

Name: Reliability

<Files\\DEV- 11> - § 7 references coded [21.69% Coverage]

Reference 1 - 2.57% Coverage

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¶158: For example, we cannot rely on the trivial existing system, maybe one or two hours, it took one or two, it takes one or two hours to make the medical history, but at the end of the session, the doctor has to check recheck, again, if it is 100% correct or not. So, this is a challenge, we cannot rely on the app as well.

Reference 2 - 0.94% Coverage

¶160: So, we cannot give the service to people where they can't blindly trust the app. Healthcare system is very sensitive.

Reference 3 - 2.69% Coverage

¶166: In the system users upload their prescription and our backend system analyzed it. Another challenge, we cannot pass it (the prescription) unless it is validated, but face huge limitation to during validating handwriting prescription, to modify and exactly what it is saying is accurate or fake one. So, we cannot rely on that portion.

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Reference 4 - 3.42% Coverage

¶168: So basically, as a human being, we have our artificial intelligence and common knowledge. For example, if we found someone uploading a prescription for 100pc of a restricted medicine with age range 20-40, it is suspicious, but this also may be real prescription. How to differentiate? We cannot rely on the system blindly. These are the main things, I think main challenges for any e-healthcare system is appropriate validation

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Reference 5 - 7.11% Coverage

¶170: Another related mobile app was Semantic Web. We tried to make an app where the user can give their disease symptoms, and according to those symptoms, they get connected for a discussion and future steps regarding this. Here, we need to process a vast amount of data by users' disease and semantic web-based technologies. At the end of the day, we can find which medicines is preferable for which diseases, but it was actually dangerous without the validation from an experienced doctor.

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¶172: We used three type of algorithms there. Again, we cannot trust the half a billion souls 95% accuracy, but some sort of medicine that is not maybe applicable for those diseases, and may give a serious problem.

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¶174: As medical data is so sensitive I am repeating, again if we rely on app, so it is always challenging for us to make it 100% accurate. Even our smallest mistake can harm our biggest problem.

Reference 6 - 4.14% Coverage

¶81: I already mentioned when we launched our app for delivering the medicine door to door, we start taking order of medicine, we see that we can order more than five or 10 pieces of restricted medicines. So, in that point, we realize that we cannot give more than that, or we have to make a parameter that you cannot order more than that amount of medicine. So, where are we need to upload the prescription of doctor and then we have to parse the text and according to those testing apart, restrict drug addicted people.

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Reference 7 - 0.82% Coverage

¶83: Thus I can say most issues we face in during usages, especially the validation and reliability issues.

<Files\\DEV- 12> - § 1 reference coded [4.42% Coverage]

Reference 1 - 4.42% Coverage

¶53: So what you need for these sort of users is to prepare a documentation about how the app works also a demo that shows where the input goes in, which type of value and and so on.

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¶55: The main problem lies here is that, there is a user input based field, we are not using any sensor or anything, so that user had to manually input the values. Hence, the authenticity of the input information is questionable here. The user can input anything, there is some problem about the authenticity of the information they are giving.

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<Files\\DEV-1> - § 1 reference coded [2.06% Coverage]

Reference 1 - 2.06% Coverage

¶93: Okay two procedures (functions) collect the data locally, one use third party API same as Google or Yahoo, and other is some collect data from different university, professor, PhD student. We also have our development team dedicated to collect the data and make it authentic. We also trained some data to get accurate output.

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<Files\\DEV-9> - § 2 references coded [12.18% Coverage]

Reference 1 - 4.73% Coverage

¶73: Then, there is another version of our app for driver application same as uber. All the driver need to use this application to accept the request from user and then they need to go to the location for pick up, use that app while continuing a trip, until drop off, after drop off wait for another job and so on.

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¶75: In the driver application, initially we try to make it feature rich. I must mentioned that our application was serving six to eight different countries in Southeast Asia where 80 to 85% people use Android application, not iOS. So initially, we did not even have an iOS application but eventually we have both application over the time.

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¶77: What I'm trying to say in our driver application we try to make it feature rich. After some time we observed that our application size is becoming huge, exceeding 100 MB, near to 200 MB. If I remember correctly, when a probable booking come in, we retrieve a lot of information, such as user profile, photo, and location and related information about roadmap and a lot of stuff.

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¶79: Then, what we figured out this is a lot of application was crashing, and we are getting a lot of crash report. We try to investigate why there was a lot of crash? We found this is due to the phone configuration.

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Reference 2 - 7.45% Coverage

¶81: Let me explain this, one of our largest demographic users was from Indonesia, most of them live under \$200 per month, and hence cannot afford just to buy a good, expensive mobile that can support all the things of our app. In the lower configuration mobile, what happened is that our application becomes over rich, got out of memory exception and application close automatically. Android has some system that, whenever an application goes in background, it might kill your application. So it might kill What does that mean? That means if you have enough memory, then Android will keep it otherwise not.

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¶83: Thus, if you use a good mobile app, like that has a lot of RAM, then probably you're fine with our app, no problem. But if you use low configuration mobile, usually our app is okay with single application running, but if you move to another application such as browser it might kill our application since it is go to background. That's one of the thing for our so many crashes since most of the user have low configuration mobile.

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¶85: Then, in our application, we did not actually put attention about the size of the application initially considering this issue.

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¶87: So, a lot of report comes in where we found that the driver cannot use the application. Our investigations suggest that there was no space left and hence the app crashes. Initially, that has a huge impact to the popularity of our app

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¶89: In the latest generation of Android app, it is simplified to one so that means one single space can be used by both application, but in previous generation, there was limitation to do so, this also one of the reasons for the crash.

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¶91: For example, the user video audio or other file space, we call it user file space that filled up very quickly, because it is a shared space. There was other application like Facebook application that also use a lot of data. So, one particular instance actually we had a very good program that is we call bleaching programs.

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