, programming, and real-world software development processes, reinforcing my academic knowledge and enhancing my professional skills.

ACKNOWLEDGMENT

I begin by expressing my deepest gratitude to the Almighty God for granting me the strength, wisdom, and perseverance throughout this field journey.

I am profoundly indebted to my supervisor Eng. Olga Chaulwa, for her unwavering support, insightful feedback, and encouragement. Her expertise and mentorship have been invaluable, shaping the course of this field session. Also, thanks to my colleagues and friends whose encouragement and support were a source of inspiration.

I also recognize the contributions of Infowise Systems Ltd for providing the necessary resources and conducive environment essential for this field session. Their commitment to my academic excellence has been instrumental in the successful completion of this study. I will be in debt if I could not recognize how generous their welcoming was and how compacted they made me be with their team. To my family, I express my deepest love and appreciation for their boundless encouragement and understanding especially on the financial side, truly appreciate the support. Their constant belief in my abilities kept me motivated throughout this journey.

Am highly indebted to express my special, heartedly thanks and appreciation to my field supervisor Dr Ruthbetha Kateule, for the reasonable helpful and support which made this report to be accomplished and for her insights on how I can grow my career even better. I appreciate it.

In addition, I am grateful to the numerous scholars, researchers, and authors whose work paved the way for my own. Their groundbreaking contributions enriched my understanding and provided a solid foundation for the field session.

LIST OF ABBREVIATION

CoICT	Collage of Information and Communication Technology
TBS	Tanzania Bureau of Standards
LIMS	Laboratory Information Management System
MVEL	MVFLEX Expression Language

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CHAPTER ONE: MAIN TASK

1.0 DEFINITION AND JUSTIFICATION OF A PROBLEM

The Tanzania Bureau of Standards (TBS), as a regulatory body, is responsible for ensuring that products meet specific quality standards. To fulfil this mandate, TBS conducts various product tests and prepares detailed reports on compliance and safety standards. However, the organisation relies on a paper-based system to handle customers reports. The method has led to significant operational challenges, adversely affecting its effectiveness and public image.

Primarily, the paper-based format has led to inconsistencies in the documentation process. Each report, manually created, risks inconsistencies in formatting, terminology, and presentation. These inconsistencies not only impact the professionalism of the reports but also can create ambiguity in interpretation. When reports vary in structure and content, the information provided becomes harder to understand, especially for stakeholders who depend on these documents for decisions. "Standardised reporting is vital for maintaining quality and ensuring that all stakeholders receive clear, consistent information" (Harrington & Lomax, 2000, 72)

Moreover, the paper-based system also led to variations in logos and branding on official documents. Maintaining a uniform brand image is crucial for TBS, where the logo represents credibility and authority. Inconsistencies in branding can undermine public trust, especially when TBS is concerned with ensuring the quality and safety of products that circulate within the market. For a government authority like TBS, a lack of consistent branding across all communications is not merely an aesthetic issue it reflects directly on the organisation's reliability and trustworthiness in the public eye. "Inconsistent branding on official documents can create perceptions of disorganisation and lack of credibility" (Dowling, 2001, 112)

The paper-based approach has made it challenging to track and retrieve records promptly when needed. In regulatory and compliance environments, efficient record-keeping is essential for auditing purposes, reference, and ensuring that any complaints or follow-ups are handled based on documented facts. The manual retrieval of paper records is time-consuming and can lead to delayed responses in critical situations. In a digital world, clients and stakeholders expect timely responses and access to records that can support transparent decision-making. In contrast, a paper-based system delays information retrieval and affects TBS's operational efficiency. "Reliance on paper records in organisations can severely impede operational efficiency, particularly in record retrieval and archiving" (Harrington & Lomax, 2000, 118)

The reliance on paper-based records also impedes data security and integrity. Paper records are vulnerable to damage, loss, and unauthorised access, posing risks to data confidentiality and security. It raised a concern when people forged TBS documents and it was hard backtracking and authenticating the validity of the documents. By moving to a digital system, TBS could not only improve its operational efficiency but also strengthen its data security protocols, ensuring that authentic data remains protected against loss or unauthorised use. "Without digital safeguards, paper records remain vulnerable to physical degradation, unauthorised access, and natural disasters" (Gordon, 2005, 145)

1.1 PROPOSED SOLUTION

To address the challenges associated with TBS's previous paper-based record-keeping system, they proposed and developed a Laboratory Information Management System (LIMS). The system was specifically designed to streamline the testing, reporting, and data management processes in TBS laboratories, ensuring consistency, security, and operational efficiency. The LIMS solution includes both a desktop application for laboratory analysts and a web-based interface for laboratory heads and administrators, each with specific features to support the specific needs of the laboratory and organisational management.

Features of the LIMS desktop applications for laboratory analysts

- The desktop application provides an intuitive interface for laboratory analysts to enter data related to product testing. Each test conducted by the analysts is recorded in the system, with data captured in structured fields to reduce inconsistencies and enhance accuracy.
- The desktop system evaluates whether the raw data meets the required standards, providing an immediate pass/fail result for each test. This automation enhances accuracy and reduces the need for manual analysis by automatically determining compliance with the specified requirements. The pass or fail result is then used to generate a report that documents the outcome of the test, creating a clear and concise conclusion. This functionality is essential for quality assurance, as it ensures that each test's results are reliably aligned with TBS's standards and regulatory requirements.
- Includes a feature that provides real-time alerts to analysts when a new test is assigned to them, prompting immediate awareness and allowing them to start testing promptly. This notification system ensures that analysts are informed without delay, this feature is crucial for maintaining an efficient workflow, as it minimizes waiting times between task assignment and task initiation. and helps them prioritize tasks as new assignments come in.

Features of the LIMS web based for laboratory heads

- The LIMS includes a web-based platform that allows laboratory heads and other authorised personnel to monitor the progress of each test. Through this dashboard, lab heads can view the status of ongoing tests, the number of tests conducted within specific periods, and details on test completion timelines. This real-time tracking feature enhances oversight and provides management with the ability to make informed decisions regarding laboratory operations.

- The web system includes a statistics module that offers valuable insights into lab activities, such as the number of tests received, completed, and outstanding. These statistics are vital for resource planning, identifying bottlenecks, and understanding the testing operations, which can inform strategies for process improvements.
- Another essential feature of the web system is its capacity to manage and update testing standards and methods. Laboratory heads can use the LIMS to define and modify test standards, requirements, and methods based on industry regulations and evolving quality benchmarks. This feature ensures that laboratory analysts always work with up-to-date information, contributing to accurate and compliant testing outcomes.

1.1.0 JUSTIFICATION OF CHOSEN SOLUTION

Implementing a Laboratory Information Management System (LIMS) for TBS is a strategically justified solution that addresses key operational challenges while enhancing data integrity, security, and efficiency. The shift from a paper-based system to a digital platform ensures standardised data entry, reducing errors and inconsistencies common in manual processes. Moreover, LIMS offers robust data security with encrypted storage and role-based access, critical for safeguarding sensitive information in a standards-based organisation. By providing real-time insights, streamlined workflows, and automated reporting, LIMS not only improves the efficiency of laboratory operations but also strengthens traceability and compliance, essential for regulatory adherence and audit readiness. This digital transformation ultimately empowers TBS to deliver more reliable results, increase productivity, and better support its mission of maintaining quality standards across industries.

ASPECT	PROS	CONS
Data Accuracy	Reduces manual errors, improving consistency and reliability of data	Initial errors possible if data migration is not handled correctly
Data Security	Offers data protection with access control, encryption, and backups	May require cybersecurity measures to handle sensitive data
User Training	Improves user proficiency over time	May cause temporary dips in productivity
Decision-Making Support	Provides insights, aiding resource allocation and quality control	Causes issues to be overlooked or inadequately monitored.

Table 1: Pros and Cons for justified solution

1.2 IMPLEMENTATION OF THE SOLUTION

The implementation of the LIMS for TBS was guided by the Agile methodology, which was chosen as the most suitable approach due to the evolving and complex nature of the system requirements. Many of the functional needs for the LIMS were not entirely clear at the outset, and the development team required continuous input from laboratory professionals and subject matter experts to refine and define these requirements. The Agile approach allowed for flexibility, iterative development, and regular feedback, which were essential in addressing these uncertainties and incorporating professional expertise throughout the development cycle. Agile methodology was suitable for LIMS development for following:

Iterative Development and Incremental Releases

Agile enabled the development team to break down the project into smaller, manageable tasks, called iterations or sprints. Each sprint focused on specific features, such as data entry for test results, report generation, or web-based monitoring capabilities. This allowed the team to deliver functional parts of the system incrementally, testing and refining each component before proceeding to the next.

Continuous Improvement Through Sprints

At the end of each sprint, the team had to reflect on successes, identify challenges, and improve future sprints. This practice fostered a culture of continuous improvement, enabling the team to refine workflows, enhance communication, and progressively align the LIMS development with TBS's goals.

Sprint retrospectives also improved team cohesion and communication, as they provided a platform for team members to openly discuss challenges and propose solutions. By creating a feedback loop, retrospectives empowered team members to voice their experiences and contribute to solutions, improving a collaborative and supportive environment.

Adaptability to Changing Requirements

Given the initial lack of clarity in requirements, Agile provided the flexibility to adapt to changes as they arose. As stakeholders gained a clearer understanding of the system's functionality, they could update or refine requirements, ensuring that the final system would align more accurately with TBS's operational needs.

Collaboration and Professional Input

Agile encourages continuous collaboration among team members, stakeholders, and domain experts. This was especially important in the development of LIMS, as laboratory professionals could provide essential insights into the testing and reporting processes. Their input helped clarify standards, data entry protocols, and reporting requirements.

Regular collaboration sessions allowed the development team to better understand the laboratory workflows and integrate specific functionalities, such as retrieving reports by test ID, lab, or analyst. This ensured the system was not only technically good but also highly relevant to the users' day-to-day operations.

Testing and Quality Assurance

Each Agile iteration included a cycle of testing, ensuring that new features were thoroughly vetted before moving to the next sprint. This testing process helped identify issues early, allowing the team to address them in a timely manner and ensuring that each component met quality standards.

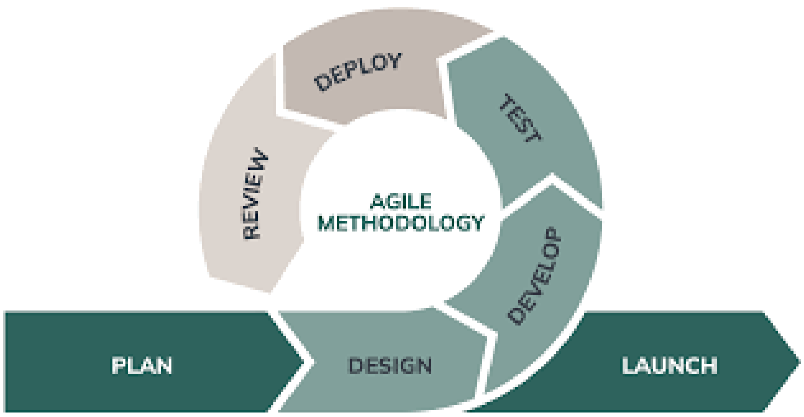


Figure 1: Agile Methodology (Michaud, 2024)

1.2.0 BUSINESS RULES AND THEIR IMPLEMENTATION WITH MVEL

Business rules are specific guidelines or logic that define and constrain the operations, behaviours, and workflows within an organisation's processes or systems. These rules express the procedures and constraints of an organisation, ensuring consistency and compliance. In a laboratory context, business rules define how data should be processed, specify the acceptable requirements for test results, and outline the conditions that categorise results as pass or fail.

Why Use Business Rules Instead of Embedding Logic in the Source Code?

TBS manages over 1,000 standards, directly embedding business logic within the source code could significantly increase the application's size and complexity. Each standard involves unique rules and conditions governing testing requirements, pass/fail criteria. Embedding each of these rules into the code base would not only make the system bulky and inefficient but would also require developers to modify and recompile the application whenever a rule or standard changes.

Implementing Business Rules with MVEL

Business rules were written in an expression language MVEL (MVFLEX Expression Language), a lightweight, embeddable expression language for Java-based applications. MVEL allows developers to write complex rules using expressions and scripts that can be evaluated at runtime, making it a powerful tool for defining business logic.

Business rules are initially written within the LIMS web application, where the laboratory heads or system administrators can define and update the logic required for various tests. Once defined, these rules are stored in a database, allowing them to be accessed by analysts This ensures that the desktop application retrieves relevant rules from the database on demand.

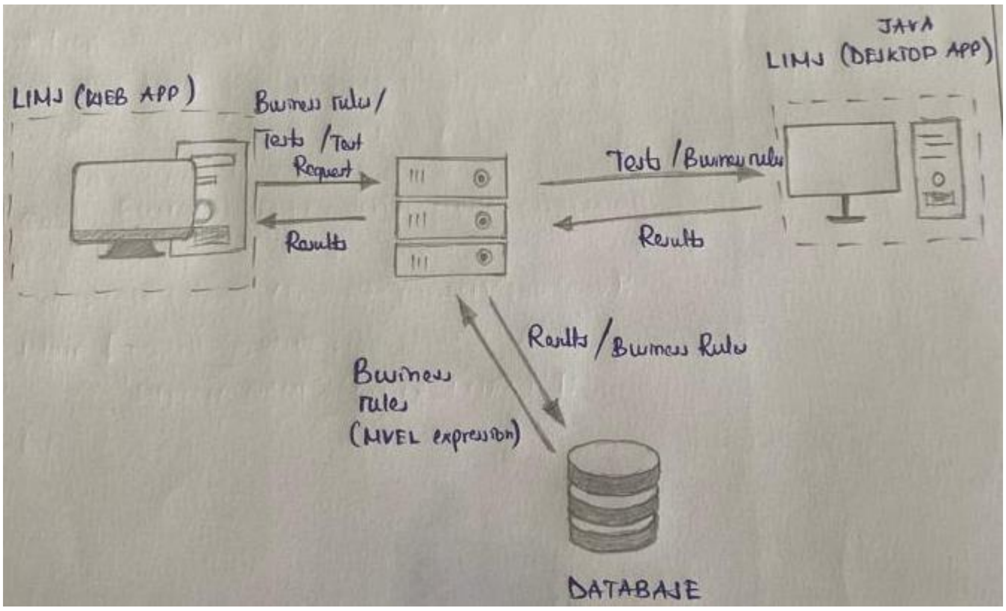


Figure 2: Business Rule Implementation

1.2.1 ADVANTAGES OF STORING BUSINESS RULES IN A DATABASE

Flexibility and Ease of Update

Storing business rules in a database allows for easy modifications without altering the application code. Since business rules may evolve with organisational needs, regulatory changes, or user feedback, the ability to update them directly in the database is invaluable. Developers and system administrators can modify the rules as needed without redeploying the entire application, reducing downtime and ensuring quick adaptability to new requirements.

Improved Maintainability and Scalability

As an organisation grows or its operations become more complex, the need for scalable and maintainable solutions increases. Storing business rules in a database allows the organisation to add or modify rules without complicating the source code. This modular approach makes it easier to scale the system to accommodate additional rules or changes, ensuring the application remains manageable as it grows.

Enhanced Security, Monitor and Control

Access to modify these rules can be restricted to authorised personnel, ensuring that only qualified individuals make changes. Also embedding rules directly in the source code might expose them to unnecessary risk, as changes would require source code access and could inadvertently disrupt other parts of the application if not handled carefully.

1.2.2 SYSTEM FLOW OF THE LABORATORY INFORMATION MANAGEMENT SYSTEM (LIMS) FOR TBS.

The LIMS system for TBS operates through two main interfaces: a web application and a desktop application, each with specific roles in managing samples, tests, and report approvals. This design streamlines workflows across various departments, ensuring that each stage in the testing process is logged, tracked, and validated according to TBS standards.

Web Application: Registration and Test Request Initiation

The process begins on the LIMS web application as soon as a sample is submitted to TBS. In this initial phase, the sample is registered in the system, capturing essential details such as the sample type, customer information, and any specific testing requirements. Once the sample is registered, the sample registrar creates a test request. This request specifies the exact tests that need to be conducted on the sample, based on what the customer has paid for or requires.

The test request is then sent to the specific laboratory. Here, the laboratory head has an overview of incoming test requests and must review and accept each request before any further action is taken. During acceptance, the laboratory head assigns the test to a specific analyst. This assignment process allows laboratory heads to balance workloads effectively while ensuring that each test request is managed by an analyst.

Desktop Application: Test Execution and Data Input by Analyst

Once a test request is assigned, the LIMS desktop application becomes the primary tool for the laboratory analyst. The analyst must first accept the test assignment within the system, indicating readiness to perform the test. This acceptance step is crucial for maintaining accountability and tracking who is responsible for each test.

After performing the test, the analyst uploads the raw data obtained from measurements directly into the system. This data is crucial as it serves as the foundation for the final report. The LIMS system is configured to automatically compare this raw data against predefined standard requirements for the particular test. The system then provides results, indicating whether the sample has “passed” or “failed” based on these standards.

Review and Approval Workflow: Checker and Laboratory Head

Once the analyst has completed and submitted their results, the system flows into a multi-level review and approval stage to ensure data accuracy and integrity. First, the test report is sent to a checker, the reviewer responsible for verifying the correctness and completeness of the analyst's data entry and results. If the checker identifies any inconsistencies or errors, they can return the test to the analyst for revision.

After the checker confirms the test's accuracy, the report is forwarded to the laboratory head for final review. The laboratory head evaluates the report in its entirety, ensuring that all data aligns with TBS's standards and regulatory requirements. If satisfied, the laboratory head approves the test report, which then becomes an official document in TBS's records. If the laboratory head has any objections, the report can be returned to the checker or the analyst for additional adjustments, ensuring that all reports meet the organisation's quality standards.

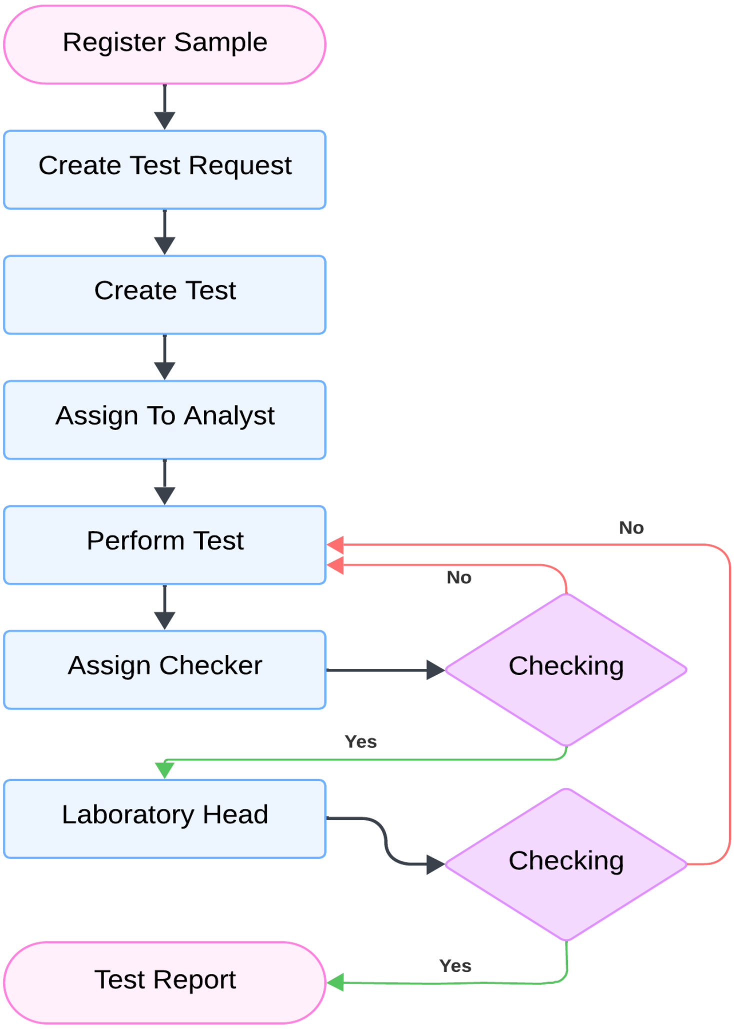


Figure 3: LIMS For TBS Flowchart

1.2.3 FUNCTIONAL REQUIREMENTS FOR LABORATORY INFORMATION MANAGEMENT SYSTEM (LIMS) FOR TBS.

To ensure that the Laboratory Information Management System (LIMS) fulfils TBS's needs and meets operational standards, functional requirements were established during the design and planning phases. Below are the requirements that were implemented on LIMS.

1. Sample Registration: Ability to register samples in the system capturing relevant metadata (e.g., sample type, customer information, date).
2. Test Request Creation and Management: Capability for authorised personnel to create test requests, including specifying tests based on customer requirements. Locating of test requests to the appropriate laboratory based on sample.
3. Role-Based Access and Authorization: Defined roles (e.g., registrar, laboratory head, analyst, checker) with specific permissions to ensure data confidentiality and integrity. Authentication mechanisms to ensure that only authorised users can access sensitive functions and data.
4. Data Entry for Test Results: Interface for laboratory analysts to input raw data directly into the system, reducing manual errors and improving data accuracy. Automated comparisons between inputted data and standard values, providing pass/fail results based on predefined requirements.
5. Report Generation and Retrieval: Automated generation of test reports based on input data, including the ability to retrieve reports by various criteria (e.g., test ID, lab, analyst). For future reference and auditing purposes.

1.2.4 MY ROLE IN THE SOLUTION IMPLEMENTATION

In the implementation of the LIMS for TBS, my primary responsibility was the development of business rules and test methods to ensure data validation and accuracy in reporting. Wrote business rules that compute the raw data entered by laboratory analysts, automating the process of comparing these results against predefined standard requirements to determine a pass or fail outcome. These rules were integral in reducing human error and ensuring consistent, reliable test evaluations. Also developed the test methods to operationalize these business rules, allowing the system to handle a variety of standard requirements for specific tests. By embedding these test methods, the system could automatically apply established requirements, streamlining the workflow for analysts

1.2.5 ALTERNATIVE SOLUTIONS FOR THE PROBLEM

When addressing the challenges faced by TBS in managing laboratory information, several alternative solutions could be considered, each with different advantages in terms of functionality, cost, and ease of implementation. Below, are some of the alternatives and compare their potential benefits and limitations against the LIMS implemented.

Spreadsheet-Based System with Macros and Automated Scripts

Using spreadsheets (e.g. Microsoft Excel) with custom macros and automated scripts can create a low-cost, flexible alternative to full LIMS. This approach allows TBS to maintain digital records, automatically calculate test results, and perform some degree of validation with simple coding. Spreadsheets are accessible, familiar to most users, and can support basic reporting and data storage.

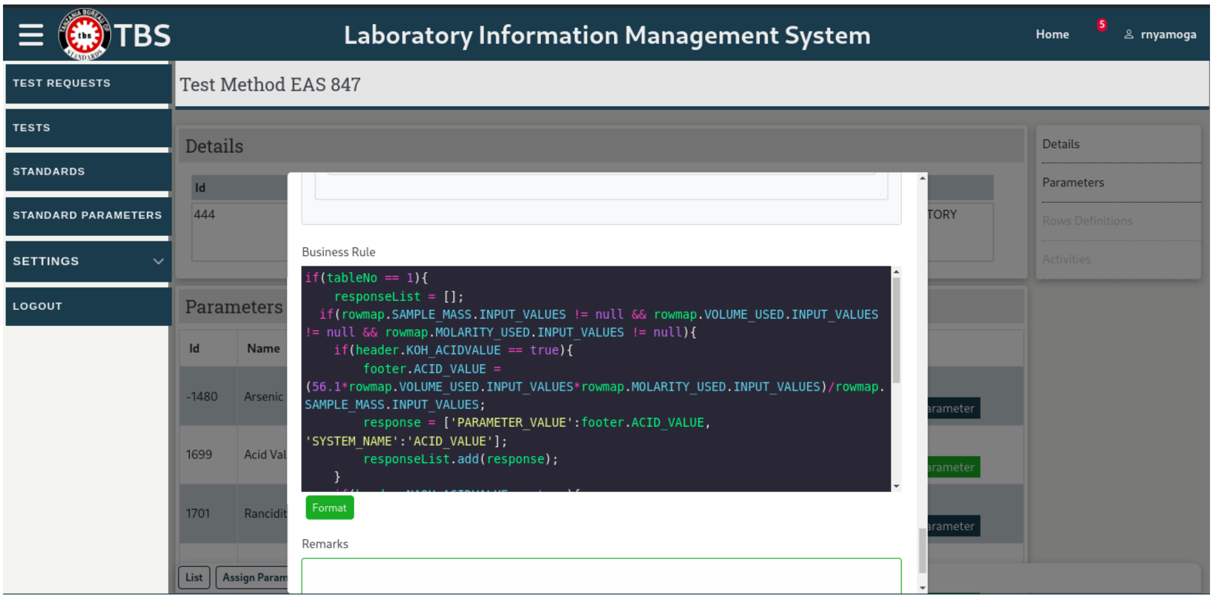
Open-Source LIMS Software

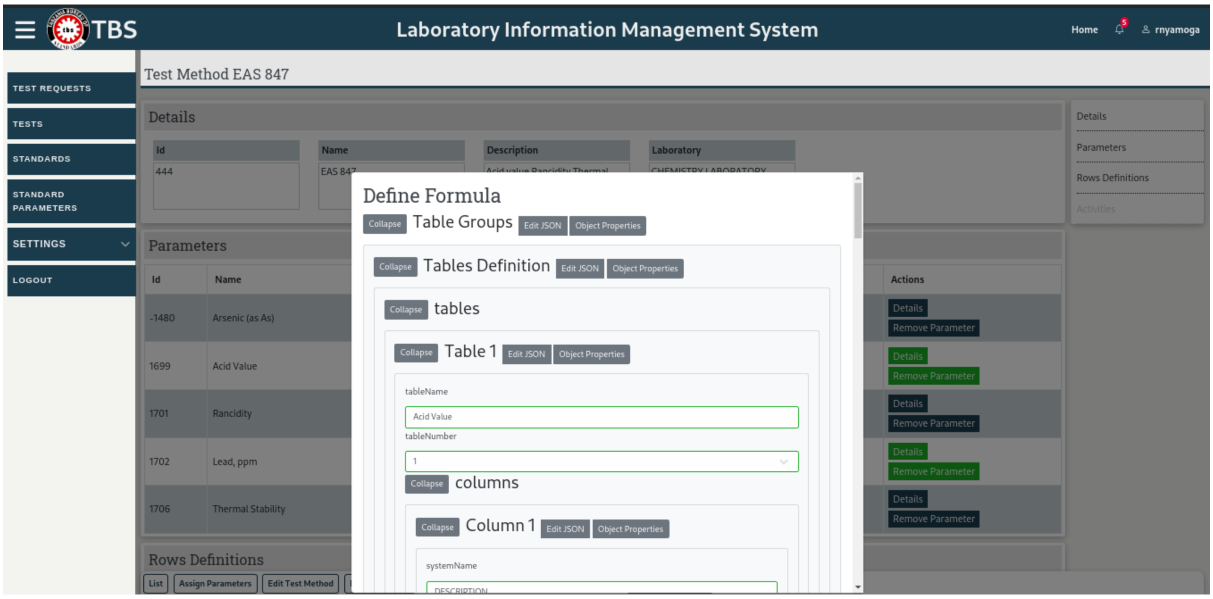
Several open-source LIMS options, such as OpenLab or Bika LIMS, are available for laboratories seeking a cost-effective, customizable solution. Open-source LIMS can be configured to support various testing workflows and provide functionalities like sample tracking, data entry, reporting, and user management. While they lack the full support and security of commercial software, open-source solutions can often be adapted with some development work to meet specific needs.

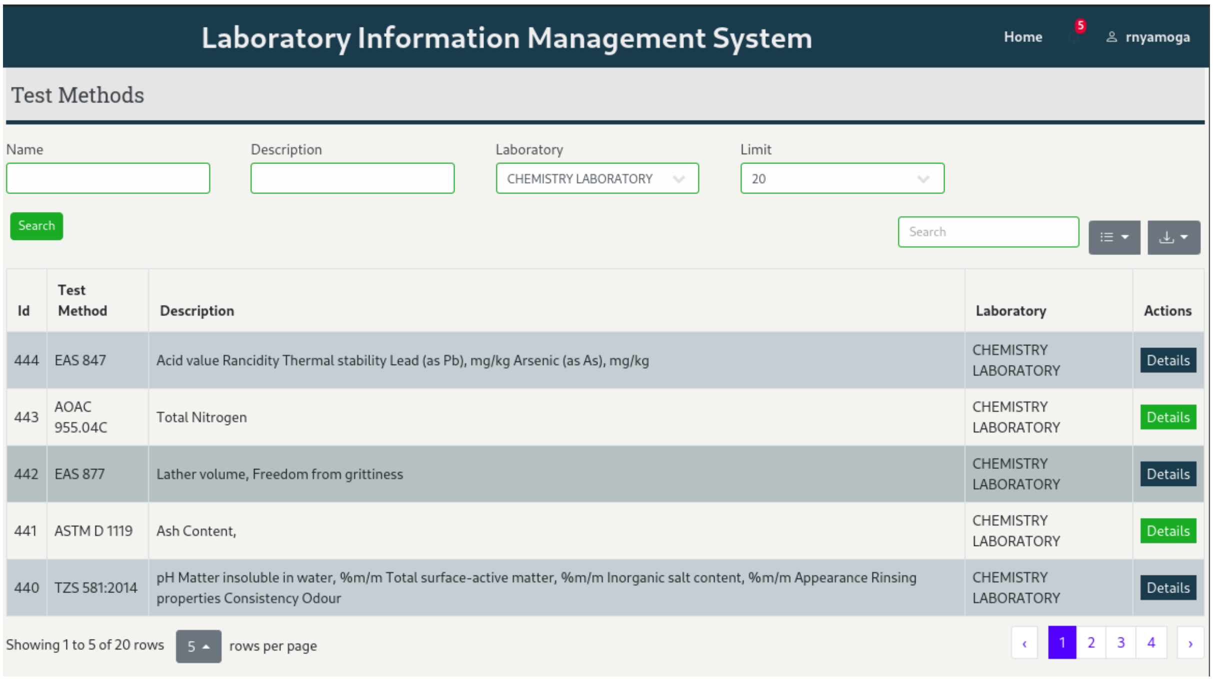
SOLUTION	PROS	CONS
Spreadsheet System	1. Low cost 2. Familiar 3. Customizable	1. Limited automation 2. Prone to error 3. Not scalable
Open-Source LIMS	1. Low cost 2. Customizable 3. Active community	1. Requires technical skills 2. Limited support

Table 2: Alternatives Solutions Pons and Cons

1.2.6 SYSTEM SNAPSHOTS






Laboratory Information Management System
Home
5
rnyamoga
Test Methods
Name
Description
Laboratory
Limit
CHEMISTRY LABORATORY
20
Search
Search
Id
Test Method
Description
Laboratory
Actions
444
EAS 847
Acid value Rancidity Thermal stability Lead (as Pb), mg/kg Arsenic (as As), mg/kg
CHEMISTRY LABORATORY
Details
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AOAC 955.04C
Total Nitrogen
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Details
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EAS 877
Lather volume, Freedom from grittiness
CHEMISTRY LABORATORY
Details
441
ASTM D 1119
Ash Content,
CHEMISTRY LABORATORY
Details
440
TZS 581:2014
pH Matter insoluble in water, %m/m Total surface-active matter, %m/m Inorganic salt content, %m/m Appearance Rinsing properties Consistency Odour
CHEMISTRY LABORATORY
Details
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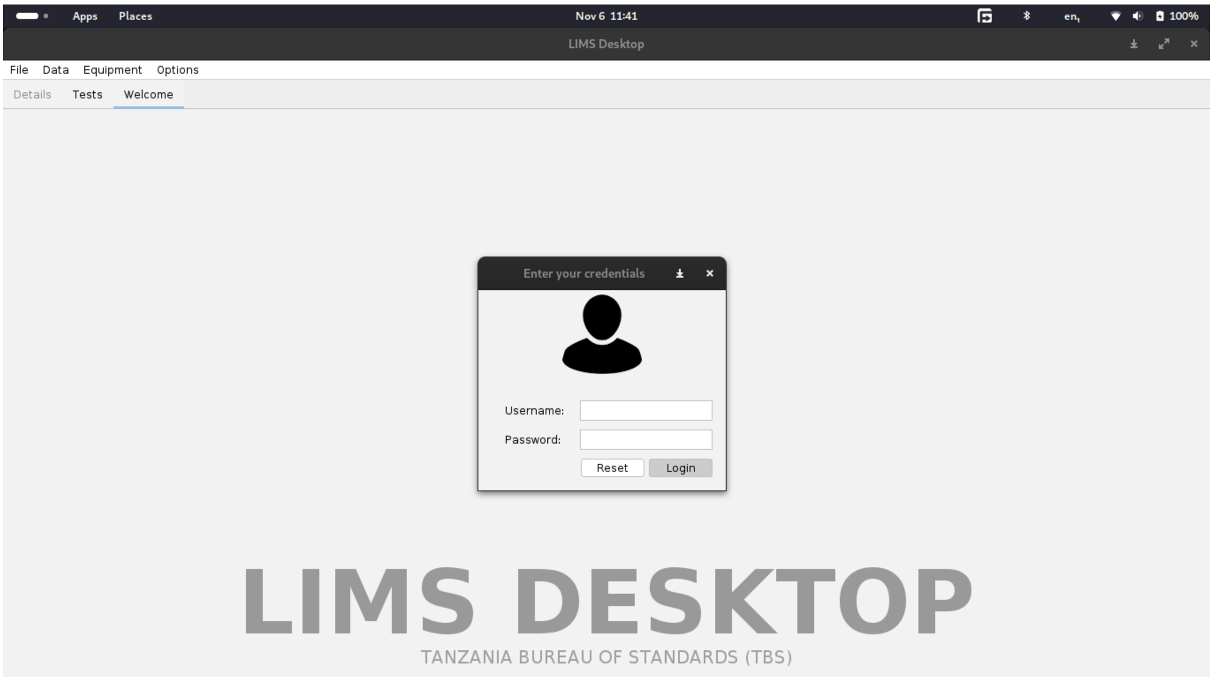
2
3
4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Places
Nov 6 11:41
en,
100%
LIMS Desktop
File
Data
Equipment
Options
Details
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Welcome
Enter your credentials
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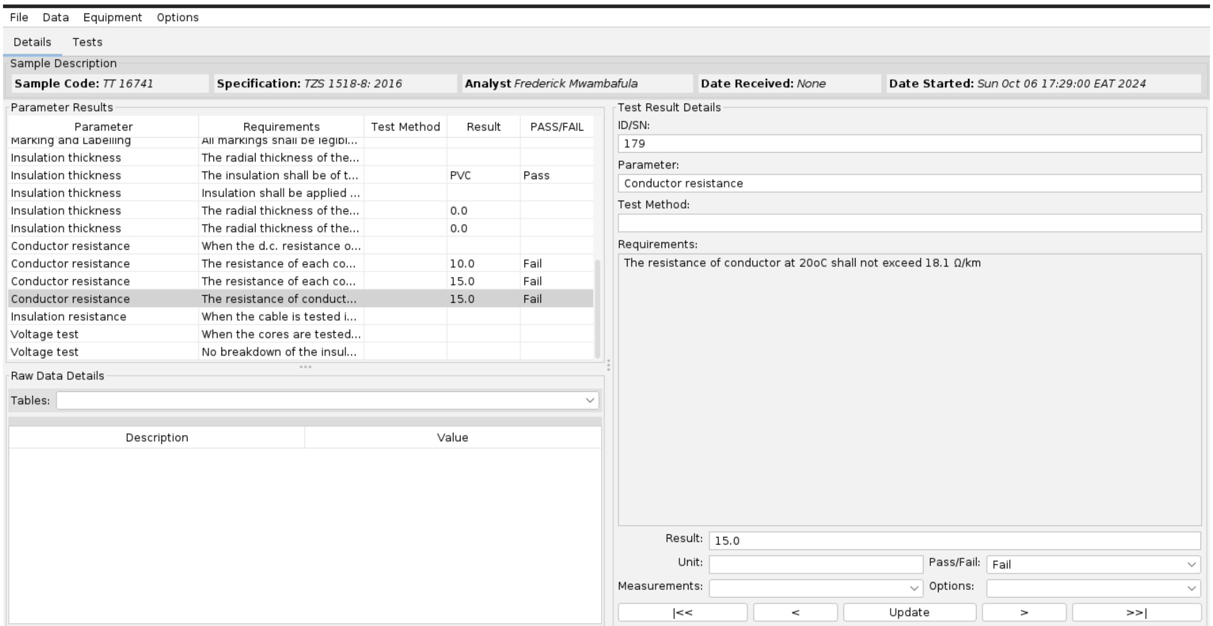
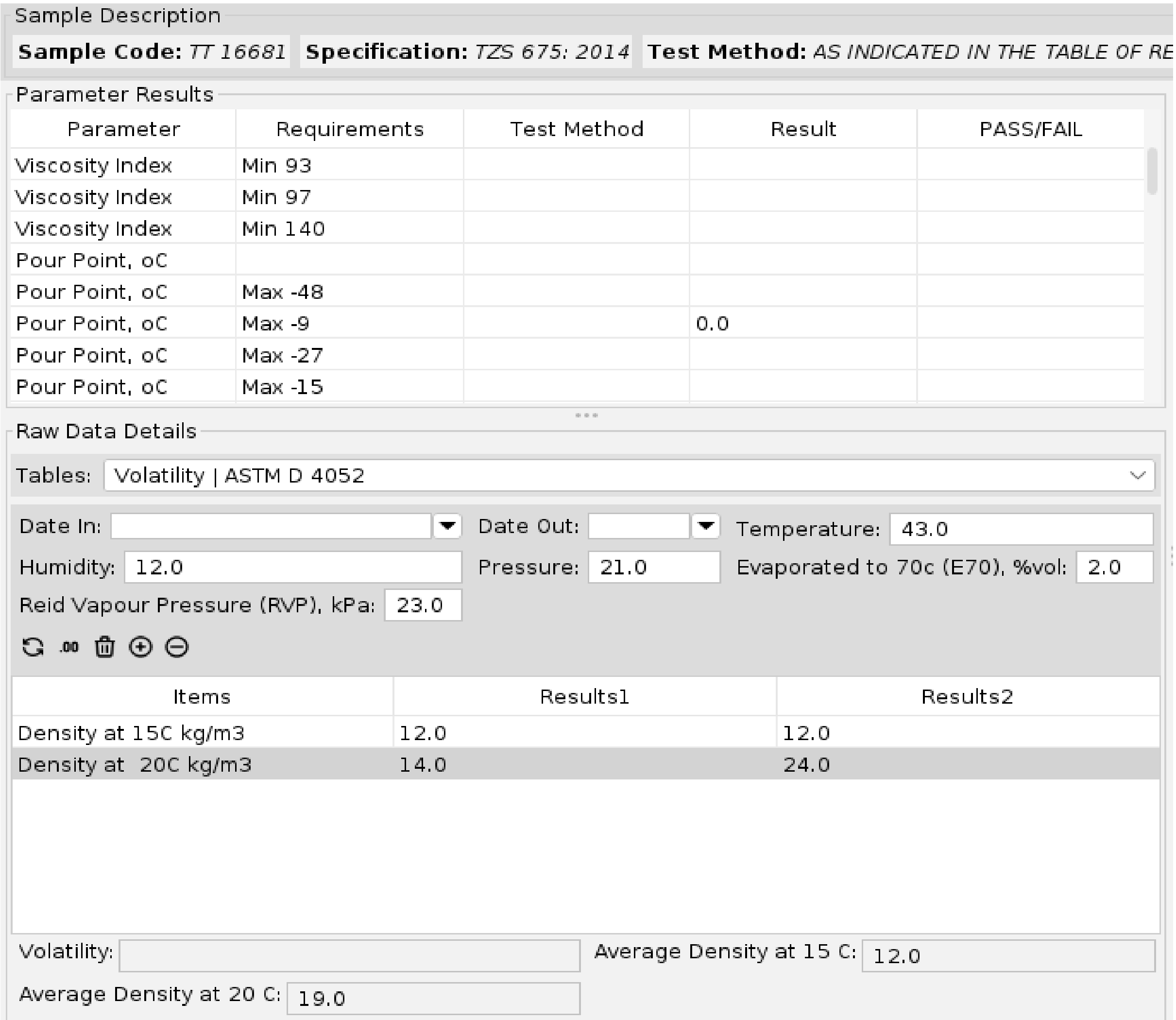
Password:
Reset
Login
LIMS DESKTOP
TANZANIA BUREAU OF STANDARDS (TBS)


File Data Equipment Options
Details Tests
Sample Description
Sample Code: TT 16741
Specification: TZS 1518-8: 2016
Analyst Frederick Mwambafula
Date Received: None
Date Started: Sun Oct 06 17:29:00 EAT 2024
Parameter Results
Parameter | Requirements | Test Method | Result | PASS/FAIL
Marking and Labelling | All markings shall be legibl...
Insulation thickness | The radial thickness of the...
Insulation thickness | The insulation shall be of t... | PVC | Pass
Insulation thickness | Insulation shall be applied ...
Insulation thickness | The radial thickness of the... | 0.0
Insulation thickness | The radial thickness of the... | 0.0
Conductor resistance | When the d.c. resistance o...
Conductor resistance | The resistance of each co... | 10.0 | Fail
Conductor resistance | The resistance of each co... | 15.0 | Fail
Conductor resistance | The resistance of conduct... | 15.0 | Fail
Insulation resistance | When the cable is tested i...
Voltage test | When the cores are tested...
Voltage test | No breakdown of the insul...
Raw Data Details
Tables:
Description | Value
Test Result Details
ID/SN:
179
Parameter:
Conductor resistance
Test Method:
Requirements:
The resistance of conductor at 20oC shall not exceed 18.1 Ω/km
Result: 15.0
Unit:
Pass/Fail: Fail
Measurements:
Options:
|<< < Update > >>|


Sample Description
Sample Code: TT 16681
Specification: TZS 675: 2014
Test Method: AS INDICATED IN THE TABLE OF RE
Parameter Results
Parameter | Requirements | Test Method | Result | PASS/FAIL
Viscosity Index | Min 93
Viscosity Index | Min 97
Viscosity Index | Min 140
Pour Point, oC
Pour Point, oC | Max -48
Pour Point, oC | Max -9 | 0.0
Pour Point, oC | Max -27
Pour Point, oC | Max -15
Raw Data Details
Tables: Volatility | ASTM D 4052
Date In:
Date Out:
Temperature: 43.0
Humidity: 12.0
Pressure: 21.0
Evaporated to 70c (E70), %vol: 2.0
Reid Vapour Pressure (RVP), kPa: 23.0
.00
Items | Results1 | Results2
Density at 15C kg/m3 | 12.0 | 12.0
Density at 20C kg/m3 | 14.0 | 24.0
Volatility:
Average Density at 15 C: 12.0
Average Density at 20 C: 19.0

1.3 CHALLENGES ENCOUNTERED DURING PT

Limited Internet Bandwidth

Although the company provided unlimited internet access, the influx of practical training students created a bandwidth strain. This limitation affected productivity, especially when accessing online resources or collaborating with team members on cloud-based platforms. Effective internet connectivity is crucial in a development environment for research, accessing documentation, and communicating with remote resources

Learning New Technology (MVEL)

Had to quickly familiarise myself with the MVEL (MVFLEX Expression Language) library, which was essential for integrating business rules into the Java-based system. MVEL is known for its flexible, dynamic capabilities in embedding business rules within Java applications, but adapting to this new syntax and function set required additional learning and practice. Mastering MVEL was challenging but necessary to create robust and maintainable rule-based functionality for the project.

1.4 CONCLUSION

practical training at Infowise Systems LTD focused on developing a Laboratory Information Management System (LIMS) for the Tanzania Bureau of Standards (TBS), offering a valuable, hands-on understanding of how digital solutions can transform organisational workflows. By replacing TBS's outdated paper-based system, the LIMS provides a streamlined digital platform that enhances data consistency, security, and operational efficiency across laboratory operations. The system’s web and desktop applications facilitate greater transparency and management oversight. Laboratory heads can monitor test progress in real time, access detailed statistics, and ensure standards and testing methods are updated and followed. Overall, this digital transition not only ensures accuracy and reliability but also supports TBS in meeting regulatory and quality standards more effectively, representing a significant step forward in aligning laboratory practices with modern data management requirements.

1.5 RECOMMENDATION

To further enhance the effectiveness of the Laboratory Information Management System (LIMS) developed for the Tanzania Bureau of Standards (TBS), several key recommendations are proposed. These recommendations focus on maximising the system's long-term value, strengthening data security, supporting continuous improvement, and ensuring a seamless user experience. Implementing these suggestions can help TBS fully leverage the benefits of the new digital platform, ensuring both operational efficiency and sustained growth.

Continuous User Training and Support

One of the critical success factors for any digital system is ensuring that users are well-equipped to operate it effectively. TBS should conduct regular training sessions for different user groups, such as analysts, laboratory heads, and administrative personnel. This training should cover system navigation, data entry, reporting functions, and security protocols. It is also beneficial to provide ongoing support through help desks to address any user issues promptly. This approach will encourage user confidence and proficiency, reducing errors and maximising productivity. “Continuous training positively impacts system adoption and proficiency" (Abugabah, 2015)

Implementation of Advanced Data Security Protocols

Data security is paramount in a laboratory setting, particularly with sensitive testing and regulatory data. TBS should consider implementing advanced security measures, such as two-factor authentication, encrypted data storage, and secure access protocols for different user roles. Additionally, regular security audits and compliance checks can help maintain a robust data protection framework. Enhancing security will safeguard TBS’s reputation, maintain client trust, and protect critical information from both internal and external threats.

Integration with Other Regulatory Systems

To achieve a more comprehensive data ecosystem, TBS could explore integrating LIMS with other national or regional regulatory and quality management systems. Such integration can streamline data flow, reduce redundancy, and enable data sharing between different regulatory bodies. This integration would be especially valuable in industries where compliance with multiple regulatory bodies is necessary.

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