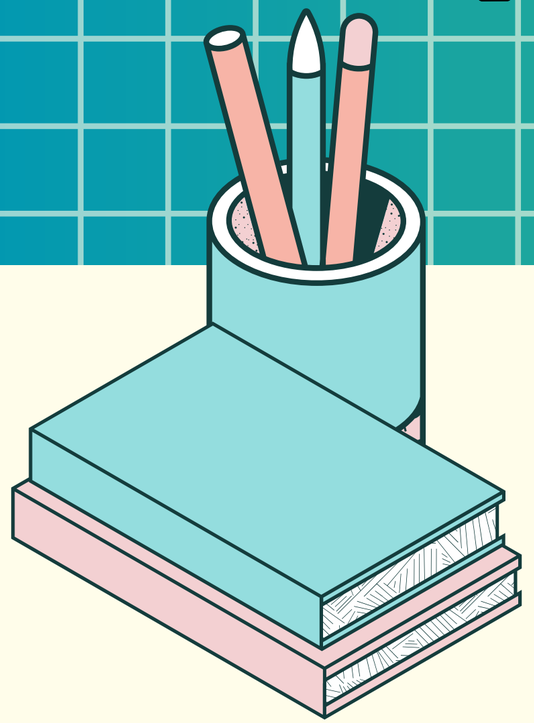
SVCILITY

FACILITY MANAGEMENT SYSTEM



Presented by: Team Kimchi

OBJECTIVES

The general objectives of the user testing are the following:

- To gather participants from all the relevant strata for a sufficient user testing session.
- To gather insights from the participants, such as their thoughts about the system as they interact with the prototype.
- To observe the interactions between the system and the participants and take notes on any issues, difficulties, or participants' comments.
- To gather valuable data by ensuring the coverage of various scenarios and tasks the participants execute.
- To identify potential usability issues and areas for improvement.

PARTICIPANT DEMOGRAPHICS

The demographics include the following:

- Different Departments: Participants should be from varying departments to ensure comprehensive ideas from a broad range of perspectives. This includes participants from the Mayor's office, MENRO, and MTPSO, the departments involved in Facility Management Operations at San Vicente LGU.

- Occupation: Participants should be from different departments with different job roles within the LGU. This includes participants with job roles such as administrators, maintenance personnel, and others.

- Citizenship: Participants should be from San Vicente LGU personnel and San Vicente citizens to ensure the accurate representation of the diverse user base of the SVCility: Facility Management System.

SCENARIOS TESTED

The scenarios carried out by the user are the following:

- Create an account in the SVCility: Facility Management System.
- View the available facilities and equipment.
- Create a new request for a facility.
- Create a new request for equipment.
- Create a new request for both facility and equipment.

The scenarios carried out by the administrator are the following:

- Create an account in the SVCility Facility Management System
- View the submitted file
- Approve a user request
- Decline a user request

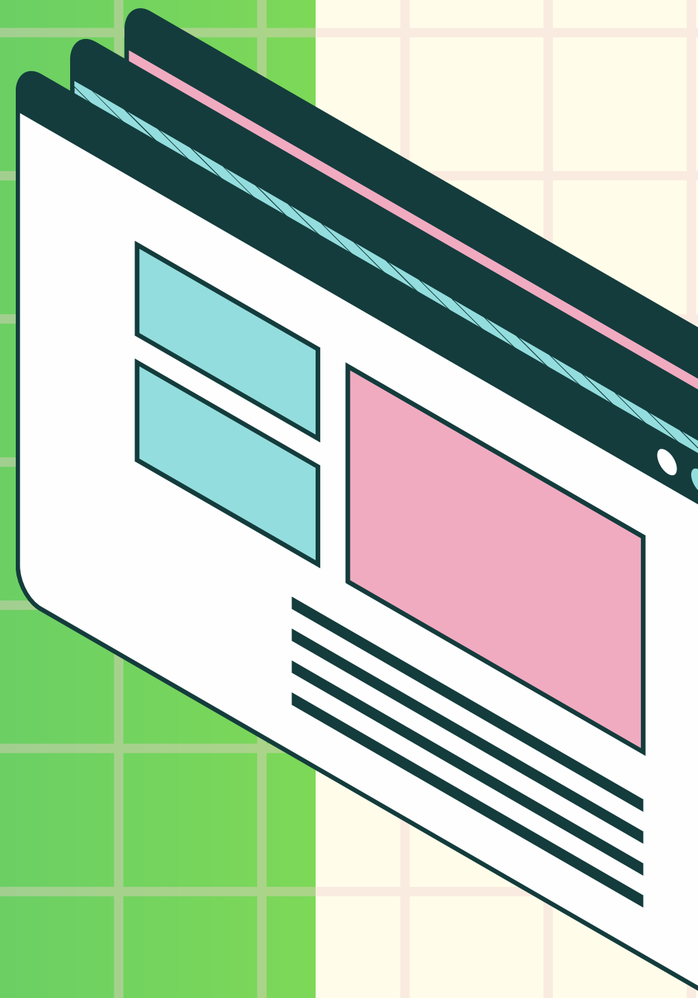
SCENARIOS TESTED

The scenarios carried out by the MENRO and MTPSO are the following:

- View the current number of equipment.
- View the pending equipment or those that still need to be returned.
- View the returned equipment.
- View the status of the equipment.

KEY FINDINGS

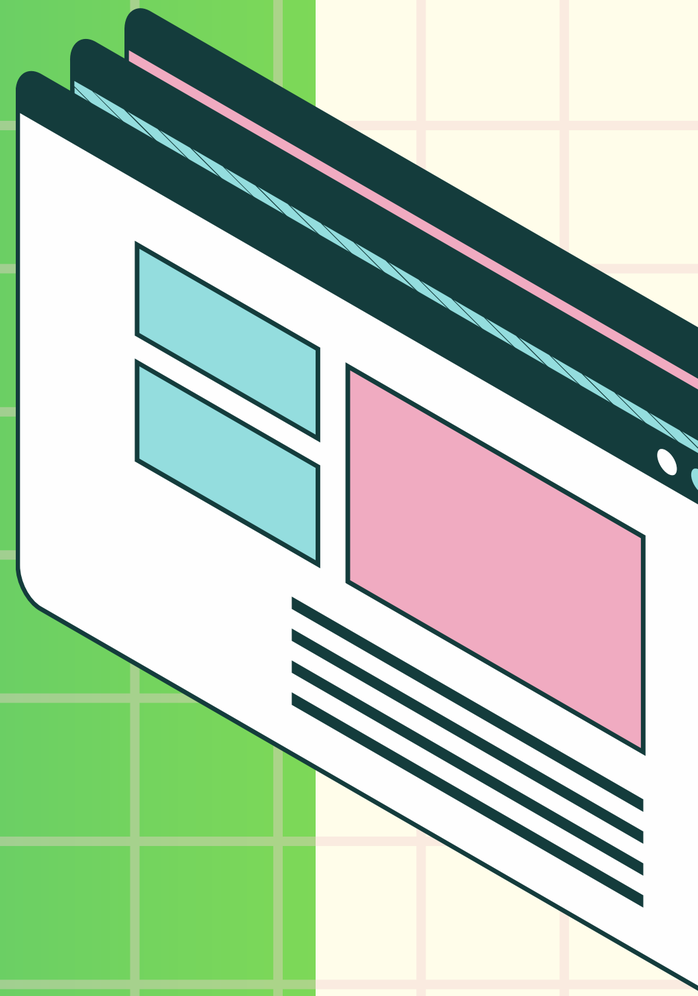
1. The users were able to realize the significance of the system, by easily knowing the available facilities and equipment since most of the users were ordinary citizens of San Vicente.
2. The users appreciated the presence of pictures of the facilities and the description that comes along with them.
3. The users found the system's features to be essential in simplifying their everyday tasks, this includes facility management and managing of requests.



AREAS FOR IMPROVEMENT

1. The Mayor often verbally accepts or declines the requests.

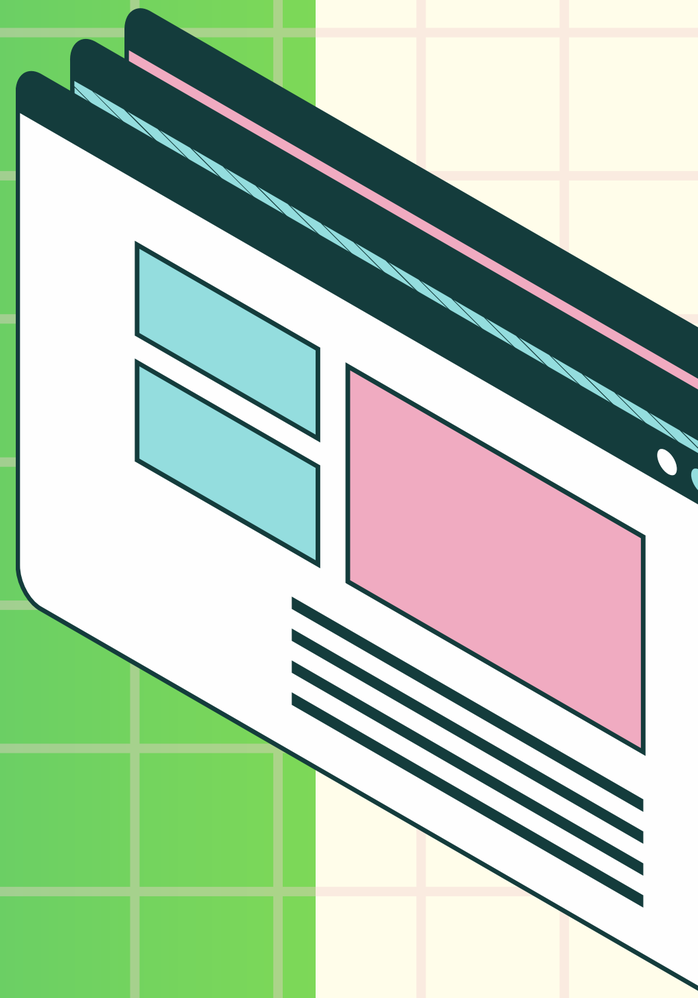
2. Officials often operate using their Gmail.



RECOMMENDATIONS

1. The system will have an Admin interface with multiple subaccounts depending on the number of admins involved in Facility Management. This will ensure security and accountability when conflicts on schedule occur.

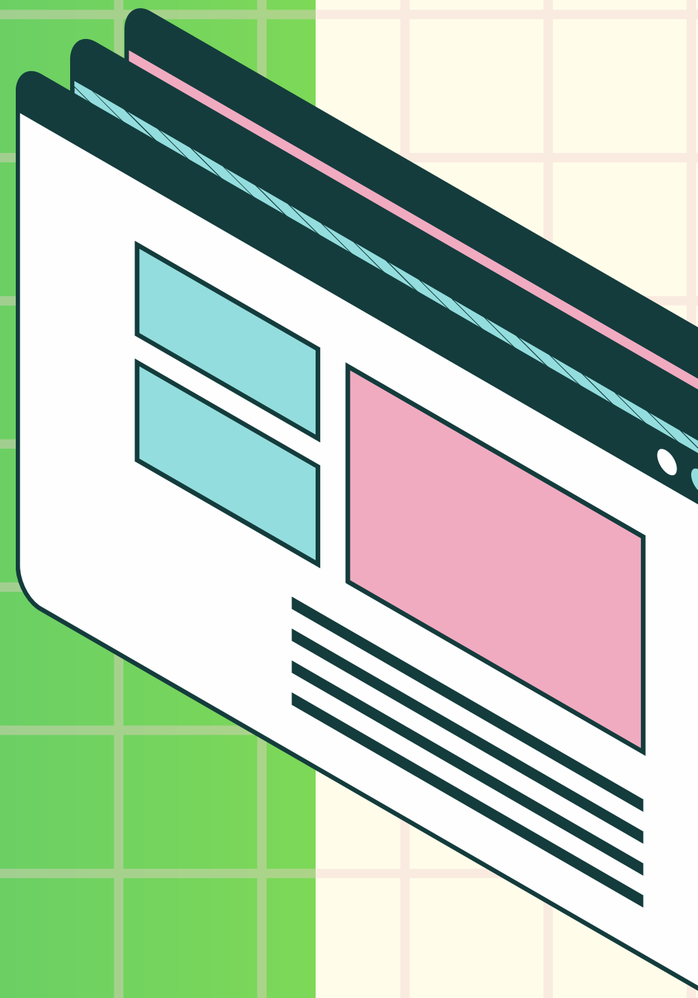
2. The system will integrate Gmail to notify the Admin of new requests and will also send notifications to the users of the status of their requests. The notification will consist of details of the request and the link to the request to the system.



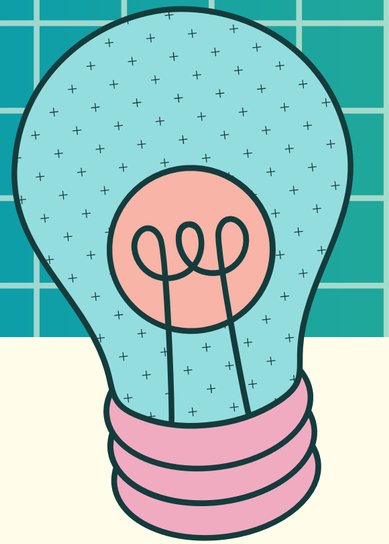
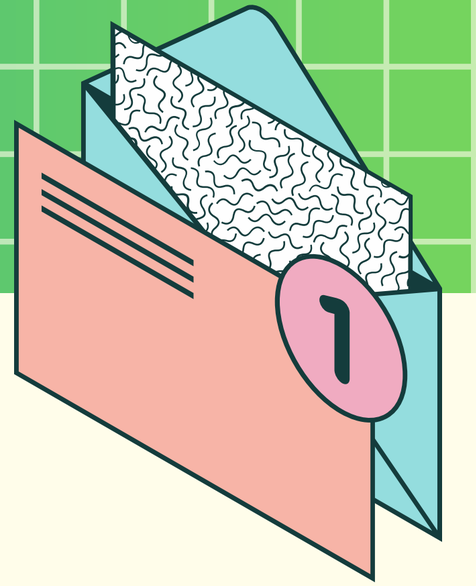
RECOMMENDATIONS

3

Limit or Adjust the number of equipment that can be borrowed from the system when a request is accepted, so that the users are informed of the number of available equipment.



CONCLUSION

The user testing process provided invaluable insights into the SVCility Facility Management System's usability, functionality, and overall experience of the users as they interact with the Facility Management System. The group gathered valuable feedback from users, including personnel from the Mayor's office and MTPSO, administrators, maintenance personnel, and citizens of San Vicente, Camarines Norte. The key findings of the user testing process consisted of the advantages of the system, as well as areas for improvement, and recommendations for further enhancement of the system.

THANK YOU