

BORANG PENGESAHAN STATUS TESIS

JUDUL: DIGICITY ONLINE MANAGEMENT SYSTEM.

SESI PENGAJIAN: 2007/2008

Saya _____ MOHAMAD AIMAN BIN ISMAIL
(HURUF BESAR)

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(TANDATANGAN PENULIS)

Alamat Tetap: Lot 1039, Kampung Tualang
Bunut Susu,
17020 Pasir Mas,
Kelantan

Tarikh:



(TANDATANGAN PENYELIA)

Nama Penyelia: Pn. Azlianor Bt.
Abdul Aziz

Tarikh: 7/12/2007

CATATAN: * Tesis dimaksudkan sebagai Laporan Akhir Projek Sarjana Muda (PSM).

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DiGiCITY ONLINE MANAGEMENT SYSTEM (DGCT OMS)

MOHAMAD AIMAN BIN ISMAIL

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

**FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY
UNIVERSITI TEKNIKAL MALAYSIA MELAKA
2007**

DECLARATION

I hereby declare that this project report entitled

DIGICITY ONLINE MANAGEMENT SYSTEM

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

STUDENT: _____
(MOHAMAD AIMAN BIN ISMAIL)

Date: _____

SUPERVISOR: _____
(PN. AZLIANOR BT ABDUL AZIZ)

Date: 9/12/2007

DEDICATION

To my God, Allah SWT...

To my greatest idol, Rasulullah SAW...

To my beloved parents, Ismail Bin Yahaya and Siti Hawa Bt Mahmood...

To my brother and sister, Mohamad Anuar Bin Ismail and Salma Bt Ismail...

To my special, Husniyatul Adawiyah Bt Abd.Samat...

To my supervisor, Puan Azlianor Bt Abdul Aziz...

ACKNOWLEDGEMENTS

On the whole, Allah S.W.T., my God has given the success and His permissiveness to complete this *Projek Sarjana Muda* successfully. I would like to express my sincere appreciation to those who have contributed in one way or the other in the process to complete the studying session in Universiti Teknikal Malaysia Melaka(UTeM) and complete the *Projek Sarjana Muda II* for Bachelor of Science Computer (Software Development).

I would also like to thank to my supervisor, Puan Azlianor Bt. Abdul Aziz, for assisting me to finish this PSM 2 successfully and also providing the guideline, giving courage and advice throughout the development of the project.

My appreciation also goes to my parents, Ismail Bin Yahaya and Siti Hawa Bt Mahmood and to all my family for their support and advise until I finish my project successfully.

Finally, thank you so much, to all friends for the moral support and helping me to successfully manage this report. Their helps, enthusiasms and advices have kept me going to reach the PSM finish line.

ABSTRACT

The project is named DiGiCITY Online Management System or DGCT OMS as acronym. This system is developed for DiGiCITY(M) Sdn.Bhd. The project aims is to help this company to manage their departments systematically and efficiently such as Department of Management, Department of Inventory/Store, Department of Marketing and Department of Customers Services and Responses. This system provided a powerful database to store all the useful information. This system can help this company to manage their staff's data, calculate items and control items in the store, manage customers feedback and monitor and promote the latest products and services that is provided through the internet. Besides that, the current system for this company will be using manual system in every work such as register new staff, calculate staff salary and claim, manage item in the store, promote the latest products and services and customers feedback. Furthermore, the manual system will become many problem such as time consuming, losing data or data redundant, weak in management process and the data cannot be saved into the suitable place. As a solution, this system will be developed to solve the problem that happen and help the officer to manage their work easily. In DGCT OMS project, the Object Oriented Analysis and Design (OOAD) is chosen to be the project methodology. OOAD is better than other approach because it creates more opportunity for reusability and leads to solutions that are easier to maintain.

ABSTRAK

Projek ini telah dinamakan sebagai, “DiGiCITY Online Management System” atau DGCT OMS sebagai singkatannya. Sistem ini dibangunkan untuk syarikat DiGiCITY(M) Sdn.Bhd. Tujuan projek ini adalah untuk membantu syarikat ini menguruskan semua bahagian yang terdapat dalam syarikat ini seperti Bahagian Pengurusan, Bahagian Stor, Bahagian Pemasaran dan Bahagian Khidmat Pelanggan dengan sistematik dan cekap. Sistem ini membekalkan satu pangkalan data yang hebat untuk menyimpan segala maklumat yang berguna. Sistem yang dibangunkan ini dapat membantu syarikat dalam menguruskan data pekerja, mengawal dan mengira kuantiti barang di dalam stor, menguruskan masalah pelanggan dan membuat promosi barangan dan produk di internet. Disamping itu, sistem yang digunakan oleh syarikat ini pada masa sekarang masih lagi menggunakan sistem manual dimana semua kerja dilakukan secara manual seperti pendaftaran pekerja baru, pengiraan dan tuntutan gaji pekerja, pengurusan barang di stor, promosi barangan dan servis terbaru syarikat dan juga pengurusan khidmat pelanggan. Selain itu, sistem manual banyak mendatangkan masalah iaitu antaranya banyak masa dihabiskan dalam melakukan sesuatu tugas, kehilangan data atau data bertindih, pengurusan pentadbiran yang lemah dan tidak sistematik dan data-data penting tidak disimpan di tempat yang sesuai. Sebagai jalan penyelesaiannya, sistem ini dibangunkan untuk menyelesaikan segala masalah yang dihadapi oleh syarikat ini dan seterusnya membantu pihak pengurusan melakukan kerja dengan mudah. Untuk membangunkan DGCT OMS ini, Analisa dan Rekabentuk Berorientasikan Objek (OOAD) dipilih sebagai metodologi pembangunan projek disebabkan ia adalah lebih baik berbanding metodologi lain kerana membantu proses kegunaan semula dan menyediakan penyelesaian untuk memudahkan proses penyenggaraan sistem pada masa hadapan.

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5.1 Three Tier Architecture

LIST OF ACRONYMS

1. PPSMI Pembekalan Peralatan Sains Dan Matematik Dalam Bahasa Inggeris.
2. IT Information Technology.
3. DGCT OMS DiGiCITY Online Management System.
4. OOAD Object-Oriented Approach and Design.
5. MSC Malaysia Super Corridor.
6. ACM Association Computing Machinery.
7. ICN Information Control Nets.
8. OIS Office Information System.
9. QA Quality Assurance.
10. CSS Cascading Style Sheets.
11. HTML Hypertext Markup Language.
12. XHTML Extensible Hypertext Markup Language.
13. PHP Personal Homepage.
14. NIC Network Interface Card.
15. CGI Common Gateway Interface.
16. ISAPI Internet Server Application Program Interface.
17. PSM Projek Sarjana Muda.

CHAPTER 1

INTRODUCTION

1.1 Project Background

DiGiCITY(M) Sdn.Bhd. is the one of the Bumiputera IT company that is focusing on supplying computer hardware and software, maintenance and repair services for computers and IT peripherals. This company will be managing many IT project in the state of Melaka, Johor and Negeri Sembilan as the System Integrator for the “Pembekalan Peralatan Sains dan Matematik Dalam Bahasa Inggeris Fasa 1 – 6 (PPSMI Phase 1 – 6)”. The scope of work included the installation and commissioning for the material supplied to 285 schools in the whole of Melaka. The company also succeeded in securing the maintenance contract for the above mentioned equipment material for 3 years.

Nowadays, this company will manage many IT projects around Malaysia such as the state of Melaka, Johor, Kuala Lumpur, Perak and Negeri Sembilan. On the other hand, this company doesn't have one systematic system to manage their work especially in Department of Management, Department of Inventory/Store, Department of Marketing and Department of Customer's Services and Responses. All the work will be done in manual system but the manual system is not effective and all the data cannot be managed systematically.

This system is going to be named as DiGiCITY Online Management System or DGCT OMS as acronym. It will be used to manage four departments of DiGiCITY(M) Sdn.Bhd. By using this system, administrator of each department can monitor their work systematically and manage the data efficiently. This system will be divided into four main functions. The function for Department of Management is to manage staffs record, Department of Inventory/Store to manage and calculate the latest total of items in the store, Department of Marketing to promote the latest products or services to the customers and lastly for Department of Customers Services and Responses to monitor feedback, suggestion, comments or complaints from customers about the company service, product or item that customers used.

Continuously, the current system for this company is not effective and systematic as IT company. It can be time consuming, waste the time and losing the data or data redundancy when administrator doing their work. As a solution, DGCT OMS will provide a better solution and accurate to manage all the work of this company easily and help their management to manage their work or task efficiently and the data will be saved into suitable place.

1.2 Problem Statement(s)

There are a few problems with the current system. The details are as follows:

i. Time consuming

The manual system use much time to take any progress. For the example, a new staff needs to fill a registration form to write all personal data before administrator keep into word document (Microsoft Word). All the process demand more time to complete the registration of a new employee.

ii. Losing data or data redundancy

The manual system may cause losing data or data redundancy. This problem will happen in Department of Inventory/Store. Administrator cannot calculate item in and out from the store correctly and sometimes the data will be redundant. So, the latest total of item in store is difficult to be calculated and account officer need time to calculate the budget to buy new item and make the summary of company account. Besides that, administrator also cannot know which staffs that use the item or tool in store correctly and it becomes a big problem when administrator checks the item in store.

iii. Weak of management process

Administrator has a problem to manage many records and it may cause the management to more so slow. For the example, when staffs apply leave or loan from the company. They need to make one letter to apply leave or loan to the officer and wait for the approval. This process will take time to be settled down. Besides that, staffs also need time to make claim from the management because the administrator need to confirm them and calculate totals the claim for each staffs.

iv. Hard to monitor customers services process

Customers have problem to make report about the problem with the product or services that this company provided. Something, customers need to come to the office to make report. Furthermore, administrator also have problem to arrange which staff/technicians will go and settle the problem that customers report.

v. Weak of marketing services

This current system will use the entire email of customers to send the latest product or services that this company provided. Besides that, marketing departments also print template and pass on to staffs/technicians when there are doing the job to promote the latest products or services. The main problem is the company face difficulties to find new customers and new market to increase their income.

1.3 Objectives

The objectives of the system are describes briefly as following:

- i. To manage all customers' feedback and response systematically and if have any comment, suggestion or request from customer's, all the response will be reply as soon as possible by DiGiCITY Customers Services And Responses.
- ii. To manage and control all staff data of this company and divide them into their departments.
- iii. This system can help administrator to manage all item in store (in and out), calculate the total of item and calculate the latest total of item in store.
- iv. To provide a useful searching to find employee profile, the latest total of item in store and location of item in the store.
- v. To record all the staffs' data, staffs who use item in store and calculate staff salary and claim.
- vi. To promote the latest product or services of this company to find a new customers and market.

1.4 Scope

To understand more about this system, the project scope will be divided into small parts. The covered parts indicate the boundaries of the project: