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OSC assist system (OAS) / Amira Sariyati Ayob.

## **OSC ASSIST SYSTEM (OAS)**

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This report is submitted in partial fulfillment of the requirements for the  
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**FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY  
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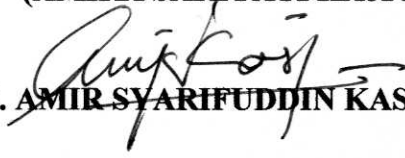
## DECLARATION

I hereby declare that this project entitled  
**OSC ASSIST SYSTEM(OAS)**  
**FOR**  
**MAJLIS BANDARAYA MELAKA BERSEJARAH(MBMB)**

is written by me and is my own effort and that no part has been plagiarized  
without citations

STUDENT: \_\_\_\_\_ DATE: \_\_\_\_\_

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SUPERVISOR : EN.  AMIR SYARIFUDDIN KASIM DATE: \_\_\_\_\_

To My mother,  
Nooraini Abdullah.  
To My Bros and Sis,  
Ahmad, Sakinah, Muhammad, Hassan, Hafizullah, Syahidah, Nurul Atiqah,  
Who inspired me with their love of learning, scholarship, and teaching.

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## ABSTRACT

*Majlis Bandaraya Melaka Bersejarah(MBMB)* is actually acted as *Pihak Berkuasa Tempatan(PBT)* to take care of all societys' importance in their territory. Building Control Department is actually acted as One Stop Center(OSC) which is responsible to manage all applications related to buildings.This department is divided into four units.OSC Assist System(OAS) is a computerize system that is developed especially for *MBMB*. OAS is a system that will be replacing manual system that will be used by staff in OSC.OAS is proposed to assist staffs in OSC in order to manage all applications from applicant and also develop to overcome all problems before.(Building Map)PBO and (Certificate of Occupy)CFO application will be managed more efficient and smooth by using this system. This system is using PowerBuilder 6.5 and Sybase as database. It uses power script language.Expectation of this system is to improve debility and increase competence of management.

## ABSTRAK

Majlis Bandaraya Melaka Bersejarah(MBMB) merupakan satu organisasi yang bertindak sebagai Pihak Berkuasa Tempatan(PBT) yang akan menjaga keseluruhan jajahan Majlis Bandaraya Melaka Bersejarah.Jabatan Kawalan Bangunan bertindak sebagai Unit Pusat Setempat yang bertanggungjawab untuk menguruskan permohonan untuk Pelan Bangunan dan permohonan Sijil Layak Menduduki.Jabatan ini terbahagi kepada empat unit.*OSC Assist System(OAS)* merupakan sebuah sistem berkomputer yang dibangunkan untuk Majlis Bandaraya Melaka Bersejarah.OAS ini akan menggantikan sistem secara manual yang telah lama dijalankan oleh jabatan ini.OAS dibangunkan untuk membantu memudahkan urusan pekerja dalam menguruskan segala permohonan dan sistem ini diharapkan dapat mengatasi masalah-masalah yang timbul semasa menguruskan permohonan secara manual. Sistem ini diharapkan dapat melancarkan kerja pengurusan. Sistem ini akan dibangunkan menggunakan perisian PowerBuilder 6.5 dan Sybase sebagai pangkalan data. Sistem diharapkan dapat meningkatkan mutu kerja dan pencapaian jabatan ini.

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### **Terms and Abbreviations**

<b>Abbreviation</b>	<b>Description</b>
MBMB	<i>Majlis Bandaraya Melaka Bersejarah</i>
OAS	OSC Assist System
PBO	Building Plan Map
CFO	Certificate of Occupy

## CHAPTER I

### INTRODUCTION

*Majlis Bandaraya Melaka Bersejarah(MBMB)* is actually acted as *Pihak Berkuasa Tempatan(PBT)* to take care of all societies' importance in their territory. *PBT* is following the union concept where the selective people will represent people in *PBT* as a member of council and will help in making decision through the correct methods.

Building Control Department is actually acted as One Stop Center(OSC) which is responsible to manage all applications related to buildings.This department is divided into four units.

OSC Assist System(OAS) is a computerize system that is developed especially for *MBMB*. OAS is a system that will be replacing manual system that will be used by staff in OSC.

OAS is proposed to assist staffs in OSC in order to manage all applications from applicant and also develop to overcome all problems before.(Building Map)PBO and (Certificate of Occupy)CFO application will be managed more efficient and smooth by using this system.

Expectation of this system is to improve debility and increase competence of management.

This chapter will describe more details about project background, problem statement, the objectives to achieve project scope and project significant.

## 1.1 Project Background

OAS is a computerized system that is developed especially for OSC. OAS is a system that will replace manual systems and will be used by staffs at building control department.

OAS is divided into two main subsystems. The subsystems are regarding to the PBO application and CFO application. Each subsystem has an ability to do tasks such as to record and to search all the data about the applicant and application of PBO and CFO. In addition, the system can also generate reports for every month. Apart from the main subsystem, the small part of the system is including the management of passwords of the system.

Before this, all the procedures and data are being kept manually in the files or in the books. This manual system actually can bring so many problems to the staff especially in managing and updating files and books. The big problem that has been bothering the management side without a proper system is to determine or to check status for an application. They have to check from one page to another page or books to books to find information about any application.

For overall, OAS is actually an internal system that will focus on usual functions such as saving data, deleting data, displaying data, printing data, adding data, searching for data and updating data.

## 1.2 Problem Statements

*MBMB* and especially *OSC* is still using manual system such as books and files in recording data according to their customers' application. This manual system can cause many unnecessary problems that can bring bad effects to the customers, workers and *OSC* itself.

These problems were listed below:

### **i. Data loss risk and difficult to updating.**

With manual system, percentages of data loss are quite high. The data are on the risk to lose because of floods and fire. It is difficult to update or to search certain data because the workers need to check one by one files or books.

### **ii. No backup file.**

With manual system, no backup files or books ever existed because it is difficult to make a backup files or books. If data loss ever happen, it will be very difficult to the company because no database to save data and to retrieve data.

### **iii. Wasting of papers, time and space .**

When using manual system *OSC* actually spend a lot of money in buying papers, files and books every month. Using those files and books *OSC* needs a lot of space to keep them. The staffs have to go through all files and books in the cabinet to search



for some data that customers request and this make the customers have to wait a longer time to get what they want.

#### **iv. No security and reduplicate data.**

Without a proper system, all the data in the books and files are kept only in cabinet without proper security. The data are easy to be duplicated. It can bring much confusion to the customers and also the staffs.

Based on some problems defined above, the main issue is an ability of OSC to has characteristic of interactive management system.

The other issues is:

- i. Are users needed to be expert in computer technology to use this system?
- ii. Are users can achieve data from this system easily and faster?
- iii. Are users having enough information to solve problem?
- iv. Are users needed any method to search for data easily and faster and then fulfill their requirement?

### **1.3 Objective.**

Below are the list of the objectives will archive at the end of the project:

- i. To build a system that has functions such as recording data, deleting data, display data, printing data, adding data, searching for data and updating data.

- ii. To reduce data loss, costs and the using of manpower.
- iii. To prevent reduplicate data.
- iv. To produce and to use a computerize system as maximum as can hence can enhance the level of work that are being produced by workers in OSC.
- v. To provide a system that is user friendly and easy to use.
- vi. To build a system with high security.
- vii. Enable the system administrator to control the system more efficiently.
- viii. To produce a database that can retrieve data more easily.
- ix. To make it easier for the workers whether external or internal workers to retrieve important forms whenever needed.
- x. To build a system that can act on immediate response for customers.

#### **1.4 Scopes.**

Detail of the project functionality, project deliverable, user of OAS and approaches in used will be described in detail in this part.

The OAS system is divided into two scopes; scopes of system and scopes of user. The purposes of these scopes are to ensure that the planning and development of the system become easier. These scopes also needed to ensure the system is built consistent with objectives and goals of project and to fulfil user's requirement.

### **Scope of User**

The users of the system are the executive operations that take the full responsibilities of this system.

### **Scope of System**

The OAS actually a system that will be divided into two subsystems. The subsystems are:

- i. PBO application
- ii. CFO application

All the subsystem will have the same function. The functions are:

#### **i. Saving data**

This system will allow all the data about applicant's application saved in a database that will be using Sybase.

#### **ii. Deleting data.**

This system will allow all the unneeded data deleted from database

**iii. Displaying data.**

This system will allow users with right authorization to retrieve and access data.

**iv. Printing data.**

This system will allow the data to be printed whenever needed.

**v. Adding data.**

This system will allow the user to add new data into the database through forms provided.

**vi Searching and updating data.**

This system will allow the user with right authorization to search for certain data and able to update the data.

OAS will be used by two types of users:

User - staffs from OSC.

Admin User – staff that will admin system.

### **1.5 Project Significant**

This system hopefully will solve all problems found when user manages it manually. The main project significant for this system is to assist user or staff to manage all application related to PBO and CFO application where all the application were managed manually before. This system also developed to avoid some problems such as data lost, data spilled and data redundancy when manage any application.

This system also provided with user friendly, systematic, security and saving time. Besides user can achieve data faster and easier. Data security also more secure compared to before because this system is provided with password that limit users. Only user with authorized permission can access into this system and achieve data. Restrict level also provided where users is divide to two level. For example administrator and common user. Staff is able to add application status, applicant record and check current status for applicants' application. This system also generates monthly and yearly report for OSC.

### **1.6 Expected Output.**

Some assumptions were made for this system to make sure its' smoothness and effectiveness. Assumption made during developing this system is:

- i.** This system is able to save all information about applicants' application and their status.
- ii.** User gets knowledge in information technology.
- iii.** This system will have system administrator to manage and update data in system.

After finish development phase, this system must be able to save all data and have system administrator to manage system. So that, user can uses this system easily.

## 1.7 Conclusion

In conclusion, this chapter has explained in detail all the information and studies that are related to the development planning for the future system based on the problems and drawbacks of current system. Study on the concept of the system gives a lot of information and helps to better understand of the development of the system. This is essential to ensure all the development tools that are going to be used are correct and suitable. Next chapter will describe about literature review.

## **CHAPTER II**

### **LITERATURE REVIEW AND PROJECT METHODOLOGY**

This second chapter is focusing on previous system study as apart of literature review and the project methodology to use to develop this system. Understanding the previous or related system is very important to get an idea and to improve the existing system. In the meantime, project methodology is a guide line for developer to develop information technology project.

#### **2.1. Introduction**

OSC Assist System is actually a system that will be developed based on Management Information System (MIS) concept. Accumulation of information and related material is performed in order to develop this system.

The necessary material is forms, how applicant makes an application using manual system, letters and how application process managed by staff.

All these material is collected by perform an interview session and meeting with staffs at building control department. Beside collect related documents.

## 2.2 Fact and Finding

It is important to well understand about the concept of MIS before this project can be developed. A few researches were made to understand to concept of MIS.

### 2.2.1 Background of organization

*Majlis Bandaraya Melaka Bersejarah (MBMB)* got the status as *Majlis Bandaraya* on 15 February 2003. Before this, it was known as *Majlis Perbandaran Melaka* on 1<sup>st</sup> January 1977.

*Pihak Berkuasa Tempatan (PBT)* is following the union concept where the selective people will represent people in *PBT* as committee member and will help in making decision through the correct methods. The changes of level from *MPM* to *MBMB* are because of the remarkable developments and big changes that happened in *MPM*.

As a *PBT*, *MBMB* is actually acted as a caretaker to take care of all society's importance in their territory. This can be proved by the functions of *MBMB*:

- To plan the development of *MBMB* territory to be in order, harmony and well balance.
- To provide complete and new infrastructures to boost up the growth of socio-economy to the society.
- To provide services such as control services, cleanliness services and healthiness services and disease control that not only effective but also throughout *MBMB* territory.
- To provide beautiful and attractive landscape to the society's comfortless.