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INTRANET RECEPTION SYSTEM (IRIS)

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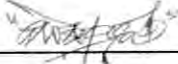
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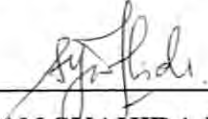
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DECLARATION

I hereby declare that this project report is entitled
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Is written by me and is my own effort and that no part has been plagiarized without
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ABSTRACT

This thesis contains the complete information about the project's system. For this PSM I, I choose to develop a database based system. I named it Intranet Reception System (IRIS). This report will cover all sort of part that contributes to development of this system. In Chapter I, the system is introduced, from the early beginning of the system's background to the objective that it covers as well as the significant of the system. In Chapter II the literature review and the project methodology cover the part of how the system is planned to be developed. While in Chapter III, the planned methodology is analyzed. The methodology was torn into bits and analyzed for better understanding. Last but not least the last chapter for PSM I, Chapter IV; this chapter is the design phase. It touches the preliminary design of the project's system. It designs from the architecture to the interfaces of every form of the system.

ABSTRAK

Thesis ini mengandungi maklumat lengkap tentang projek sistem yang akan di bangunkan. Bagi PSM I ini, saya telah memilih untuk membangunkan sistem yang berlandaskan atau berasaskan penyimpanan maklumat. Nama yang telah dipilih ialah, Intranet Reception System, ataupun IRIS. Laporan ini menyentuh kesemua bahagian tentang projek ini. Bab I adalah untuk memperkenalkan system ini dari segi latar belakang hingga ke objektif yang ingin di capai. Pada Bab II pula, kaedah pembangunan projek telah dihuraikan. Ia menyentuh bahagian cara atau kaedah implimentasi projek tersebut. Bab III pula adalah bahagian analisis projek tersebut, di mana setiap bahagian projek tersebut telah di pecahkan bagi lebih memahami perjalanan sebenar projek itu. Bahagian terakhir bagi PSM I ini adalah Bab IV yang mana menerangkan tentang kerja mereka cipta reka bentuk awal projek ini, dari struktur perlaksanaan higgs ke bentuk halaman bagi setiap module projek ini.

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LIST OF ABBREVIATION

BSO	-	Business Systems Options
CCTA	-	Central Computer and Telecommunications Agency
DFD	-	Data Flow Diagram
ERD	-	Entity Relationship Diagram
GSM	-	Global System Mobile
HR	-	Human Resources
LAN	-	Local Area Network
LDS	-	Logical Data Structure
MO	-	Modus Operandi
MySQL	-	My Standard Query Language
IRIS	-	Intranet Reception System
IT	-	Information Technology
OGC	-	Office of Government Commerce
OO	-	Object Oriented
PHP	-	Public Hyper Processor
PSM	-	Projek Sarjana Muda
SMS	-	Short Message System
SQL	-	Standard Query Language

SSADM	-	Structured System Analysis and Design Methodology
TiO ₂	-	Titanium Dioxide
UK	-	United Kingdom
V	-	Verification or Validation
VB	-	Visual Basic

LIST OF ATTACHMENTS

ATTACHMENT	TITLE	PAGE
1	Gantt Chart	A
2	User Manual	B

CHAPTER I

INTRODUCTION

1.1 Project Background

The Intranet Reception System (IRIS) is universal system that can be implemented in any type of industries or organizations that has receptionist. At some point it is suitable for industries or organizations that only have security post to greet visitor and receive deliveries. This system is not for only one company but is developed to universally support any companies, industries or organizations. The Intranet Reception System (IRIS) has four important modules to be covered. The first one is courier modules, a module that covers the method of informing and storing information about any delivery designated to any personnel in the company. The second module to cover is the visitor module, where through this module receptionist and the company can keep track visitor that visits the company and their activities and whereabouts in the company's site. The third module is appointment and reservation module. Visitor usually came because of appointment that they have scheduled with the company. The

can even set a new appointment at receptionist counter. The workflow is made easier and simpler yet systematic because of the Intranet Reception System (IRIS).

Last but not least, the fourth and final module report module. Even it seem as it is not vital, but reports in companies play major role in providing valid and absolute information. It is a type of physical document that's confirms business transactions. The Intranet Reception System (IRIS) is a new system that has not yet been developed in any company. This idea came to me when I was undergoing my industrial training at multinational company. The receptionist itself sometimes wonders if there was such system. So took the liberty to developed one. This Intranet Reception System (IRIS) will definitely smooth the company's workflow.

1.2 Problem Statements

Problem statements can be considered as setbacks or factors of why this system should be developed. These factors are catalyst in building and developing reliable system. While systems, on the other hand are meant to solve the problems detected and make life easier. There are a few problems that support the reason of developing Intranet Reception System (IRIS).

1.2.1 Delivery and Courier Notification

Each courier or delivery that arrives can be in any type of form. It can be letters or in forms of packages or parcels. Each of these deliveries and courier often arrives at the receptionist counter; it is because some need to be verified by signature and official stamping. The complications arise when the receptionist wants to inform staff about their deliveries that just arrived. Usually either the staff themselves come to the counter asking for their couriers or the receptionist will call them to notify them. However, the staffs sometimes are not at their desk, cubical or office. In some situations, they will be involved in meetings or such. Other than that, there are few times when the staff has to out station in order to complete their task. This situation adds up to the current problem. The couriers will get piled up at the receptionist counter.

1.2.2 Appointments

Appointments are how business greet and meet starts. This will lead to future meetings and business closure. Difficulties that arise when outsiders or visitors desire to set an appointment, that there are no actual appointment systems. In some conditions, the receptionist herself will tend to forget to do a reminder for the set appointment. Adding worst to the situation, the receptionist did not notify and remind the staff about their appointments. Nowadays, receptionists at a lot of companies only use reminder notes to confirm an appointment and stick it anywhere on the counter. Imagine what will happen if the notes are lost and better yet the receptionist did not realize it.

1.2.3 Visits from Visitors, Vendors or Important Personnel

Companies often receive a lot of visits from various companies, vendors, suppliers and even important personnel such as Dato's or ministers and of course with various agendas. It is complicated and sometimes hard to keep track the visitor's movement. The numbers and types of visitor do determine the growth of the company. If it is an important deal to be close, it would really be good to have a full contact detail of the visitor and the company they came from. The difficulties are, it is hard to monitor and track the visitors' movement. Other than that, receptionist these days only use log book system to track their visitor's visit. This is clearly a tradition more than a systematic method to store information securely. There is not any system that stores complete information about visitors that came.

1.3 Objectives

There are a few vivid points of objectives of the system that in all covers the difficulties and problems that arise. The cores of each objective are pointed out together with a brief but precise explanation.

- a. To have a system that records and stores the couriers and deliveries information.

At the same time having the notification sent to the designated personnel, either through SMS or email. This part of the system will much more practical and systematic. The Intranet Reception System (IRIS) helps the receptionist by keying in the appointment in the systems database, and at the same time sending an informing message through SMS or email. With this system the staff can

receive their message anywhere and anytime. These will make the distribution of couriers and deliveries more efficient.

- b. To have a systematic and efficient appointment system.

Comparing the future system to the current, one that does not utilize paper notes in whole. The future system will promise a more reliable and arrangement method of work system. The appointment system that is a part of the Intranet Reception System (IRIS) will help to smooth the receptionist flow of work.

- c. To have an efficient system or method for tracking visitor that visits the company and their activities in the company.

Visitors where about and activities can be monitored. If it is a case of the company's security or the visitors' safety; the company can pin point the visitor's exact location. This apart of the system also covers the security issues. If there is any criminals act that involves other than the company's personnel, then this system can help provide an information and maybe solution to the problem. With the Intranet Reception System (IRIS), each visitor must and will have in their details in the system keyed in the system. This system is also a part of the appointment system. All of the visitor's data will be stored in the system database.

- d. To a reliable information system.

The system that is reliable in storing information, retrieving information and producing report. In addition to it, the system itself can maintain the integrity of the information stored in the system's database. Thus, producing a complete and precise report is a must. That is one of many that Intranet Reception System (IRIS) tries to achieve.