PUBLIC VEHICLE COMPLAINT MANAGEMENT SYSTEM

User Acceptance Testing form

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Please put a check (√) mark on the rating boxes.

Criteria	Description	Rating (1 – Lowest / 5 – Highest)				
		1	2	3	4	5
1. Functionality						
1.1 Accuracy	How does the system adequately meet its objectives?					
1.2 Security	How protected is the system and its data contents from unauthorized access?					
2. Reliability						
2.1 Data Validity	Does the system check and validate user input to avoid erroneous data entry?					
2.2 Recoverability	How easily does the system provide a way to back-up data stored in it?					
3. Usability						
3.1 Understandability	Does the system provide on-screen instructions?					
3.2 Learnability	Can users quickly and easily learn to use the software?					
3.3 Operability	Can users easily navigate between program screens?					
3.4 Attractiveness	Is the overall user interface visually pleasing?					
4. Efficiency						
4.1 Ease of Start-up	How easily is the system started up?					
4.2 Resource Utilization	Does the system require minimal hardware resources?					
4.3 Time Behaviour	How quickly does the system accomplish specific actions?					

Criteria	Description	Rating (1 – Worst / 5 – Best)				
		1	2	3	4	5
5. Maintainability						
5.1 Installability	How easily is the system installed (in case re-installation is needed)?					
5.2 Testability	Can the system be tested and verified using test/sample data?					
6. Support and Manuals						
6.1 Understandability	Does the user manual provide clear and concise instructions on how to operate the software?					
6.2 Visual References	Does the user manual provide actual screenshots showing how to operate the software?					

Comments/Suggestions	
1. Functionality	
2. Reliability	
3. Usability	

Comments/Suggestions	
4. Efficiency	
5. Maintainability	
6. Support and Manuals	

Table Summary

Criteria	Total Score
1. Functionality	
2. Reliability	
3. Usability	
4. Efficiency	
5. Maintainability	
6. Support and Manuals	

Average Score Interpretation:

4.1 – 5.0 = Very Acceptable
3.1 – 4.0 = Acceptable
2.1 – 3.0 = Moderately Acceptable
1.0 – 2.0 = Not Acceptable

Average Score:

Evaluated and Tested by:

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