

## BORANG PENGESAHAN STATUS TESIS

JUDUL: ONLINE CONFERENCE RESERVATION MANAGEMENT SYSTEM  
SESI PENGAJIAN : 2013

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Tesis dimaksudkan sebagai Laporan Projek Sarjana Muda (PSM)

**ONLINE CONFERENCE RESERVATION MANAGEMENT SYSTEM  
(onCRMS)**

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This report is submitted in partial fulfillment of the requirements for the  
Bachelor of Computer Science (Database Management)

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2013

## DECLARATION

I hereby declare that this project report entitled

**ONLINE CONFERENCE RESERVATION MANAGEMENT SYSTEM  
(onCRMS)**

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

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## DEDICATION

*Dear Allah*

*Thank you for giving me the ideas, strengths, knowledge and good health that helps me to finish this project as schedule.*

*Dear Beloved Parents*

*Thank you because always supporting me with their love, and giving me the motivations to finish this project.*

*Dear Lecturers and Supervisor*

*Thank you for all your guidance, patience, encouragement and supervision to enable me finish this project.*

*Dear Friends*

*Thank you for all the knowledge, support and encouragement.*

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Lastly, I am thankful to all my colleagues and friends for their understanding, suggestions and comments throughout this project, which made my final year memorable in UTeM.

## ABSTRACT

Online Conference Reservation Management System (onCRMS) is a system that is developed based on database technology. The aim of developing this system is to facilitate the management in dealing with matters relating to the activities of the conference. This system provides a user-friendly interface that helps the user to better understand guidelines to use. This system has been developed using Adobe Dreamweaver CS3, PHP as the programming language, Apache Tomcat as the server and Oracle as the database. The methodology that is used to build up this system is the Database Life Cycle (DBLC). DBLC is used as guides consistently complete each development phase of the onCRMS.

## ABSTRAK

*Online Conference Reservation Management System (onCRMS)* adalah sistem yang dibangunkan berasaskan teknologi pangkalan data. Matlamat membangunkan sistem ini adalah untuk memudahkan pihak pengurusan dalam menangani perkara yang berkaitan dengan aktiviti-aktiviti persidangan. Sistem ini menyediakan antara muka mesra pengguna yang membantu pengguna untuk lebih memahami garis panduan untuk digunakan. Sistem ini telah dibangunkan dengan menggunakan Adobe Dreamweaver CS3, PHP sebagai bahasa pengaturcaraan, Apache Tomcat sebagai pelayan dan Oracle sebagai pangkalan data. Kaedah yang digunakan untuk membina sistem ini adalah *Database Life Cycle (DBLC)*. *DBLC* digunakan sebagai panduan secara konsisten menyelesaikan setiap fasa pembangunan *onCRMS*.

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## **CHAPTER I**

### **INTRODUCTION**

#### **1.1 Project Background**

A conference is a gathering or meeting of people with a similar focus which normally has a theme, a purpose or a problem to solve, and may include an exhibition. Usually, there is no management system used to store all the information about the conference.

Online Conference Reservation Management System (onCRMS) is a system that is developed based on database technology. The aim of developing this system is to facilitate the management in dealing with matters relating to the activities of the conference. There are many type of conference such as conventions, meetings, seminars, colloquiums and more. By using onCRMS, the organizer needs to insert



information regarding the conference such as type, date, topic, and number of attendees and so on. This system will facilitate the administrator to process the request from the organizer and calculate the cost for the conference that need to pay. All of the event will be stored in a database so that it will be easier for users to retrieve back their information.

According Rooms Team, title 'The Rooms and Colloquium System' in 2001, the system also allows a user to make Colloquium information available to be viewed, and to associate that information with a reservation. The Rooms and Colloquium System if geared for three different types of users: public viewers, authenticated users, and authenticated privileged administrators. (Rooms Team, 2001).

## 1.2 Problem Statements

The problems that encourage the development of this system are:

**i. Related information about the conference is not stored in a systematic way.**

Some of the information related to the conference are still stored unsystematically example using the file system. With the latest technology nowadays, there will be a systematic application to stored all the information of the conference.

**ii. The event information about the event created is exposed to theft and damage.**

By using the old system which is file system, the information of the conference are exposed to theft and damage. It is because there is no security for the data and also the system. So, everyone or unauthorized user also can enter the system.

**iii. Need a long time and difficult to retrieves the information of the created events.**

By using the file system, there are difficult to retrieves back the record when it is needed. The user needs to find one by one the record until find it. So, this can cause the increasing of time in managing the conference information.

### **1.3 Objectives**

To overcome the problems, this project embarks on the following objectives:

- i. To effectively facilitate the organization in managing upcoming conference by replacing the file system to a computerized system.
- ii. To keep the information about the created event safely (stored in database).
- iii. To ease the management to access the information of the created event.

### **1.4 Scopes**

The scopes for Online Conference Reservation Management System (onCRMS) are:

#### **1.4.1 User**

The users for this system consist of:

- i. The institution (Also known as the organizer who wants to create the event).
- ii. The management staff (A person who manages the booked event).
- iii. The administration (A person who manage the management level).

### **1.4.2 Platforms**

The platforms required for this system are:

- i. Windows Vista and above.
- ii. Web browser (Mozilla, Chrome).
- iii. Oracle Database (UTeM's iSQLPlus Database : 10.7.11.211).

### **1.4.3 Modules**

The modules that are developed on this system are:

- i. Login  
This module will verify the user whether they are institution, staff or admin.
- ii. Institution Management  
This module will manage the information regarding the institution such as register new institution and update their details. The system will automatically generate an ID for a new registration.
- iii. Staff, Location and Equipment Management

This module is done by the admin. The admin can register and

update the staff, location and equipment information. This system will generate an ID for new registration.

iv. Event's Booking Management

This module is done by the registered institution. The system will stored all the details of an event created by the institution.

v. Equipment Chosen Management

The institution will performed this module after completed the previous (iv) module. They will choose the equipment needed for the event and the system will calculate the total cost for the chosen equipment based on the unit price and quantity.

vi. Event Management

This module is done by the staff who managed the event. They need to manage the booking event created by the institution. If the booking is approved, the responsible staff needs to specify the suitable location for that event and the total payment for that event are automatically calculated by the system.

vii. Report Management

This module is done by the admin. The system will generate a report based on the admin request.

## 1.5 Project Significance

Online Conference Reservation Management System (onCRMS) is significant as it is easy to use by the institution to book an event. This system provides a user-friendly interface that helps the user to better understand guidelines to use. By using onCRMS, data management would be systematic and well

organized. This system also helps the staff to easily manage the booking event and all the record of the event is stored systematically in the database and it is easy to retrieve it back. This system is hoped to be useful system to the users and it will operate as expected.

## **1.6 Expected Result**

The expected result expected in this project are:

- i. How many event approved/rejected in certain month/year?
- ii. How many event held in a certain location?
- iii. How many event created by a certain institution?
- iv. How many event approved/rejected by a certain employees?

## **1.7 Conclusion**

Online Conference Reservation Management System (onCRMS) is a web based application system that will focus on the database technology as it domain. This system will replace the current system which is the file system in the organization that managed the reservation for the conference. This system will help the management on handling the reservation for the conference. This system is hoped to be a useful system to the users.

## **CHAPTER II**

### **ANALYSIS**

#### **2.1 Introduction**

In this chapter we will discuss about literature reviews, the fact and finding and also project methodology in order to study and understand the current business of existing system which later will be use as a guideline to develop the system which is based on the reservation orientation. Literature review is a summary of an analysis which allows us to study the previous works solving the same problem.

#### **2.2 Facts and Findings**

Facts and findings is a process where we need to determine whether the information that we receive is accurate information according to the fact. In this section we will review on the current process that has been used by the management provider to provide conference information to the customer. The literature review will allow us to make comparison and conclusion based on the theory and methodology in next chapter.

## **2.3 Domain**

The domain for Online Conference Reservation Management System is an ICT in room reservation management for an organization. At present, most of the organization are still using the old method which is a manual booking a room by the institution. Information Communication Technologies represent one of the current applications of technology. With new thinking and emphasis of learning, ICT is expected to fulfil some of the needs of a user to function effectively in this world.

### **2.3.1 Existing System**

The focus of this part is to define the function of related existing system, and make analysis about functional processes and features that were used in developing it. In this case a model of an existing system related to room reservation is used as a case study. The systems are the Meeting Room Booking System and the iSmart Meeting Room Booking.

#### **2.3.1.1 Meeting Room Booking System (MRBS)**

MRBS is an application to book meeting rooms. It is a PHP based application, and works like a web application. The user can install it on any server in the organization, and then employees in the organization can access this application over the web, and book meeting rooms. As this system is installed locally on its own server, it is a good choice for booking meeting rooms in an intranet environment as well. (Ishan Badal, 2009)

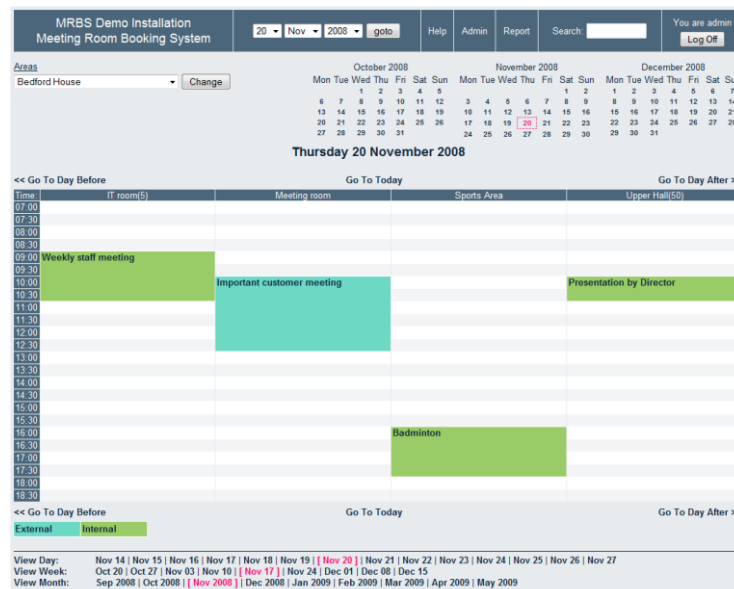


Figure 2.1: MRBS's main screen

According to Ishan Badal (2009), MRBS main features are:

- i. Web/Intranet based. It is available from any workstation through a web browser.
- ii. MRBS is simple to follow, web based options and intuitive presentation.
- iii. It is flexible repeating the bookings done.
- iv. Authentication with the existing user database.