

BUSINESS ISSUES MANAGEMENT SYSTEM



UNIVERSITI TEKNIKAL MALAYSIA MELAKA

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JUDUL: BUSINESS ISSUES MANAGEMENT SYSTEM

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BUSINESS ISSUE MANAGEMENT SYSTEM

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

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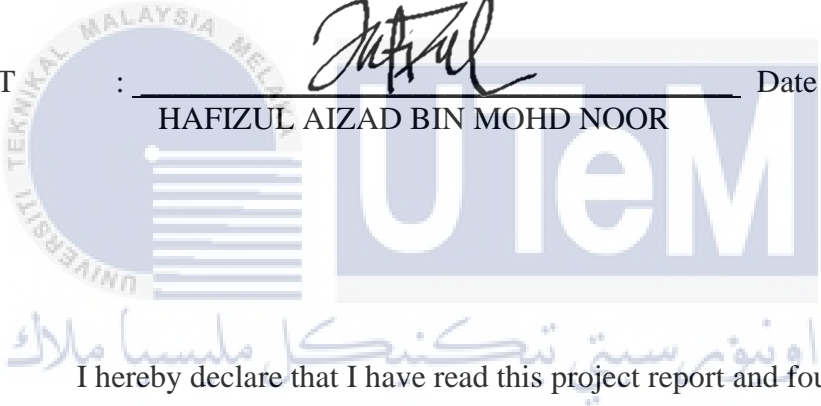
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2021

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
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DEDICATION

I want to dedicate this project to my beloved family, friend, and all the worker who is having challenging time in managing their workload.



ACKNOWLEDGEMENTS

The outcome of this workshop project required a lot of guidance and help from many people, and I am incredibly fortunate to have completed the project. First, I would like to express our sincere gratitude to Dr Abdul Karim bin Mohamad for his guidance and valuable support throughout completing this project. His guidance has helped improve the project and open my eyes to innovative ideas and knowledge.

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ABSTRACT

Business Issues Management System is a software application to manage most issue activity from a business operation perspective. This system is developed as a website. The website is a visualization of the issue that business needs to solve and manage for their operation purposes. This system aims to assist the business to manage their communication and collaboratively manage issues. Using conventional ways of managing issue in business which require a lot of paperwork can be costly, inefficient, and time-consuming. This project report will explain the development process and related information such as introducing the proposed system, methodology to develop the system, system analysis, system designing, system implementation and system testing. The application will assist the business to be more organize, whole and efficient in their organization.

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ABSTRAK

Sistem Pengurusan Masalah Perniagaan adalah aplikasi perisian untuk menguruskan aktiviti terbanyak dari perspektif operasi perniagaan. Sistem ini dibangunkan sebagai laman web. Laman web adalah visualisasi masalah yang perlu diselesaikan dan diuruskan oleh perniagaan untuk tujuan operasi mereka. Sistem ini bertujuan untuk membantu perniagaan menguruskan komunikasi mereka dan mengurus masalah secara kolaboratif. Menggunakan kaedah konvensional untuk menguruskan masalah dalam perniagaan yang memerlukan banyak kertas kerja boleh menjadi mahal, tidak efisien, dan memakan masa. Laporan projek ini akan menjelaskan proses pembangunan dan maklumat yang berkaitan seperti memperkenalkan sistem yang dicadangkan, metodologi untuk mengembangkan sistem, analisis sistem, perancangan sistem, pelaksanaan sistem dan pengujian sistem. Aplikasi ini akan membantu perniagaan menjadi lebih teratur, utuh dan cekap dalam organisasi mereka.

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LIST OF ABBREVIATIONS

FYP	-	Final Year Project
BIMS	-	Business Issues Management System
SDLC	-	System Development Life Cycle
Y	-	Yes
N	-	No
MVC	-	Model View Controller
HTML	-	Hypertext Markup Language
CSS	-	Cascading Style Sheet
IDE	-	Integrated Development Environment
API	-	Application Programming Interface
PDF	-	Portable Document Format

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CHAPTER 1: INTRODUCTION

1.1 Introduction

This chapter will introduce the system that will be developed for the Final Year Project (FYP). The project developed is called the Business Issues Management System (BIMS). It is designed to be used by businesses interested in implementing technology to their operation on handling issues and tasks. This chapter will describe the background, problem statement, goals, scope, importance of the project, expected results and conclusions of the project.

1.2 Project Background

Business Issues Management System will be developed for the use of all sorts of business. Issue management of a business is crucial as it impacts the deliverable of a business. Issues in the term are an unexpected problem with time, labor and financial dependencies that need to be resolved. The problem conventional ways of issue management within a business are it requires a lot of paper usage. People tend to write and pass issues within an organization using paper which is a wastage. Miscommunication between employee can happen because of the unavailable centralized issue log. Unorganized issue management uses email, verbal command, post-it note, which tend to be inefficient and cause a problem. The objective of the Business Issue Management System (BIMS) development is to record, track, and communicate the issue in a business. Moreover, the system aims to assist in organizing task that will lead to efficiency and productivity within an organization. Furthermore, it will allow centralized issues log within a business that can be accessed by the business staff anywhere and anytime. The Business Issue Management System

(BIMS) will be developed as a website. The website will implement the Kanban board as the tool to assist in managing the issue. Also, it will implement calendar for a problem that needed to be resolved. The project aims to help a business to be more organized, efficient, and productive.

1.3 Problem Statements

The problem statement is the description of a faulty condition of the current system. The system's problem needs to be identified as it will set the goals for the future system to be improved. Below are the problem statements of the current system:

- a) Tracking and following up issues manually requires more labor.
- b) Tasks and issues are not centralized and hard to be access by all employees.
- c) Wastage of paper when recording and passing task and issues manually.
- d) No proper ways of communicating task in an organization.
- e) Hard to keep track important task.

1.4 Objectives

The objectives are the goals set for the development system. It is to specify what product needed to be generated in the early stage, which will have the functionality to its user. Below is the objective of the BIMS:

- a) **To record, track, resolve, and communicate all task or issue in an organization.**

The ability to save, organize and share information will improve productivity and efficiency of a business. Thus, making a business product or service offered to be higher in quality. The platform BIMS will cater for ease in handling tasks

and issues that need to be done in a manner of more reliable and better than conventional ways.

b) To organize issues within a business.

Issues is an unexpected or scheduled matter for every business. It is important to solve and follow up by certain members of an organization to ensure business function. BIMS will enable the organization of issues by implementing Kanban board. This function enable user to drag and drop issue card depending on its priority that will ease the searching of records.

c) To implement centralized issues and tasks within an organization.

Centralized issues and tasks are the ability to interact with issues located in one place. Typically, an employee only keep their task or issue in hand on their own. The system aim to create an environment share their workload and information regarding their business with member of business to remind themselves and their coworker of tasks and issues that need to be completed.

d) To secure data of an organization.

The system also work toward improving personal and data security. An organization data is more secure as it is saved into database instead of using paper. This ease the process of making backup. Furthermore, retrieval of data can be done faster.

e) To improve teamwork within an organization.

BIMS aims to significantly improve teamwork of an organization. The system improve the ability of sharing workload within a business. The system motivate the employees and employer to be hands on of their work.

1.5 Scopes

The scope of a project is part of the planning where determining and documenting specific goals, deliverables, features, function, and task to be done. Moreover, it defines what needs to be achieved in a project.

1.5.1 Users

The user scope is the functionalities that are design to the user based on role assign in the system. Below are the user scope to be develop:

i. Business

- User can be an administrator or owner of a business. User who will organize by adding, updating, and deleting the board in the organization that will use the system. Also, business owner has the authorization to update and remove employee user.

ii. Employee

- User is an employee of a business which will use the system assigning and communicating task and issues within their department on the Kanban board.

1.5.2 Functionality

The functionality scope is the features to be developed in the system. The functionality is defined in the planning stage as it create the boundary for the system to be complete. Below are the functionality scope to be develop:

a) Authentication module

- Verify the user who logged into the system. This function is built to improve the data security and ease the data collection of the application. This module include registration, retrieve forgotten password and login activity.

b) Dashboard module

- User can view their personal information. The performance of managing issue or completing task can be access in this module.

c) Board module

- Real-time issue logger which displays in the module. User can interact with the board if assigned to the board. Each board module will have their own Kanban board which only the business owner can create. The progress of the issue is shown in the Kanban board.

d) Task module

- User can create task to set them a reminder of what to do in their business operation. The task start date and due date will later be shown in the calendar which will assist user in reminding them of the task in hand.

1.6 Project significance

Without a doubt, managing a task requires a lot of effort, time, and discipline for a business to operate at its peak performance. The conventional issue management skill lacks communication and not optimal. BIMS system is a solution for the repetitive process of passing a note to be replaced with a technology implemented system. For the same reason, the user will have no worries about communicating their task with their workplace, and less misinformation can be avoided. An organization can view all the incomplete, in progress, and completed task on the global Kanban board made

available. Additionally, everyone in the organization can view the board anywhere and anytime by accessing it on the internet.

1.7 Expected Output

BIMS will be developed as a web-based application. A website that assists the user with managing tasks and issues in an organization. The website has user authentication functionality, a dashboard to monitor performance, a board that implement Kanban board for each department of the business, and a task module for a personal task tracker. The system will be available anywhere, anytime with an internet connection as it is hosted on a server. This system will improve the remote mode of working and communicating within a business.

1.8 Conclusion

In summary, BIMS is a solution to problem of managing task and issue of an organization creating an efficient and productive working environment that can be monitor from afar. The next chapter will be discussing the fact and finding of the domain, existing system. Moreover, the project methodology, requirements, schedule, and milestones will be discussed.

CHAPTER 2: LITERATURE REVIEW AND PROJECT METHODOLOGY

2.1 Introduction

This chapter will expose the literature review of the system that will be used to develop Business Issues Management System (BIMS). This chapter will describe the project domain, existing system, technique, methodology, requirements, schedule, and milestones that need to be analyze before developing the system.

2.2 Facts and Findings

Fact-finding is a process of collecting information about system problems and preferences. There is a lot of fact-finding technique which can be implemented such as research, meetings, interviews, questionnaires, sampling, and other processes to gather or collect data. In this project, fact-finding is done by implementing the observation method. The existing system is observed, and finding is examined and recorded in this chapter.

2.2.1 Domain

The domain of the Business Issues Management System (BIMS) is web development. Web development is the task of creating a website, maintaining, and updating. Also, web development involves building the front-end pages and back-end server-side code that connect the web system to the database and the system's front. Since the introduction of the world wide web, web development has been improving in design, user interaction, data handling. Website has been implemented in many ways, such as advertisement, e-commerce, management and many more.