SVCility: Facility Management System for

LGU San Vicente, Camarines Norte

A User Testing Narrative in System Analysis and Design

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1.0 INTRODUCTION

The SVCility: Facility Management System for LGU San Vicente, Camarines Norte is a web-based application that can be accessed through various web browsers with a PC or phone. The web application provides a comprehensive list of available facilities and equipment in LGU San Vicente. The system will also have a centralized repository for facility and equipment data, such as specifications, current conditions, and location for better management. In addition to that, the system provides interfaces for both the user, the admin, and other involved offices such as MENRO and MTPSO.

SVCility: The facility Management System for LGU San Vicente, Camarines Norte simplifies the process for users, allowing them to submit requests for administrative approval efficiently. Furthermore, it ensures clarity and organization by logging borrowed resources. Once the admin and the mayor approve the request, it is documented in a dedicated log, eliminating issues of conflicts in recording requests, preventing resource conflicts, and providing users with easy access to their request history. By implementing this web application, San Vicente LGU can enhance facility management, creating a seamlessly organized environment for facility requests and approvals.

2.0 OBJECTIVES

The primary objectives of the user testing process for the SVCility: Facility Management System for LGU San Vicente, Camarines Norte were to assess the system's usability, functionality, and overall user experience. The testing aims to identify potential pain points, gather feedback on the interface, and ensure that the system aligns with the needs and expectations of San Vicente LGU.

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.

3.0 PARTICIPANT DEMOGRAPHICS

To select representatives for the user testing session of our proposed system, the researchers used stratified random sampling. The participants in the user testing process were selected to represent a diverse range of users from the San Vicente LGU personnel. The participants were selected based on the personnel's familiarity with facility management processes and their potential involvement in using the Facility Management System in their daily operations. In total, the researchers have gathered 8 user testing participants; two individuals from the Mayor's Office, one from MENRO and MTPSO, and five citizens of San Vicente, Camarines Norte.

The demographics included the following individuals:

- **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.

4.0 SCENARIOS TESTED

A set of scenarios and tasks were identified to cover the core functionalities of the Facility Management System. These tasks are typically what users would perform in their day-to-day work and responsibilities in facility management operations. The scenarios are classified into tasks typically executed by users, administrators, MENRO, MTPSO, and the Mayor's office where the Mayor makes the final decision.

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
- Approve a user request
- Decline a user request
- View the submitted file

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.

5.0 KEY FINDINGS

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 user testing process provided the following key findings:

- 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.
- The users appreciated the presence of pictures of the facilities and the description that comes along with them, they proved to be relevant in informing users.
- The users found the system's features to be essential in simplifying their everyday tasks, this includes facility management and managing of requests.

According to the key findings of the user testing process, the following are the Areas for Improvement for the SVCility: Facility Management System:

- The Mayor usually verbally accepts or declines the requests.
- Officials often operate using their Gmail.

According to the key findings of the user testing process, the following are the recommendations made for the enhancement of the SVCility: Facility Management System:

- 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.
- 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 in the system.
- 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.

6.0 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.