

HARDWARE FAILURE COMPLAINT

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

FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY
UNIVERSITI TEKNIKAL MALAYSIA MELAKA
2013

BORANG PENGESAHAN STATUS TESIS

JUDUL: HARDWARE FAILURE COMPLAINT

SESI PENGAJIAN: SEMESTER 2013/2014

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ACKNOWLEDGEMENTS

Foremost, all praise to Allah the Almighty for His bless guidance me throughout this project. Besides, I would like to express my deep and sincere gratitude to my supervisor, Dr Mohd Sanusi Azmi for his patience, motivation and continuous support through out my project. Without all of his advice and opinions, the development of this project may not have been possible.

Next, I am also grateful to my beloved family for their patience and supporting me spiritually throughout my life. I also would like to thanks to all my friends for their supports while completing my project especially my coursemate and roommate who always give moral support when I was discouraged.

Last but not the least, I offer my regards and blessings to Universiti Teknikal Malaysia Melaka (UTeM) and all of those who supported me in any respect during the completion of this report and PSM I. I really appreciate it.

DECLARATION

I hereby declare that this project report entitled

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

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DEDICATION

This report is dedicated to my beloved parents; En Roseman Ali and Pn Hasnah Aman, my family, my supervisor, Dr Mohd Sanusi Azmi and my dearest friend to me who have provided encouragement and guidance throughout the development of this report.

Thank you.

ABSTRACT

Hardware Failure Complaint is all about to make a complaint of hardware. Based on the existing system, there are a lot of flaw that need to be improve. The main problem is this system still been handled manually. Thus, Hardware Failure Complaint is developed computerized with extra functionality in order to ease the user to make a complaint. This computerized system can be access anywhere as long there is internet connection. Furthermore, V-Model Methodology has been chosen to develop this system. It will help to develop the system as the major element for continues system development. As an overall conclusion, this system allow user to make a complaint and received a feedback from the management of this system.

ABSTRAK

Hardware Failure Complaint adalah semua berkenaan untuk membuat aduan mengenai perkakasan. Berdasarkan sistem yang sedia ada, terdapat banyak kecacatan yang perlu ditingkatkan. Masalah utama sistem ini adalah ianya masih lagi dikendalikan secara manual. Maka, Hardware Failure Complaint dibangunkan mengkomputerkan dengan fungsi tambahan supaya meringankan pengguna membuat satu aduan. Sistem ini boleh di akses di mana saja selagi terdapat sambungan internet. Tambahan pula, V Model Methodology telah dipilih bagi membangunkan sistem ini. Ia akan membantu membangunkan sistem sebagai unsur utama untuk meneruskan pembangunan sistem ini. Sebagai rumusan keseluruhan, sistem ini membenarkan pengguna membuat aduan dan menerima maklum balas dari pengurusan sistem ini.

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CHAPTER I

INTRODUCTION

1.1 Project Background

Hardware Failure Complaint (HFC) is the system for manage the information of any hardware failure through the complaint submit by the user. The main point of developing this system is to help the staff to mantain their services. The user will have a big opportunity to complaint any damage of the hardware in more efficient way.

The project is developing because the staff have a lot difficulties to manage any failure of hardware. Any complaint through the form or email will take time for staff to detect of the failure itself. Sometimes the form that the user used to report any failure of hardware are missing and this will burden the staffs. A lot of time will be taken to find the form that are missing. Besides, there are limit user to make any complaint of the hardware. This seem to be unrealistic for those who want to make a complaint.

Therefore, HFC system was proposed to help the staffs to manage the hardware and the user who want to make a report of any hardware failure. Other than that, this project is to upgrade the manual system and make the complaint or report easily to access and more systematic. The computerized system will be easily managed and maintained by the HFC system. Next, it will help to reduce the problem of missing data and users essential information needed by the organization.

1.2 Problems Statements

Firstly, the method used to store the data is ineffective ways. The recording data is using the process of receiving the complaints and forwarding the respond is done manually by the staff. This system aims to solve this problem by automatically done after the staffs take the responsive action on the complaints.

Secondly, the problem which seems to arise from the current system is the time consuming and unknown complaint status. The staffs have to check the system frequently to see whether there are new complaint received and this method takes time. While user will get confuse with the status of their complaint.

Last but not least, the current system is still using a complaint form paper. This will increase the usage of papers in the daily complaint process. In addition, the staffs will had a problem of misplace or duplicated of paper.

1.3 Objective

- i. To develop an online system to provide a medium for staff and user to submit their complaint.

Through this system, the user can submit their complaint in every time and wherever they like. Apart from that, this system also provides replying functionality whereby the status of the damage will be tracked.

- ii. To allow management feedback for the user regarding their problem in a more effective way.

The user can submit their complaint at the website and the management can respond as fast as they can. In addition, the user also will recognize and check whether the complaint has been accepted or not.