Home Services Online System (Homy Services)

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BORANG PENGESAHAN STATUS TESIS

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Home Services Online System (Homy Services)

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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
2016

DECLARATION

I hereby declare that this project report entitled

Home Services Online System (Homy Services)

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

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STUDENT : Ammar Abdullah AlShameri Date: 18/08/16

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SUPERVISOR : _____ Date 18 Ogos 2016

(ASSOC. PROF.NORHAZIAH MD.)

DEDICATION

To my beloved parents and supervisor Assoc. Prof. Norhaziah Md. Salleh
And to the fellowship friends of BITD, especially Muneb Yonis who gives co-operation and knowledge sharing in completing this project.
Thank you so much.

.

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ABSTRACT

Homy Services Online System is an online system that provides online home services application, which allows the customer to order whether specific services in a specific category or order a package that contains services for a period time determined. The new system will be able for staff to managing the customer's orders in more effective way. SDLC methodology that has been used in this project development is Prototyping. Software that involves in this project development is PHP, Oracle 11g, Windows 10 and Google Chrome as a web browser.

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ABSTRAK

Homy Sistem Perkhidmatan Online adalah sistem dalam talian yang menyediakan perkhidmatan aplikasi rumah dalam talian, yang membolehkan pelanggan untuk memesan sama ada perkhidmatan tertentu dalam kategori tertentu atau memesan pakej yang mengandungi perkhidmatan untuk masa tempoh yang ditentukan. Sistem baru ini dapat membantu kakitangan menguruskan pesanan pelanggan dgn lebih berkesan. metodologi SDLC yang telah digunakan dalam pembangunan projek ini adalah prototaip. Perisian yang terlibat dalam pembangunan projek ini adalah PHP, Oracle 11g, Windows 10 dan Google Chrome sebagai pelayar

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LIST OF ABBREVIATIONS

DFD	**-**	**Data Flow Diagram**
ERD	**-**	**Entity Relationship Diagram**
SDLC	**-**	**System Development Life Cycle**

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LIST OF ATTACHMENTS

ATTACHMENT	TITLE
Appendix A	**User Manual**

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CHAPTER I

INTRODUCTION

1.1 Project Background

Through my search for ideas to build a graduation project, an Idea of bringing out Inspired by experiences that I went through during my stay in Malaysia .During the transition to a new house where I began equipping my room, I was wanted a painting man to paint my room and carpenter as well where my room id small and the bed need to be short. So I incurred in my search until I can find the appropriate person to fix what I need and my search was about asking a friend or looking for that person in shops specializing in building materials probably they have knowledge of someone can fix things like this or the search in Telephone book . I found one worker's number from my friend , and that person as he said he can painting and fix the bed in same time and because no time to find other one I accept him . I didn't completely accept what he has done but I just go through with. Later I found a lot of defects in his job it couldn't appear before I called him but no response maybe he changed the number or whatever, so this issue will go to other customers and the same issues occurs to them. Also I notice things like this in the city where is my hometown where it spreads a lot of bulk labor, where there are no severe control on them, where they're workers coming from their countries with certain profession and they work in a different occupations which is different what is recorded in residence permit, so maybe you find a worker with tailor profession and he works in a Plumbing profession which may cause damage to the customers, whether in the long or short run. From this logic and experience, I wanted to build a systematic program to regulate these services and to provide a suitable reference and security for customers when their need for such services without worrying about poor working or exaggerated price.

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1.2 Problem Statements

The problems that have been identified in the current system are:

- **Workers without The work permit (random workers).**

  In this time there are a lot of workers without the work permit which means they don't have recorded into government system that they are a service worker and may they don't have an experience of fixing the issue, this thing will be causing for a lot of damages on the customer's stuffs they may deal with it.

- **Customers have a lack of time to search on the worker to serve them.**

  Without using this kind of program you may have to exert effort to find the exact man for the work and may need to looking in the internet about worker or looking in the phone book and maybe some workers has changed them number , so here is the problem and its hardly to reach to the worker to serve online.

- **Spending the money and wasting the time**

  Because there is no an online system that have ability to provide a services to the customers, the customers will spend their money in trialing the worker's work in their houses and don't know whether they found the exact man or not to deal with issue and this is will be wasting the time because the customer don't know the worker's efficiency and it may effect on the stuff rather than fixing it so the customer will exert effort to find another worker in old way.

- **Using the papers in recording the information issues related**

  All the progresses of ordering a service to assign the team to deal with customer issue to record the invoice once the repaired finish is done manually.

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1.3 Objective

The primary goal to Developing this system is to enhance and redesign the present system. There are six goals for this system:

i. **Ordering a service or a packages online.**

The system will allow customers to choose whether they need a service or a packages and they can specify their issues.

ii. **Keep the payment information more secure and proper**

The data will be secure because the only one who can access is responsible person or who is the information related to him. So, the probability loss of data will be decreased.

iii. **The progresses that related to repairing the issues are online.**

All progresses that related to the issue will be online. From the staff's customer server receive an order service or a package to assign the team to go to rapier the customer's issue to record the invoice once the issue has been repaired

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iv. **Reduce uses of a papers**

Through this system, all the information of the components of the system will be saved into database and the use of papers will decrease

v. **Generate information report.**

The administrator will allow generating a report showing the information about all the services, packages, customer and staff.

1.4 Project Scope

A few scope have been define to develop this project. This system has two scopes which is user scope and system scope. The scope of the system is described in Section 1.4.1 for user scope and Section 1.4.2 for system scope.

1.4.1 User Scope

User scope is the user that will be use the system. There are four types of user which are admin, supervisors, customer and staff's customers' services.

i. Admin

- Have privileges to view the staff information.
- Have privileges to view the customer information.
- Have privileges to generate customer purchase report.
- Have privileges to generate team revenue report.
- Have privileges to generate package and services most revenue report.
- Have privileges to update or delete customer information.
- Have privileges to update or delete staff information

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ii. Staff's customers services

- Have privileges to view customers' package's order.
- Have privileges to view customers' service's order.
- Have privileges to assign date to supervisor to deal with customer's issue.
- Have privileges to assign date to supervisor to deal with customer's packages.
- Have privileges to print the packages and service invoice of customers.
-

iii. Supervisor

- Have privileges to assign worker to his team.
- Have privileges to view ordered service's details for the orders assigned to him.
- Have privileges to view package's details for the orders assigned to him.
- Have privileges to record service invoice.

iv. Customer

- Have privilege to make online service order.
- Have privilege to make online package order.
- Have privileges to update their information.
- Have privileges to print their packages and service invoice.

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1.4.2 System Scope

System scope is the scope of the modules in the system. There are five modules in this system which are Online Order a Services Module, Online Order a Packages Module, Staff's Schedule Module, Managing Customer Orders Module and Managing Team Module.

i. **Online Order a Services Module**

   This module is for customer make an order services.

ii. **Online Order a Packages Module**

   This module is for customer make an order package to.

iii. **Staff's Schedule Module**

   This module allows staff's customers services to assign date to specific team to deal with the customer orders.

iv. **Managing Customer Orders Module.**

   This module allows supervisor to deal with customer orders.

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v. **Managing Team Module**

   This module allows the supervisor to view the staff (worker) and add them to the team.