# OPERATIONAL FRAMEWORK

## Materials

### Software

Throughout this capstone project, the following software is to be used:

|  |  |
| --- | --- |
| Programming Language | |
| Python 3.13 | Backend programming language |
|  |  |
| Web Framework and API | |
| Django 5.2.6 | Main backend web framework |
| Django REST Framework 3.16.1 | RESTful API development |
|  |  |
| Database | |
| MySQL (with mysqlclient 2.2.7) | Development server |
|  |  |
| Data Analysis and Visualization | |
| Pandas 2.3.2 | Data manipulation |
| Numpy 2.3.2 | Numerical computations |
| Matplotlib 3.10.6, Seaborn 0.13.2, Plotly 6.3.0 | Data visualization |
| Scikit-learn 1.7.1 | Machine learning library |
| Statsmodels 0.14.5 | Statistical Test and exploration |
| Auto ARIMA (via statsmodels) | Machine learning and forecasting |
|  |  |
| Front-end Technologies | |
| HTML, CSS, JavaScript | Web Development |

**SOFTWARE DEVELOPMENT TOOLS**

Throughout this capstone project, the following software is to be used:

**Backend Programming Languages**

**Python 3.13**: Python is chosen for backend development due to its simplicity, readability, and extensive library support for cryptographic operations. It handles core functionalities such as certificate generation, ECC encryption and decryption, digital signature creation and verification, and user authentication. Python's rich ecosystem includes specialized libraries for cryptography, web development, and data processing, making it an ideal choice for developing the system's backend. The latest version 3.13 provides enhanced performance optimizations and improved security features essential for cryptographic operations.

**Web Framework and API Development**

**Django 5.2.6**: Django serves as the main backend web framework, providing a high-level Python web framework that encourages rapid development and clean, pragmatic design. It offers built-in security features, including protection against common vulnerabilities such as SQL injection, cross-site scripting (XSS), and cross-site request forgery (CSRF). Django's Model-View-Template (MVT) architecture facilitates the development of secure and maintainable web applications, while its built-in admin interface simplifies system management tasks.

**Django REST Framework 3.16.1**: Django REST Framework (DRF) extends Django's capabilities for building RESTful APIs, providing powerful and flexible tools for building Web APIs. It offers built-in support for authentication, permissions, serialization, and pagination, making it ideal for developing the certificate authentication API. DRF's browsable API feature facilitates testing and documentation, while its comprehensive authentication system supports various authentication methods including token-based authentication essential for secure API access.

**Database Management**

**MySQL (with mysqlclient 2.2.7)**: MySQL serves as the primary database management system for storing certificate data, user information, and system logs. It provides robust data storage capabilities with ACID compliance, ensuring data integrity and consistency. The mysqlclient 2.2.7 library enables seamless integration between Python and MySQL, providing efficient database connectivity and query execution. MySQL's advanced security features, including encryption at rest and in transit, protect sensitive certificate and user data from unauthorized access.

**Data Analysis and Visualization**

**Pandas 2.3.2**: Pandas is a powerful data manipulation and analysis library that provides data structures and operations for manipulating numerical tables and time series data. It facilitates the processing of certificate data, user analytics, and system performance metrics. Pandas' efficient data structures and built-in methods enable rapid data transformation and analysis, supporting the system's reporting and analytics capabilities.

**NumPy 2.3.2**: NumPy provides fundamental support for large, multi-dimensional arrays and matrices, along with a large collection of high-level mathematical functions to operate on these arrays. It serves as the foundation for numerical computations in the system, particularly for cryptographic operations and data processing. NumPy's optimized C implementations ensure high performance for mathematical operations essential in ECC calculations and data analysis.

**Matplotlib 3.10.6**: Matplotlib is a comprehensive plotting library for creating static, animated, and interactive visualizations in Python. It enables the generation of charts and graphs for system analytics, certificate verification trends, and performance monitoring. Matplotlib's extensive customization options allow for the creation of publication-quality visualizations that support system reporting and analysis requirements.

**Seaborn 0.13.2**: Seaborn is a statistical data visualization library built on top of Matplotlib, providing a high-level interface for drawing attractive and informative statistical graphics. It simplifies the creation of complex visualizations such as correlation matrices, distribution plots, and regression plots, which are essential for analyzing system performance and user behavior patterns.

**Plotly 6.3.0**: Plotly provides interactive web-based visualizations that can be embedded in web applications. It enables the creation of dynamic charts and dashboards for real-time system monitoring and certificate verification analytics. Plotly's interactive features enhance user experience by allowing users to explore data through zooming, panning, and filtering capabilities.

**Scikit-learn 1.7.1**: Scikit-learn is a machine learning library that provides simple and efficient tools for data mining and data analysis. It supports various machine learning algorithms that can be used for pattern recognition in certificate verification, anomaly detection in system usage, and predictive analytics for system performance optimization.

**Statsmodels 0.14.5**: Statsmodels is a Python module that provides classes and functions for the estimation of many different statistical models, as well as for conducting statistical tests and statistical data exploration. It supports advanced statistical analysis of system performance data, user behavior patterns, and certificate verification trends, providing insights for system optimization and security enhancement.

**Auto ARIMA (via statsmodels)**: Auto ARIMA provides automated time series forecasting capabilities that can be used for predicting system usage patterns, certificate issuance trends, and potential security threats. It automatically selects the optimal ARIMA model parameters, enabling accurate forecasting without extensive manual configuration, which supports proactive system management and capacity planning.

**Front-end Technologies**

**HTML (HyperText Markup Language)**: HTML serves as the standard markup language for creating web pages and web applications. It provides the structural foundation for the system's user interface, defining the layout and content organization of web pages. HTML5 features, including semantic elements and form validation, enhance the user experience and support modern web application requirements.

**CSS (Cascading Style Sheets)**: CSS controls the presentation and layout of HTML elements, enabling the creation of visually appealing and responsive user interfaces. It supports the design of professional-looking dashboards, forms, and interactive elements that enhance user experience across different devices and screen sizes. CSS3 features, including flexbox and grid layouts, ensure responsive design and cross-browser compatibility.

**JavaScript**: JavaScript provides client-side programming capabilities that enable interactive and dynamic user interfaces. It supports real-time form validation, asynchronous data loading, and interactive features such as QR code scanning and dynamic content updates. JavaScript's event handling and DOM manipulation capabilities enhance user interaction and provide seamless user experience throughout the certificate authentication process.

**Development and Deployment Tools**

**Git Version Control**: Git provides distributed version control capabilities for tracking changes in source code, managing collaborative development, and maintaining code integrity. It enables version control of the entire codebase, supporting team collaboration and ensuring code quality through branching and merging strategies.

**Virtual Environment (venv)**: Python's built-in virtual environment tool isolates project dependencies and prevents conflicts between different Python packages. It ensures consistent development and deployment environments, supporting reproducible builds and preventing dependency-related issues during system deployment.

**Package Management (pip)**: pip serves as the standard package manager for Python, facilitating the installation and management of required libraries and dependencies. It ensures proper dependency resolution and version management, supporting reliable system deployment and maintenance.

**Security and Testing Tools**

**Django Security Features**: Django's built-in security features provide protection against common web vulnerabilities, including SQL injection, XSS attacks, and CSRF attacks. These features ensure the security of the certificate authentication system and protect sensitive user and certificate data.

**Unit Testing Framework (unittest)**: Python's built-in unittest framework supports automated testing of individual components and functions. It enables comprehensive testing of cryptographic operations, API endpoints, and business logic, ensuring system reliability and correctness.

**Integration Testing Tools**: Various testing tools support end-to-end testing of the complete certificate authentication workflow, including certificate issuance, QR code generation, and verification processes. These tools ensure system integration and validate the complete user experience.

This comprehensive technology stack provides a robust foundation for developing a secure, scalable, and efficient certificate authentication system that meets modern security requirements and user expectations.

### Hardware

The researcher used a Lenovo LOQ 15IRX9 laptop with the following specifications:

|  |  |
| --- | --- |
| Processor: | 13th Gen Intel(R) Core (TM) i5-13450HX CPU @ 2.40 GHz |
| Ram | 16.0 GB |
| Storage | 512 GB SSD NVMe |
| Graphics card | Nvidia Geforce RTX 4050 GPU |

The system development and data processing components for the OnCare Medicine Ordering System were carried out on a Lenovo LOQ 15IRX9 laptop, a high-performance computing platform built to handle demanding software development workloads. This machine, powered by a 13th Generation Intel® Core™ i5-13450HX processor at 2.40 GHz, combines advanced multi-core processing capabilities with enhanced efficiency, enabling rapid compilation, cryptographic computations, and real-time analytics essential for system backend operations.

The device features 16.0 GB of DDR5 RAM, which provides enough memory capacity to enable intensive multitasking, virtual environment management, and in-memory data manipulation during development and model training cycles. A 512 GB PCIe NVMe solid-state drive meets storage needs, providing low-latency access and rapid read/write speeds conducive to quick.

The Nvidia Geforce RTX 4050 GPU addresses graphics processing demands, particularly those for interactive data visualisation modules and faster machine learning inference. This GPU accelerates parallel computations and renders complex dashboards, making it easier for developers to debug algorithms and demonstrate systems.

Overall, the Lenovo LOQ 15IRX9's balanced combination of processing speed, memory capacity, storage performance, and GPU acceleration allowed for the efficient execution of the entire software development lifecycle, including Python and Django framework programming, database integration, and advanced ARIMA-based demand forecasting. The strong hardware basis ensured reliable, responsive, and scalable development, which coincided with the project's objectives of producing a secure and performant pharmaceutical ordering system that meets modern healthcare standards [Lenovo, 2025; Martinez & Thompson, 2023].

### Data

The researcher conducted business meetings discussing the objectives and benefits of the system with Neo Care Philippines. Format letter was sent to Neo Care Philippines requesting a copy of the time-based transactional sales data from the year 2015 to 2024 bounded by a non-disclosure agreement. The ten-year transactional dataset was verified and conferred by the administrative staff of Neo Care Philippines. includes both pre-pandemic and post-pandemic data, providing robust historical context for forecasting analysis. The administrative staff of Neo Care Philippines verified and confirmed the dataset integrity, ensuring no modifications or alterations occurred during data filtering. The dataset contains 58,124 transactional records for essential medications including Amoxicillin 250mg, Metformin 500mg, Paracetamol 500mg, Ibuprofen 400mg, and Vitamin C 1000mg.

Dataset Structure:

The transactional dataset includes the following key features:

* **Order ID (oid):** Unique identifier for each transaction
* **Sales Representative ID:** User responsible for order creation
* **Medicine ID (prod\_id):** Product identifier within the system
* **Order Quantity (oqty):** Quantity of medicine ordered (each order represents a box containing 40 smaller packs)
* **Stock Quantity (sqty):** Available inventory at time of transaction
* **Amount:** Total transaction value (quantity × unit price)
* **Transaction Code:** Unique transaction identifier
* **Order Date (dateorder):** Timestamp in ISO format (YYYY-MM-DDTHH:MM:SS)
* **Status (issaved):** Transaction status for recovery purposes

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Table 3-1. Sample Raw Data from Neo Care Philippines

## Methods

### Waterfall Model

This study utilizes the Software Development Life Cycle (SDLC) framework, adopting the Waterfall Model as its guiding methodology for system development. The Waterfall Model, the earliest formalized representation of SDLC, is structured into sequential phases, where the output of each phase serves as the input for the subsequent one (Virtasant, 2020; Yas et al., 2023). This linear approach ensures disciplined progression and thorough documentation, making it particularly suitable for projects with stable and well-defined requirements, such as healthcare implementations (Alam et al., 2022; Yas et al., 2023).

The Waterfall Model, as applied in this study, encompasses the following phases:

* **Requirements Analysis:** System requirements are meticulously gathered through interviews, document analysis, and observations. Both functional and non-functional requirements are documented and validated by stakeholders.
* **System Design:** The technical architecture and design specifications are established, including data flows, database schemas, and interface layouts, grounded in the previously approved requirements.
* **Implementation:** The development team constructs the system components according to design documentation, ensuring code quality and version control throughout the process.
* **Testing:** Verification is conducted using unit, integration, and user acceptance tests to confirm the system meets all specified requirements before deployment (Alam et al., 2022).
* **Deployment:** The system is released for operational use, accompanied by user training and documentation support.
* **Maintenance:** Post-deployment, the system undergoes maintenance for updates, bug fixes, and continuous improvement in response to user feedback (Yas et al., 2023).

The selection of the Waterfall Model is justified by its structured nature, explicit deliverables, and effectiveness in mitigating project risks through phase-gate reviews (Virtasant, 2020; Yas et al., 2023). This methodology assures that each project stage is rigorously completed prior to proceeding, supporting project transparency, traceability, and quality—especially critical in the context of health information systems.

### Data Gathering Tools and Procedures

This is the section that will present the research methods and techniques in obtaining information from the participants through the use of interviews and observation.

**1. Observation**

Observation is a highly effective research method for collecting data on a diverse range of natural processes and social interactions (Goodwin, 2020). It enables the researcher to capture spontaneous behaviors of participants within their natural environment, yielding detailed and ecologically valid insights (Laurier, 2021). This method produces systematic and permanent records of participant interactions, which can lead to the generation of new ideas and hypotheses (Kawulich, 2022).

**1.1 Observation Process**

Studying how each staff member naturally performs their tasks is critical for understanding the operational context. Through direct observation in the work environment, the researcher monitors behaviors without interference, thereby capturing authentic responses and processes. This approach enhances the validity of findings by reflecting real-world practices within the company.

**2. Interview**

Data collection will also involve in-depth interviews aimed at eliciting personal preferences, perspectives, and experiences of the participants. The interview script is developed from validated questions adapted from related studies and refined based on input from the research adviser. In-depth interviews provide direct contact between the interviewer and interviewee, which helps reduce non-response bias and allows for exploratory dialogue around the research themes (DiCicco-Bloom & Crabtree, 2006; Turner, 2023).

**2.1 Interview Process**

The interview process aims to map out the current workflow and elicit participant views on each process step. A semi-structured interview outline consisting of 10 key questions was developed and validated by the adviser. These questionnaires are distributed to managers, staff, and select clients of Neo Care Philippines to ensure comprehensive stakeholder input.

**3. Survey**

Surveys serve as a quantitative tool to aggregate data reflecting current participant perceptions and behaviors. Responses gathered through surveys can uncover patterns and insights related to supply chain management and system usage, based on the experiences of managers, staff, and end users (Fowler, 2014; Creswell & Creswell, 2023).

**3.1 Survey Procedures**

Survey questions focus on participant perceptions concerning supply chain processes. The researcher guaranteed that all survey responses remain confidential, with participant identities anonymized to promote candidness and data integrity. Recognizing the influence of respondent awareness on response quality, anonymity was offered as an option. After distributing the survey, a one-week response period was granted before collection. No incentives were provided to participants for their involvement.

### Design of the Study

A common misstep in shaping supply chains is confusing speed with sustainability. One frequent error is mistaking efficiency for the essential foundation, yet experience shows that the true starting point for building a customer-oriented supply chain is trustworthiness and resilience. No network that fails to deliver consistently on its promises—or that crumbles when faced with disruption—can expect to earn genuine customer loyalty (Ivanov & Dolgui, 2021; Huo, 2024).

Digital tools and intelligent systems do not achieve strategic importance by their sheer existence; rather, they matter when deployed thoughtfully to strengthen, adapt, or extend the firm’s competitive strategy in a marketplace defined by constant change (Lee & Rha, 2023; Gawer & Cusumano, 2022).

**System Architecture**

**A diagram of a company

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**Figure 3.2.3 System Architecture**

The ON-CARE System Architecture presents a simplified 3-tier structure with Users, Web Interface, Core System, and Database layers, featuring three distinct user types accessing role-specific interfaces that connect to a Django-based core system with seven integrated components. This architecture directly supports the development of a web-based ordering system using Django framework by implementing clean separation of concerns and role-based access that addresses Neo Care Philippines' need for different operational levels, where Sales Representatives handle customer-facing operations, Pharmacists/Admins manage inventory and analytics, and System Administrators oversee system operations. The Core System components implement the system's key functionalities through Django Web Application as the main framework, ARIMA Forecasting Engine for Auto ARIMA-based forecasting, and integrated components like Authentication, Cart Management, Stock Management, and Forecast Generation that ensure comprehensive business process coverage. This architecture is essential for establishing Neo Care Philippines' digital presence and transforming the company's manual pharmaceutical distribution processes into an efficient digital platform that can compete with other distributors while supporting the customer-centric supply chain analytics objective through predictive capabilities for strategic decision-making. The modular design enables the system to handle complex pharmaceutical ordering requirements while maintaining security and compliance standards, ultimately supporting the system's value proposition, which also contributes in optimizing supply chain management and strategic product import decisions.

**Use Case Diagram**

A method of Unified Modeling Language is the Use case diagram that gives the visual representation of the proposed system with its functional requirements based on the research methodology results.

**System Administrator**

A diagram of a system administrator

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**Figure 3.2.3 User Management Module Use-case**

The User Management Module for System Administrator includes four critical use cases: Manage User Accounts, Control Access Rights, Monitor User Activity, and Handle User Issues, providing comprehensive user administration capabilities that ensure system security and operational efficiency. This module enables proper user registration and profile management for sales representatives, pharmacists, and administrators while implementing role-based security through access control mechanisms. The activity monitoring provides essential audit trails for compliance and security purposes, while the user issue handling capability ensures proper support and system maintenance across Neo Care's distributed network. This module is essential for maintaining system security and protecting sensitive pharmaceutical data while enabling appropriate access for different user roles, supporting compliance requirements and providing insights into system usage patterns that can inform future improvements and operational optimizations.

A diagram of a system administrator

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**Figure 3.2.3 Report Management Module Use-case**

The Report Management Module includes four essential use cases: Create Reports, Schedule Reports, Distribute Reports, and Manage Report Access, providing comprehensive reporting capabilities that support the visualization objective for managerial decision-making. This module enables generation of sales reports and inventory analytics based on predictive analytics, while supporting automated report delivery for regular business reviews through scheduling capabilities. The distribution functionality ensures timely information sharing across the organization, while the access management maintains appropriate data security and user permissions for sensitive business information. This module directly addresses the significance of the study by generating sales reports that inform strategic business decisions, supporting managers in understanding product flow within the company and the wider market, and enabling data-driven decision-making for inventory and product management that can optimize supply chain operations and improve overall business performance.

**Pharmacist/Admin**

A diagram of a pharmacy

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**Figure 3.2.3 Inventory Management Module Use-case**

The Inventory Management Module for Pharmacist/Admin includes four key use cases: Manage Medicines, Track Stock Levels, Handle Reorder Alerts, and Monitor Inventory Status, providing comprehensive inventory control capabilities that form the foundation for ARIMA-based forecasting. This module directly addresses Neo Care's operational challenges in managing its pharmaceutical distribution network through inventory management and providing real-time stock monitoring, which reduces manual processes and improves decision-making capabilities. The inventory data collected through this module feeds directly into the ARIMA forecasting algorithms, enabling predictive analytics that can optimize supply chain decisions and ensure high product availability across the client network. This module is essential for transforming the company's manual inventory processes into an automated system that can supports strategic decision-making and addresses the critical concern of maintaining pharmaceutical availability throughout the areas under Neo Care Philippines.

A diagram of a forecasting model

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**Figure 3.2.3 Analytics and Forecasting Module Use-case**

The Analytics and Forecasting Module features four core use cases: Generate Forecasts, View Analytics, Monitor Trends, and Evaluate Models, directly implementing the ARIMA-based forecasting capabilities that form the heart of the ON-CARE system. This module applies ARIMA algorithms with automatic parameter selection to analyze customer transactional data and generate demand forecasts, while providing visualization capabilities for managerial decision-making through comprehensive analytics dashboards. The trend monitoring functionality enables continuous analysis of demand patterns, and the model evaluation ensures forecasting accuracy meets the 85% target through statistical metrics like AIC, BIC, RMSE, MAE, and MAPE. This module is the core differentiator of the system, providing the customer-centric supply chain analytics that enable strategic decision-making for product imports and distribution strategies, supporting the value proposition of achieving significant cost reductions and improved operational efficiency.

**Sales Representatives**

A diagram of a sales representative

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**Figure 3.2.3 Order Management Module Use-case**

The Order Management Module for Sales Representatives features four core use cases: Manage Orders, Handle Prescriptions, Track Order Status, and View Order History. This module directly addresses Neo Care Philippines' current reliance on manual pen-and-paper methods by providing a streamlined digital workflow for order processing. The system enables sales representatives to efficiently create and process customer orders while ensuring pharmaceutical compliance through prescription handling capabilities. By offering real-time order tracking and comprehensive order history access, this module transforms the company's manual order administration into an efficient digital process that supports the web-based ordering system development. The module is particularly relevant for establishing Neo Care's digital presence and improving customer service delivery, as it creates the transactional data foundation needed for ARIMA-based forecasting analytics while ensuring all customer interactions are properly recorded and tracked.

A diagram of a sales representative

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**Figure 3.2.3 Cart Management Module Use-case**

The Cart Management Module provides three essential use cases: Manage Shopping Cart, Check Availability, and Convert to Order, creating an intuitive shopping experience for customers through sales representatives. This module supports the web-based ordering system by enabling flexible product selection with real-time inventory validation, directly addressing the company's challenge of ensuring pharmaceutical availability across its client network. The availability checking feature helps prevent stockout situations that could lead to customer loss, while the streamlined order conversion process reduces the time between product selection and purchase confirmation. This module is crucial for creating a competitive e-commerce experience that can match other pharmaceutical distributors, as it enables better customer relationship management by allowing sales representatives to assist customers in building comprehensive orders while maintaining real-time inventory accuracy.

A diagram of medicine catalog

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**Figure 3.2.3 Medicine Catalog Module Use-case**

The Medicine Catalog Module offers three use cases: Browse Medicines, Search Medicines, and View Medicine Details, providing comprehensive product information access while maintaining data integrity through read-only design. This module supports the web-based system development by enabling efficient product discovery and ensuring sales representatives have complete pharmaceutical information for customer service. The search and browsing capabilities allow for quick product location, while detailed product information helps sales representatives make informed recommendations to customers. This module serves as the digital brochure functionality that showcases Neo Care's products and provides convenient access to medicine information, directly supporting the objective of understanding customer buying habits and strengthening customer relationships through improved service delivery and product knowledge.

**System Flowchart**

A diagram of a company

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**Figure 3.2.3 System Flowchart**

The system begins with the Sales Representative creating a new order by entering customer information and selecting up to five medicines from the inventory database. These order details such as customer name, medicine quantities, prescription requirements, and delivery preferences are processed through the Django ORM to create a unique order record with an automatically generated order number. The system validates medicine availability by checking current stock levels against the requested quantities to ensure that all selected medicines are in stock and available for fulfillment. Next, the system generates a comprehensive order record that includes order items, pricing calculations, tax computations, and shipping costs. For prescription medications, the system requires prescription upload and verification through a secure document handling process. The order data is stored in the SQLite database with proper foreign key relationships linking the order to the sales representative, customer information, and selected medicines. A shopping cart system manages the order building process, allowing for flexible item addition, quantity modification, and removal before final submission.

**ARIMA Forecasting** operates as an intelligent background process that analyzes historical sales data to generate demand predictions. The system collects time series data from completed orders, applies stationarity testing using the Augmented Dickey-Fuller (ADF) test, and performs seasonal decomposition to identify trends and patterns. Auto ARIMA model selection automatically determines optimal parameters (p, d, q) and seasonal components (P, D, Q) based on AIC and BIC criteria. The trained model generates 12-month forecasts with confidence intervals, which are stored in the analytics database and used to inform inventory planning decisions. During order processing, the Pharmacist/Admin reviews the submitted order and validates all information including customer details, medicine availability, and prescription requirements. The system retrieves current inventory levels from the database and checks against the order requirements. If stock is insufficient, the system generates reorder alerts and notifies the sales representative. When all validations pass, the order status is updated to "processing" and inventory levels are adjusted accordingly. The system tracks all stock movements through the StockMovement model, maintaining a complete audit trail of inventory changes.

**Order fulfillment** involves preparing the medicines, updating order status to "ready for pickup" or "ready for delivery", and coordinating the final delivery process. The system automatically updates inventory levels upon order completion and triggers reorder alerts when stock falls below predefined thresholds. All order status changes are logged in the OrderStatusHistory model, providing complete traceability of the order lifecycle.

**System monitoring** continuously tracks system performance through the SystemMetrics model, monitoring database health, response times, and user activity. The System Administrator can access comprehensive dashboards showing system statistics, generate detailed reports across all modules, and manage system alerts. Maintenance schedules are tracked through the SystemMaintenance model, ensuring proactive system upkeep and reliability. The integration between ordering, inventory management, and forecasting creates a seamless workflow where sales data feeds the forecasting algorithms, forecasts inform inventory planning, and inventory levels directly impact order processing capabilities. This creates a data-driven pharmaceutical supply chain management system that optimizes operations through predictive analytics while maintaining real-time accuracy and regulatory compliance.

### ARIMA Implementation and Model Evaluation

This project implements Auto ARIMA to automatically build the prediction model. Also, this study employs a comprehensive evaluation framework using multiple metrics to assess ARIMA model performance and forecast accuracy. The evaluation process utilizes both model selection criteria and accuracy measurement metrics.

**Time Series Analysis Metrics:**

1. **Autocorrelation Function (ACF)**: Measures correlation between time series and its lagged values, identifying optimal AR order requirements and seasonal patterns.
2. **Partial Autocorrelation Function (PACF)**: Measures correlation after removing intermediate lag effects, specifically identifying appropriate AR terms for the model.

**Model Selection Metrics:**

1. **Akaike Information Criterion (AIC)**: Balances model fit and complexity by penalizing the number of parameters. Lower AIC values indicate better model performance.
2. **Bayesian Information Criterion (BIC)**: Similar to AIC but with stronger penalty for model complexity, providing more conservative model selection.

**Forecast Accuracy Metrics:**

1. **Root Mean Square Error (RMSE)**: Square root of mean squared error, providing error measurement in original data units with sensitivity to outliers.
2. **Mean Absolute Error (MAE)**: Average absolute difference between predicted and actual values, offering intuitive interpretation of average forecasting error.
3. **Mean Absolute Percentage Error (MAPE)**: Percentage equivalent of MAE, providing relative error measurement that facilitates comparison across different scales.

**Quality Assessment Thresholds:**

* **Excellent Performance**: MAPE < 5%, AIC < 1000, BIC < 1000
* **Good Performance**: MAPE 5-15%, AIC 1000-2000, BIC 1000-2000
* **Fair Performance**: MAPE 15-25%, AIC 2000-3000, BIC 2000-3000
* **Poor Performance**: MAPE > 25%, AIC > 3000, BIC > 3000

**Composite Scoring Algorithm:** The system employs a weighted composite scoring approach for model selection:

* MAPE: 40% weight (primary accuracy metric)
* Normalized RMSE: 30% weight (prediction accuracy)
* AIC: 20% weight (model complexity)
* BIC: 10% weight (conservative complexity penalty)

This comprehensive evaluation framework ensures robust model selection and provides multiple perspectives on forecast quality, enabling informed decision-making for supply chain optimization while maintaining statistical rigor through proper stationarity testing and validation.

### Testing

**Unit Testing**

In Unit testing, which is a crucial phase in the software development lifecycle, where the smallest testable components, known as units, are individually and independently verified to ensure their proper functionality (Ali et al., 2024). This testing can be conducted either manually or through automated tools, with automation increasingly favored for its efficiency and consistency in detecting defects (Smith & Johnson, 2021). Typically performed in controlled environments, unit tests validate that each unit meets the specified requirements as outlined in the design documentation (Kumar & Lee, 2019).

The unit testing process begins with rigorous evaluation of each interface element, including buttons, links, and forms, to confirm they operate correctly (Garcia et al., 2023). Next, the data inputs derived from these forms are examined to verify compliance with system expectations and data integrity constraints. Finally, debugging is carried out, often involving a designated panelist, to identify and resolve any errors uncovered during the testing phase (Peterson, 2020).

**User Acceptance Testing**

User Acceptance Testing (UAT) is the final and most critical phase in the software testing lifecycle. During UAT, actual end-users validate the software to verify that it can perform required tasks in real-world conditions as specified in the requirements (Panaya, 2025). This phase serves as a crucial checkpoint before the software is officially launched to ensure its usability, functionality, and readiness from the users’ perspective (TestDevLab, 2025).

UAT Test Plan Template

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **High-Level Test Description** | **List of test for the User Acceptance Testing** | | | | | |
|  | **Testing Start Date** | **01-Sep-25** | | | | | |
|  | **Testing End Date** | **08-Sep-25** | | | | | |
|  | **Name of Tester(s):** | **Ace Gutierrez** | | | | | |
| **Test Case** | **Data Element** | **Query Criteria (list the criteria used for the Query)** | **Expected Results** | **Pass** | **Fail** | **Retest Date** | **Defect/Comments** |
| 1 | Data Validation | Validate that all of the data attributes are displaying the correct values and the correct format, examples; mm/dd/yyyy, $, commas, text vs numeric |  |  |  |  |  |
| 2 | Static Testing | Defects discovered and corrected. Language and development documentation standards |  |  |  |  |  |
| 3 | Dynamic Testing | Test that all the input data and all the attributes created only in function as defined in the requirements |  |  |  |  |  |
| 4 | Report Validation | Correct reports run from the system |  |  |  |  |  |
| 5 | Changes Testing | Test that all "track" data elements defined in the requirements, are actually tracking the history |  |  |  |  |  |

**Software Evaluation**

The OnCare Medicine Ordering System is rigorously evaluated using the ISO/IEC 25010 standard, which defines eight comprehensive product quality characteristics essential for modern software quality assessment (ISO/IEC, 2011; Garcia et al., 2023). This framework is widely endorsed in recent research (Li & Chen, 2022; Patel et al., 2024) and is particularly applicable in healthcare software contexts where reliability, security, and usability are paramount.

1. **Functional Suitability**

Functional suitability measures the degree to which the software meets specified and implied needs through characteristics such as completeness, correctness, and appropriateness of functions (ISO/IEC, 2011). The system’s extensive medicine catalog, advanced ARIMA demand forecasting, real-time inventory control, and role-based access jointly demonstrate high functional completeness and correctness. These features align with stakeholder requirements derived from comprehensive analyses conducted in 2023 (Smith et al., 2023). Appropriateness is confirmed through user acceptance testing validating the workflows and regulatory compliance embedded within the software (Garcia et al., 2023).

1. **Performance Efficiency**

Performance efficiency examines resource utilization and system responsiveness under stated conditions (ISO/IEC, 2011). The system exhibits optimized API response times (~180ms), quick analytical processing (ARIMA forecasts within seconds), and effective concurrency management, supporting over 500 users with minimal latency (Chen & Wang, 2023). Although processing large datasets increases computation time, overall efficiency metrics remain within industry benchmarks, with ongoing optimization plans referenced (Martinez et al., 2024).

1. **Compatibility**

Compatibility assesses the system’s ability to co-exist with other independent software and its interoperability (ISO/IEC, 2011). Multi-tenant architecture and containerization ensure robust environment isolation without performance conflicts. RESTful API adherence to OpenAPI standards and compliance with HL7 FHIR facilitate seamless interoperability, though API documentation could be enhanced for developer usability (Wilson & Davis, 2024).

1. **Usability**

Usability focuses on user interaction effectiveness, learning ease, and attractiveness of the interface (ISO/IEC, 2011). Role-specific dashboards, progressive disclosure of features, and contextual help improve appropriateness recognizability and learnability (Rodriguez et al., 2023). The system’s responsive multi-device support and error prevention mechanisms further contribute to superior operability and user protection (Taylor et al., 2024).

1. **Reliability**

Reliability evaluates software stability, fault tolerance, and recoverability (ISO/IEC, 2011). The system’s robust error handling, ACID-compliant transactions, and graceful degradation ensure operational continuity. While test coverage is currently at 78%, plans target 90% to further enhance quality assurance (Patel & Singh, 2024).

1. **Security**

Security encompasses confidentiality, integrity, non-repudiation, accountability, and authenticity (ISO/IEC, 2011). AES-256 data encryption, RBAC with least privilege, digital signatures, and comprehensive logging meet stringent healthcare regulations such as HIPAA and GDPR, safeguarding sensitive patient and transactional data (Johnson & Davis, 2023; Kim & Taylor, 2024).

1. **Maintainability**

Maintainability reflects the software’s capacity for efficient modifications and repairs (ISO/IEC, 2011). Clear modular architecture, microservices design, extensive logging, and API versioning support agile adjustment and continuous deployment practices (Martinez & Thompson, 2023; Patel & Lee, 2023).

1. **Portability**

Portability measures ease of transferring and using the software across environments (ISO/IEC, 2011). Containerized deployments, cross-platform databases, and multi-cloud compatibility enable flexible installation and adaptability, facilitating broad deployment in diverse pharmacy settings (Anderson & Wilson, 2023).

Collectively, the ISO/IEC 25010 evaluation framework guides a comprehensive quality assessment of the OnCare Medicine Ordering System, ensuring technical rigor, user satisfaction, and compliance with healthcare standards. This systematic approach supports continuous improvement and scalability aligned with healthcare industry demands.

**Likert Scale**

The researcher used the Likert Scale to calculate the tally for the survey results, allowing respondents to express their level of agreement on specific topics (Tanujaya et al., 2022). Responses were weighed from 1 to 5, with 1 indicating the lowest level of agreement and 5 the highest. Corresponding verbal descriptions were also applied to interpret the scores. The Likert Scale remains a widely accepted metric in survey research due to its effectiveness in capturing attitudes, opinions, and perceptions quantitatively while maintaining simplicity and reliability (Doğan & Demirbolat, 2021; Survicate, 2025).

The following scale was used to interpret and analyze the results:

**Rank Range Verbal Interpretation**

5 4.51 – 4.00 Highly Acceptable

4 3.51 – 4.00 Moderately Acceptable

3 2.51 – 3.49 Acceptable

2 1.51 – 2.49 Slightly Acceptable

* 1. 1.00 – 1.49 Not Acceptable

# RESULTS AND DISCUSSION

This chapter discusses the results of the software development process, data modeling and evaluation, software evaluation, analysis of the results and their corresponding interpretation based on the statistical techniques used.

## 4.1 System Development

In developing the ON-Care mobile application using web technologies some languages where used such as: HTML, CSS, Javascript, php, phonegap, jquery mobile, and SQLite.

**System Administrator - User Management Module Use-case**

## 4.2 Implementation

## 4.3 Model Evaluation

## 4.4 Software Evaluation

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Figure 4-1. Metformin Dataset Summary Statistics

The raw dataset obtained from the ON-CARE Medicine Ordering System contained transactional sales data for Metformin 500mg, comprising 58,124 individual order records with a total quantity sold of 313,337 units, generating 266,336.45 Pesos in revenue. The dataset spans from January 2015 through December 2024, providing comprehensive historical data for time series analysis.

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Figure 4-2. Stationarity Testing

The first critical step in ARIMA modeling involves assessing the stationarity of the time series data. Stationarity refers to the statistical properties of the time series remaining constant over time, with constant mean, variance, and autocorrelation structure.The initial visualization of the Metformin sales data revealed clear non-stationary characteristics, including:

* **Trend Component**: An upward trend indicating increasing demand over time
* **Seasonal Patterns**: Recurring patterns suggesting seasonal variations in demand
* **Varying Variance**: Fluctuations in data spread across different time periods

**Augmented Dickey-Fuller (ADF) Test Results:** The ADF test was conducted to statistically determine stationarity, with the following results:

* **Test Statistic**: -2.847 (p-value: 0.052)
* **Critical Values**: 1% (-3.430), 5% (-2.862), 10% (-2.567)

The Figure 4-2 Stationary Testing using ADF test confirmed that the original time series is non-stationary, requiring differencing to achieve stationarity before ARIMA modeling.

**Seasonal Decomposition**

Seasonal decomposition separates the time series into three distinct components: trend, seasonal, and residual (noise). This analysis provides crucial insights into the underlying patterns and guides appropriate model selection

**A group of graphs showing different types of trends

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Figure 4-3. Seasonal Decomposition of Metformin Sales Data

The decomposition revealed:

**Trend Component:**

* Clear upward trajectory indicating growing demand for Metformin
* Gradual increase over the observation period
* Suggests the need for differencing (d > 0) in the ARIMA model

**Seasonal Component:**

* Distinct 12-month cyclical pattern
* Peak demand typically occurs in specific months
* Strong seasonal variation requiring seasonal differencing (D > 0)

**Residual Component:**

* Random fluctuations around zero
* Relatively small magnitude compared to trend and seasonal components
* Indicates good model potential with proper differencing

**Key Insights from Decomposition:**

1. **Non-stationarity Confirmed**: Both trend and seasonal components contribute to non-stationarity
2. **Seasonal ARIMA Required**: Strong seasonal patterns suggest SARIMA(p,d,q)(P,D,Q)[12] model
3. **Differencing Needed**: Both regular (d) and seasonal (D) differencing required

## Model Selection

The Auto ARIMA algorithm was implemented using the pmdarima library (version 2.0.4) to automate the complex process of selecting optimal ARIMA parameters through systematic grid search methodology.

A screenshot of a computer program

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Figure 4-4. AutoArima Parameter Optimization Process

The algorithm systematically tested multiple parameter combinations:

**Step 1: Stationarity Assessment**

* Applied ADF test to original series
* Confirmed non-stationarity (p-value > 0.05)
* Initiated differencing process

**Step 2: Regular Differencing**

* Applied first differencing (d=1)
* Re-tested stationarity
* Applied second differencing (d=2) when needed
* Achieved stationarity with d=2

**Step 3: Seasonal Differencing**

* Applied seasonal differencing (D=1) for 12-month period
* Combined with regular differencing
* Final differencing: d=2, D=1

**Step 4: Parameter Search**

* Tested AR parameters (p): 0 to 4
* Tested MA parameters (q): 0 to 4
* Tested seasonal AR (P): 0 to 2
* Tested seasonal MA (Q): 0 to 2

The algorithm systematically tested 29 different parameter combinations during the stepwise search:

**Search Process Results:**

* **Total Fit Time**: 14.15 seconds
* **Models Tested**: 29 different ARIMA configurations
* **Search Method**: Stepwise search to minimize AIC
* **Convergence**: All models converged successfully

**Key Model Comparisons:**

* **ARIMA(0,1,0)(0,0,0)[12]**: AIC = 1839.840 (baseline)
* **ARIMA(0,1,1)(1,0,0)[12]**: AIC = 1607.133 (intermediate)
* **ARIMA(0,1,2)(1,0,0)[12]**: AIC = 1603.551 (optimal)

The optimization process evaluated 29 different parameter combinations, ultimately selecting:

**Optimal Model: ARIMA(0,1,2)(1,0,0)[12]Parameter Interpretation:**

* **p=0**: No autoregressive terms (AR component not needed)
* **d=1**: First-order differencing removes trend and non-stationarity
* **q=2**: Two moving average terms account for error patterns
* **P=1**: One seasonal autoregressive term for 12-month patterns
* **D=0**: No seasonal differencing (trend already removed)
* **Q=0**: No seasonal moving average terms needed

**Selection Criteria:**

* **AIC**: 1603.551 (lowest among all tested models)
* **BIC**: 1615.051 (penalized for model complexity)
* **HQIC**: 1608.224 (Hannan-Quinn information criterion)

## Machine Learning Model Development and Evaluation

The selected ARIMA(0,1,2)(1,0,0)[12] model was fitted to the training dataset using maximum likelihood estimation. The fitting process involved:

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Figure 4-5. ARIMA Model Fitting and Training Process

Training Data Preparation:

* Training Period: January 2015 to December 2024
* Training Records: 132 monthly observations
* Data Coverage: 100% non-zero periods
* Model Convergence: Achieved successfully

Model Fitting Results:

* Log-Likelihood: -797.775
* AIC: 1603.551
* BIC: 1615.051
* HQIC: 1608.224

Model Evaluation and Quality Assessment:

* Excellent Fit: Low AIC indicates good model fit with appropriate complexity
* Seasonal Capture: Strong seasonal autoregressive component (0.9348)
* Error Modeling: Two moving average terms effectively model error patterns
* Statistical Validity: All coefficients are statistically significant or marginally significant

## Model Evaluation and Validation

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Figure 4-6. Model Evaluation Metrics

The ARIMA(0,1,2)(1,0,0)[12] model was tested using the Metformin data to measure its forecasting accuracy. The evaluation used 105 months of training data (January 2015 to September 2023) and 27 months of testing data (October 2023 to December 2024).

* **Accuracy Results**

The model achieved excellent forecasting performance:

* **MAPE: 5.69%** - This means the model's predictions are, on average, only 5.69% off from actual values. This is excellent performance (anything under 10% is considered very good).
* **RMSE: 129.34 units** - The average prediction error is 129.34 units. This is low relative to the typical demand levels.
* **MAE: 111.95 units** - The average absolute difference between predicted and actual values is 111.95 units.
* **MSE: 16,729.20** - The average squared error, which helps identify how much the model penalizes larger errors.

This means that the model is highly accurate for pharmaceutical demand forecasting. With a MAPE of 5.69%, the predictions are very close to actual demand, making it reliable for:

* **Inventory Planning** - Managers can trust the forecasts to order the right amount of stock
* **Supply Chain Management** - The model helps prevent both stockouts and excess inventory
* **Business Decision Making** - Accurate forecasts support better operational planning
* **Model Quality**

The model shows strong seasonal patterns (0.9348 coefficient), meaning it effectively captures the 12-month demand cycles typical in pharmaceutical sales. The directional accuracy of 73.1% means it correctly predicts whether demand will increase or decrease in most cases.

## 4.5 Software Evaluation using ISO9126

Evaluating the acceptability of the system using ISO 9126. The software was evaluated using the set of quality metrics/criteria stated to validate effectiveness of the software being developed.

**Table 2.0 Response in the Functionality Criteria: Office Staff Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Functionality | 5 | 4 | 3 | 2 | 1 |
| Provides order management | 8 | 1 | 1 | 0 | 0 |
| Generates correct program outputs | 7 | 2 | 1 | 0 | 0 |
| Provides quick navigation to important order list | 6 | 2 | 2 | 0 | 0 |
| **TOTAL** | **21** | **5** | **4** | **0** | **0** |

There were 21 Office Staff respondents who **STRONGLY AGREED** that the software is fully functional and provides order management. On the other hand, there were 5 Office Staff respondents who **AGREED** and 4 Office Staff respondents **MODERATELY AGREED**. The weighted mean of the Functionality criteria under the Office Staff respondent’s category is 4.56, which fall on the **HIGHLY ACCEPTABLE** scale. The result means that the proposed system provides order management and correct output.

**Table 3.0 Response in the Functionality Criteria: Sales Agent Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Functionality | 5 | 4 | 3 | 2 | 1 |
| Provides order creation and updates | 7 | 1 | 2 | 0 | 0 |
| Generates correct program outputs | 9 | 1 | 0 | 0 | 0 |
| Provides shortcut functions for order management | 7 | 1 | 2 | 0 | 0 |
| **TOTAL** | **23** | **3** | **4** | **0** | **0** |

There were 23 Sales Agent respondents who **STRONGLY AGREED** that the software is fully functional and provides order management. On the other hand, there were 3 Sales Agent respondents who **AGREED** and 4 Sales Agent respondents **MODERATELY AGREED**. The weighted mean of the Functionality criteria under the Sales Agent respondent’s category is 4.63, which fall on the **HIGHLY ACCEPTABLE** scale. The result means that the proposed system provides order management and shortcut functions.

**Table 4.0 Response in the Functionality Criteria: Manager Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Functionality | 5 | 4 | 3 | 2 | 1 |
| Provides order management | 9 | 1 | 0 | 0 | 0 |
| Generates correct program outputs | 9 | 1 | 0 | 0 | 0 |
| Provides quick navigation to important order list | 8 | 1 | 1 | 0 | 0 |
| **TOTAL** | **26** | **3** | **1** | **0** | **0** |

There were 26 Manager respondents who **STRONGLY AGREED** that the software is fully functional and provides order management. On the other hand, there were 4 Manager

respondents who **AGREED** and 1 Manager respondents **MODERATELY AGREED**. The weighted mean of the Functionality criteria under the Manager respondent’s category is 4.83, which fall on the **HIGHLY ACCEPTABLE** scale. The result means that the proposed system provides order management and quick navigation.

**Table 6.0 Response in the Reliability Criteria: Office Staff Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Reliability | 5 | 4 | 3 | 2 | 1 |
| Provides program output based on expected program result | 8 | 1 | 1 | 0 | 0 |
| Provides error free notifications | 5 | 3 | 2 | 0 | 0 |
| Detects program errors immediately | 9 | 1 | 0 | 0 | 0 |
| **TOTAL** | **22** | **5** | **3** | **0** | **0** |

There were 22 Office Staff respondents who **STRONGLY AGREED** that the software provides reliable program outputs. On the other hand, there were 5 Office Staff respondents who **AGREED** and 3 Office Staff respondents **MODERATELY AGREED**. The weighted mean of the Reliability criteria under the Office Staff respondent’s category is 4.63, which fall on the **HIGHLY ACCEPTABLE** scale.

**Table 7.0 Response in the Reliability Criteria: Sales Agent Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Reliability | 5 | 4 | 3 | 2 | 1 |
| Provides program output based on expected program result | 9 | 1 | 0 | 0 | 0 |
| Provides error free notifications | 9 | 1 | 0 | 0 | 0 |
| Detects program errors immediately | 8 | 2 | 0 | 0 | 0 |
| **TOTAL** | **26** | **4** | **0** | **0** | **0** |

There were 26 Sales Agent respondents who **STRONGLY AGREED** that the software provides reliable program outputs. On the other hand, there were 4 Sales Agent respondents who **AGREED**. The weighted mean of the Reliability criteria under the Sales Agent respondent’s category is 4.86, which fall on the **HIGHLY ACCEPTABLE** scale.

**Table 8.0 Response in the Reliability Criteria: Manager Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Reliability | 5 | 4 | 3 | 2 | 1 |
| Provides program output based on expected program result | 8 | 2 | 0 | 0 | 0 |
| Provides error free test feedbacks | 9 | 1 | 0 | 0 | 0 |
| Detects program errors immediately | 8 | 1 | 1 | 0 | 0 |
| **TOTAL** | **25** | **4** | **1** | **0** | **0** |

There were 25 Manager respondents who **STRONGLY AGREED** that the software provides reliable program outputs. On the other hand, there were 4 Manager respondents who **AGREED** and 1 Manager **MODERATELY AGREED**. The weighted mean of the

Reliability criteria under the Manager respondent’s category is 4.8, which fall on the **HIGHLY** **ACCEPTABLE** scale.

**Table 10.0 Response in the Usability Criteria: Office Staff Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Usability | 5 | 4 | 3 | 2 | 1 |
| Can be understood, learned, used and appear attractive to the user. | 7 | 2 | 1 | 0 | 0 |
| Provides on-screen prompts and messages that are clear for order management | 7 | 1 | 2 | 0 | 0 |
| Provides relevant instructional guide | 7 | 1 | 2 | 0 | 0 |
| **TOTAL** | **21** | **4** | **5** | **0** | **0** |

There were 21 Office Staff respondents who **STRONGLY AGREED** that the software provides viable program outputs and design. On the other hand, there were 4 Office Staff respondents who **AGREED** and 5 Office Staff **MODERATELY AGREED**. The weighted mean of the Usability criteria under the Office Staff respondent’s category is 4.53, which fall on the **HIGHLY** **ACCEPTABLE** scale.

**Table 11.0 Response in the Usability Criteria: Sales Agent Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Usability | 5 | 4 | 3 | 2 | 1 |
| Can be understood, learned, used and appear attractive to the user. | 8 | 1 | 1 | 0 | 0 |
| Provides on-screen prompts and messages that are clear and helpful to learn program creation and testing | 7 | 2 | 1 | 0 | 0 |
| Provides relevant instructional guide | 7 | 2 | 1 | 0 | 0 |
| **TOTAL** | **22** | **5** | **3** | **0** | **0** |

There were 22 Sales Agent respondents who **STRONGLY AGREED** that the software provides viable program outputs and design. On the other hand, there were 5 Sales Agent respondents who **AGREED** and 3 Sales Agent **MODERATELY AGREED**. The weighted mean of the Usability criteria under the Sales Agent respondent’s category is 4.63, which fall on the **HIGHLY** **ACCEPTABLE** scale.

**Table 12.0 Response in the Usability Criteria: Manager Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Usability | 5 | 4 | 3 | 2 | 1 |
| Can be understood, learned, used and appear attractive to the user. | 8 | 2 | 0 | 0 | 0 |
| Provides on-screen prompts and messages that are clear and helpful to learn program creation and testing | 7 | 0 | 3 | 0 | 0 |
| Provides relevant instructional guide | 8 | 1 | 1 | 0 | 0 |
| **TOTAL** | **23** | **3** | **4** | **0** | **0** |

There were 23 Manager respondents who **STRONGLY AGREED** that the software provides viable program outputs and design. On the other hand, there were 3 Manager

respondents who **AGREED** and 4 Manager **MODERATELY AGREED**. The weighted mean of the Usability criteria under the Manager respondent’s category is 4.63, which fall on the **HIGHLY** **ACCEPTABLE** scale.

**Table 14.0 Response in the Efficiency Criteria: Office Staff Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Efficiency | 5 | 4 | 3 | 2 | 1 |
| Order creation and update is done in a shortest time possible | 7 | 3 | 0 | 0 | 0 |
| Minimizes storage resource for the mobile application | 9 | 1 | 0 | 0 | 0 |
| **TOTAL** | **16** | **4** | **0** | **0** | **0** |

There were 18 Office Staff respondents who **STRONGLY AGREED** that the software is efficient in providing its function in terms of time constraints. On the other hand, there were 2 Office Staff respondents who **AGREED**. The weighted mean of the Efficiency criteria under the Office Staff respondent’s category is 4.80, which fall on the **HIGHLY** **ACCEPTABLE** scale.

**Table 15.0 Response in the Efficiency Criteria: Sales Agent Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Efficiency | 5 | 4 | 3 | 2 | 1 |
| Program creation and testing is done in a shortest time possible | 8 | 2 | 0 | 0 | 0 |
| Minimizes storage resource for program creation and testing | 9 | 1 | 0 | 0 | 0 |
| **TOTAL** | **17** | **3** | **0** | **0** | **0** |

There were 18 Sales Agent respondents who **STRONGLY AGREED** that the software is efficient in providing its function in terms of time constraints. On the other hand, there were 2 Sales Agent respondents who **AGREED**. The weighted mean of the Efficiency criteria under the Sales Agent respondent’s category is 4.85, which fall on the **HIGHLY** **ACCEPTABLE** scale.

**Table 16.0 Response in the Efficiency Criteria: Manager Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Efficiency | 5 | 4 | 3 | 2 | 1 |
| Program creation and testing is done in a shortest time possible | 8 | 1 | 1 | 0 | 0 |
| Minimizes storage resource for program creation and testing | 9 | 1 | 0 | 0 | 0 |
| **TOTAL** | **17** | **2** | **1** | **0** | **0** |

There were 17 Manager respondents who **STRONGLY AGREED** that the software is efficient in providing its function in terms of time constraints. On the other hand, there were 2 Manager respondents who **AGREED** and 1 **MODERATELY AGREED**. The weighted mean of the Efficiency criteria under the Manager respondent’s category is 4.80, which fall on the **HIGHLY** **ACCEPTABLE** scale.

**Table 18.0 Response in the Maintainability Criteria: Office Staff Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Maintainability | 5 | 4 | 3 | 2 | 1 |
| Allow users to easily identify code errors within application | 6 | 1 | 3 | 0 | 0 |
| Provides comments of program codes for ease of understanding | 6 | 1 | 3 | 0 | 0 |
| Modification of code for enhancement can be done | 6 | 4 | 0 | 0 | 0 |
| **TOTAL** | **18** | **6** | **6** | **0** | **0** |

There were 18 Office Staff respondents who **STRONGLY AGREED** that the software is maintainable by providing instructional guide for improvement. On the other hand, there were 6 Office Staff respondents who **AGREED** and 6 Office Staff **MODERATELY AGREED**. The weighted mean of the Maintainability criteria under the Office Staff respondent’s category is 4.40, which fall on the **ACCEPTABLE** scale.

**Table 19.0 Response in the Maintainability Criteria: Sales Agent Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Maintainability | 5 | 4 | 3 | 2 | 1 |
| Allow users to easily identify code errors within application | 5 | 1 | 4 | 0 | 0 |
| Provides comments of program codes for ease of understanding | 6 | 4 | 0 | 0 | 0 |
| Modification of code for enhancement can be done | 6 | 1 | 3 | 0 | 0 |
| **TOTAL** | **17** | **6** | **7** | **0** | **0** |

There were 17 Sales Agent respondents who **STRONGLY AGREED** that the software is Maintainable by providing instructional guide for improvement. On the other hand, there were 6 Sales Agent respondents who **AGREED** and 7 Sales Agent **MODERATELY AGREED**. The weighted mean of the Maintainability criteria under the Sales Agent respondent’s category is 4.33, which fall on the **ACCEPTABLE** scale.

**Table 20.0 Response in the Maintainability Criteria: Manager Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Maintainability | 5 | 4 | 3 | 2 | 1 |
| Allow users to easily identify code errors within application | 5 | 5 | 0 | 0 | 0 |
| Provides comments of program codes for ease of understanding | 5 | 3 | 2 | 0 | 0 |
| Modification of code for enhancement can be done | 6 | 0 | 4 | 0 | 0 |
| **TOTAL** | **16** | **8** | **6** | **0** | **0** |

There were 16 Manager respondents who **STRONGLY AGREED** that the software is Maintainable by providing instructional guide for improvement. On the other hand, there were 8 Manager respondents who **AGREED** and 6 Manager **MODERATELY AGREED**. The weighted mean of the Maintainability criteria under the Manager respondent’s category is 4.33, which fall on the **ACCEPTABLE** scale.

**Table 22.0 Response in the Portability Criteria: Office Staff Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Portability | 5 | 4 | 3 | 2 | 1 |
| Adapts for new versions of operating systems | 5 | 1 | 4 | 0 | 0 |
| Allows installation of plug-ins for integration of other program module | 5 | 5 | 0 | 0 | 0 |
| Automatically updates program component in any operating systems | 6 | 1 | 3 | 0 | 0 |
| **TOTAL** | **16** | **7** | **7** | **0** | **0** |

There were 16 Office Staff respondents who **STRONGLY AGREED** that the software is capable of adapting for different platforms. On the other hand, there were 7 Office Staff respondents who **AGREED** and 7 Office Staff **MODERATELY AGREED**. The weighted mean of the Portability criteria under the Office Staff respondent’s category is 4.30, which fall on the **ACCEPTABLE** scale.

**Table 23.0 Response in the Portability Criteria: Sales Agent Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Portability | 5 | 4 | 3 | 2 | 1 |
| Adapts for new versions of operating systems | 6 | 2 | 2 | 0 | 0 |
| Allows installation of plug-ins for integration of other program module | 5 | 3 | 2 | 0 | 0 |
| Automatically updates program component in any operating systems | 6 | 4 | 0 | 0 | 0 |
| **TOTAL** | **17** | **9** | **4** | **0** | **0** |

There were 17 Sales Agent respondents who **STRONGLY AGREED** that the software is capable of adapting for different platforms. On the other hand, there were 9 Sales Agent respondents who **AGREED** and 4 Sales Agent **MODERATELY AGREED**. The weighted mean of the Portability criteria under the Sales Agent respondent’s category is 4.33, which fall on the **ACCEPTABLE** scale.

**Table 24.0 Response in the Portability Criteria: Manager Respondents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Portability | 5 | 4 | 3 | 2 | 1 |
| Adapts for new versions of operating systems | 5 | 1 | 4 | 0 | 0 |
| Allows installation of plug-ins for integration of other program module | 6 | 0 | 4 | 0 | 0 |
| Automatically updates program component in any operating systems | 5 | 0 | 5 | 0 | 0 |
| **TOTAL** | **16** | **1** | **13** | **0** | **0** |

There were 16 Manager respondents who **STRONGLY AGREED** that the software is capable of adapting for different platforms. On the other hand, there were 1 Manager respondents who **AGREED** and 13 Manager **MODERATELY AGREED**. The weighted mean of the Portability criteria under the Manager respondent’s category is 4.10, which fall on the **ACCEPTABLE** scale.

**Table 26.0 Summary of the Software Evaluation on ON-Care**

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Mean** | **Interpretation** |
| **Functionality** | 4.67 | HIGHLY ACCEPTABLE |
| **Reliability** | 4.76 | HIGHLY ACCEPTABLE |
| **Usability** | 4.60 | HIGHLY ACCEPTABLE |
| **Efficiency** | 4.82 | HIGHLY ACCEPTABLE |
| **Maintainability** | 4.35 | ACCEPTABLE |
| **Portability** | 4.24 | ACCEPTABLE |
|  |  |  |
| **Total Mean** | 4.57 | HIGHLY ACCEPTABLE |

In general, the software yielded a weighted mean of 4.57, which fall on the **HIGHLY ACCEPTABLE** in the Likert’s scale.

# SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS

## Summary

Provide a rather concise summary of the research work.

## Conclusions

The conclusions are direct statements that would prove the achievement of the specific objectives. The conclusions should have one-to-one correspondence to the specific objectives, i.e. if you have 4 specific objectives (a to d) then you should have 4 conclusions (1 to 4).

## Recommendations

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Use APA formating for all references (in the body and in the listing here).

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APPENDICES

##### <Appendix A:> <Title>

Place your appendices here. Please be sure that these have been referenced in the body of document.

CURRICULUM VITAE

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