Usability Testing of Mobile Online Clinic Booking System for UUM Health Center

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ABSTRACT

The wireless technology is the most interesting technology in the ICT industry today. Mobile devices such as smart phones and personal digital assistants are becoming more commonly used due to the reduction in their size and increase of computational power. In addition, wireless network hotspots (in airports, hotels and commercial outlets) are now beginning to populate the environment. With these advances, new types of mobile applications are becoming available to support users on the move. The mobile environment presents a number of challenges to application developers (including frequent network disconnection and variable bandwidth); therefore mobile Online Clinic Booking System for UUM Health Center was studied in this project with the objective of enhancing the development process of distributed mobile applications. A usability test was conducted and has proved that such technology is highly recommended in an institution as UUM whereby there are a huge number of students.

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Chapter One

Introduction

1.1 Introduction

The wireless technology is the most interesting technology in the ICT industry today, where there is much innovation and research, As technology has been developed through time, advances in telecommunication and computer hardware knowledge have led to the emergence of mobile computing.

Information Communication Technologies (ICTs) play a significant role in enhancing the development in developing countries. The possible technologies are WAP, GPRS, WiFi and Bluetooth. These technologies are compared based on their advantages, disadvantages and implementation requirements [4].

According to [7] mobile devices and the emergence of wireless technologies are rapidly increasing. Firms adopted mobile devices and wireless technologies to assist and improve their business' performances. Mobile computing provides instant deployment of service over a large geographical area and offers every user an equalivant service of quality. The mobile devices and the emergence of wireless

The contents of the thesis is for internal user only

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