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JUDUL: **VIRTUAL DOCUMENTS MANAGEMENT SYSTEM (VDoMS)**

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Saya **ZUREEN BINTI MOKHTAR**

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VIRTUAL DOCUMENTS MANAGEMENT SYSTEM

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This report is submitted in partial fulfillment of the requirements for the Bachelor of Information and Communication Technology (Software Development for BITS).

FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY
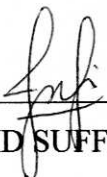
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DEDICATION

To my beloved parents

ACKNOWLEDGEMENT

ABSTRAK

Sistem Pengurusan Dokumen merupakan sebuah sistem yang dibangunkan untuk kegunaan syarikat Virtual Softnet Solutions (VSS) Sdn. Bhd. VSS merupakan sebuah syarikat pembangunan perisian dan wakil penjual perkakasan komputer. Sebelum ini VSS menggunakan kaedah pengurusan fail secara tradisional iaitu menggunakan kertas. Kaedah ini merupakan satu kaedah yang tidak efisyen untuk menguruskan dokumen atau fail yang banyak. Terdapat beberapa masalah yang timbul dengan menggunakan kaedah tersebut. Di antara masalah yang timbul dengan menggunakan kaedah ini adalah pengurusan fail tidak dapat dijalankan dalam masa yang singkat dan tepat. Selain daripada masalah tersebut, fail atau dokumen memerlukan kabinet fail yang besar dan ini akan memerlukan ruang pejabat. VSS juga akan mengalami pertambahan perbelanjaan kewangan untuk menguruskan fail dan dokumen tersebut sebagai contoh pembelian kertas dan dakwat cetakan. Dengan menggunakan Sistem Pengurusan Dokumen, pengguna dibenarkan menyimpan, mencari, mencetak, memaparkan, dan mengemaskini dokumen tertentu. Selain itu, sistem ini turut dilengkapi dengan fungsi pentadbiran syarikat bagi membantu syarikat menguruskan data-data pengguna sistem dan pekerja-pekerja syarikat.

ABSTRACT

Virtual Documents Management System is a system that developed for Virtual Softnet Solutions (VSS) Sdn. Bhd. VSS is a software development and hardware retailer company. Previously VSS was using a traditional way to manage their documents. The traditional way is by using paper to store data. It is not an efficient way. There are some problem occured when using this traditional way such as work is not getting done in a timely manner and correctly and there is difficulty to find information. This is includes lost of misplaced material as well as problems with files being unavailable when needed. The traditional way also needs many staff to manage documents. As mention early, VDoMS is a system to manage all documents that receive by VSS every day. After all developments process, VDoMS will help to manage document. Users will allow to upload or save, update, delete, create new document, and searching document or file by type. Beside that, this system also allow user to register new employee of the company and new user registration of VDoMS. By helping manage all documents, user will reduce most of time to manage document daily. It will also reduce cost of paper and hard cost such as office space and cabinet to restore document.

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

LIST OF ABBREVIATION

BITS	: Bachelor in Information Technology (Software)
ERD	: Entity Relationship Diagram
DFD	: Data Flow Diagram
SDN BHD	: Sendiriran Berhad
OSI	: Open System Interconnection
VSS	: Virtual Softnet Solution
VDoMS	: Virtual Document Management System

LIST OF APPENDIXES

CHAPTER I

INTRODUCTION

1.1 Preamble/Overview

Virtual Softnet Solutions Sdn Bhd (VSS) received thousand of documentation to filing daily. All the documentations is processed and filed by using manual process for more than 5 years. Documents involved are company proposal, letter, invoice, delivery orders, quotation and purchase order. They need to state down all details of new in or out documents in the log book and keep it in a file cabinet.

1.2 Problem Statement

Some common symptoms of document process problems are:

i.   Work is not getting done in a timely manner.

ii.   Work is not getting done correctly.

iii.   There is difficulty to finding information. This is includes lost of misfiled material as well as problems with files being unavailable when needed.

iv. Support needs constantly increasing. Too many staff are dedicated to pulling files, filing, distributing and related paper handling.

v. A continual backlog of documents to be processed exists.

Backlogs may occur because of insufficient staff resources or a seasonal or unexpected increase in work to be completed. Beside that, the most important matter to focus is about security of important document. Using manual system, important documents such as invoices or quotations can be retrieved by anyone easily.

Too often of identification of a problem comes as a result of service complaints where a process takes too long or incorrect information was kept. In a private sector as VSS, this means lost businesses. In all cases, considerable resources may be spent locating a lost document, identifying cause of the problem and correcting error. A document management system can be particularly effective in helping problems by streamlining and simplifying workflow.

1.3   Objective

To develop the Virtual Document Management System (VDoMS) by getting the information from the users which used the existing system will reduce most of the problem and customization to. Recognize an objective of VDoMS development is important to derive a successful system. Below are lists of objective VDoMS development:

i. Revolutionizing Organizational Workflow – to let many people access to the same document simultaneously.

ii. Workflow / Workload Management - know the work status at any time.

iii. Eliminate Document Loss – achieved any document at any time.

iv. Significant Reduction of Paper Based Support System Processes – expensive paper and hard cost maintenance.

v. Significant Additional Savings and Improvements of New Technology – a document in electronic form can be simultaneously routed to several individuals.

vi. Database Features - VDoMS will be using My SQL Server as a database tool.

1.4 Scopes

The document management system enables Virtual Softnet Solution Sdn Bhd (VSS) to quickly, efficiently, and securely manage documents of any type examples to find them, access them, search for content, review, organize, edit and approve. The problem, is not with a particular media (such as paper) but with how we organize to process and provide access to information.

Regarding the scenario mentioned, in order to minimize the problems, VSS should find a solution. As a private and information technology based company, VSS should apply an electronic system to manage their documents. Making decision to use this system can make drastically change the way an organization works by providing the ability to perform electronically every action on a document or file that formally occurred manually. The Virtual Document Management System (VDoMS) runs on personal computers and user the existing company (VSS) network.

1.5   Contributions

To developed the Virtual Document Management System (VDoMS) by getting the information from the users which used the existing system will reduced most of the problem and customization to VSS's needs and requirement may create some benefit as below :

i.   Revolutionizing Organizational Workflow.

Many people can have access to the same document simultaneously, and documents do not need to be physically in one place to be processes as a whole. Documents or details of documents are stored on a server(s) which any PC user with the appropriate security.

ii.   Workflow / Workload Management.

The status of all work can be known at any time. Administrator can electronically view the work queue and shift work appropriate.

iii.   Eliminate Document Loss.

There are no lost, misfiled, or misplaced documents. Documents are protected online security. Once in the system, documents are normally archived to edit/refer rather than deleted. The system administrator can restore even the oldest documents.

iv.   Significant Reduction of Paper Based Support System Processes.

It is expensive to maintain paper based files. Hard cost include office space, personnel to maintain the files and supplies such as file cabinets, folders, labels, paper clips, post it notes and the paper itself.

v. Significant Additional Savings and Improvements of New Technology.

A document in electronic form can be simultaneously routed to several individuals. Since all shares one electronic copy, there is no need to make copies. Modification and comments can be electronically stored with the original, and used to produce the final response document on line.

vi. Database Features.

VDoMS will be using My SQL Server as a database tool. This database is more reliable, compatible and faster compared to other relational database. This database can support rapid development, web development and real-time development.

1.6 Expected Output

As mention earlier, VDoMS is a system to manage all documents that receive by VSS every day. After all developments process, VDoMS will help to manage document. User will allow to upload (save), update, delete, create new document, and searching document or file by type. Beside that, this system also allow user to register new employee of the company and new user registration of VDoMS.

By helping manage all documents, user will reduce most of time to manage document daily. It will also reduce cost of paper and hard cost such as office space and cabinet to restore document.

1.7   Conclusion

Virtual Document Management System (VDoMS) will help user to manage all important documents that receive daily. All document details such as title of the document and type of document will be save in the database. User will allow to upload (save), update, delete, create new document, and searching document or file by type.

CHAPTER II

LITERATURE REVIEW

2.1   Introduction

A literature research is a systematic and explicit approach to the identification, retrieval and bibliographic management of independent studies for the purpose of locating information on a topic, synthesizing conclusion, identifying areas for future study, and developing guidelines. A literature review involve analyzing, evaluating and synthesizing scientific evidence derived form studies identified through the search process and is the topics of other papers. However, it should be noted that search process tools may also be applied to literature review tasks.

The 6 general steps in the literature search process for Project 1 are described below:

i.   Advance Planning.

Basically, a project development process will involved a group of developers. But for Project 1, student needs to develop a project alone as well the literature research. Advance Planning is a step where developments of guideline concepts, organizing the literature search process, and selection of methodology (ies) for literature review. This step concerning the literature search process should focus

on the overall direction of the searches, specific guidance for preliminary computerized searches, literature management tasks (e.g., processes for obtaining documents for review, photocopying, distributing to reviewers, tracking review status), and assigning responsibilities for tasks (Ione Auston, et al., 1992).

ii.   Preliminary Literature Searching.

In Preliminary Literature Searching step, searcher should complete two preliminary searchers of the literature based on Advance Planning step. First preliminary search should be quite detailed but have a limited time frame. The second preliminary search is to determine the universe of literature available on the broad topic of the guideline (Ione Auston, et al., 1992).

iii.   Comprehensive Literature Searching.

There were four major activities to be done in this step. They are:

a)   Limit the Guideline Topic.

Searcher should review and assign priorities to possible guideline topics and subtopics. Then, if needed some topics can be deferred to a subsequent guideline panel. This will help to ensure that questions to be addressed by a panel can be developed within the timeframe specified.

b)   Define Parameters of the Comprehensive Literature Search.

While defining guideline topic, the panel must also define the parameters of the comprehensive literature search by constructing statements or questions to be answered using the literature and by preparing lists of specific topics to be considered. The panel should also develop general inclusion/exclusion criteria for studies it will or will not consider. Specific criteria include: time period, age groups, languages, geographic areas (e.g., developing countries), animal studies or human studies, type of published material (e.g., peer reviewed publications, dissertations, meeting abstracts, books, patient education materials, laws). Some