

TESIS APPROVAL STATUS FORM

JUDUL: TELEKOM'S RM65 SMART PACKAGE SYSTEM

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(HURUF BESAR)

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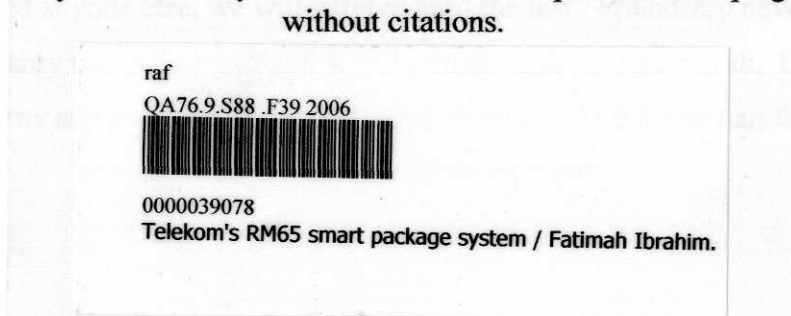
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DECLARATION

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
without citations.



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(MR. AHMAD FADZLI NIZAM B ABDUL RAHMAN)

DEDICATION

I wish to dedicate this thesis to my beloved parents Ibrahim b Abd Rahman and to my mother you still in my heartd , thanks for everything. To my meaningful friends Lin, Eja, Nurul, Jun and anyone else, we will survive until the last. Friendship never ends. We have faced many things together and it will remain until my last breath. Lastly I wish to thanks my supervisor, Mr. Ahmad Fadzli Nizam b Abdul Rahman for his advice and replying my endless queries.

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Thanks to all.

ABSTRACT

The *Telekom's RM 65 Smart Package System* (RM65SPS) is develop to help side management in Unit consumer Sales in Telekom Malaysia Sungai Petani. The RM65SPS develop to manage the customer data registration with more sistematic and efisien. The responsibility individual to manage tis system is staff in unit consumer sales. Only the real customer Telekom can register this package. If the customer register under the business status or home prepaid they cannot to register this Package RM65. The result from the research in Telekom Malaysia Sungai Petani is the manual system have a many problem such as no security for database, waste the time and so on. From this research the developer can make the manual system as the reference to develop the online system.

ABSTRAK

Telekom's RM 65 Smart Package System (RM65SPS) ini dibangunkan bertujuan untuk menolong bahagian pengurusan unit Consumer Sales di Telekom Malaysia Sungai Petani. Sistem yang dibangunkan ini dapat menguruskan data pelanggan dengan lebih sistemetik dan tersusun. Individu yang bertanggungjawab ke atas pengurusan data pelanggan adalah staff dibahagian Unit Consumer Sales. Hanya pelanggan Telekom yang mendaftar dibawah status kediaman sahaja dibenarkan mendaftar pakej tersebut. Pelanggan yang berdaftar dibawah status perniagaan atau *home prepaid* tidak dibenarkan mendaftar Pakej RM65. Hasil daripada kajian yang dijalankan di Telekom Malaysia Sungai Petani banyak masalah yang telah dikenalpasti seperti simpanan data yang tidak selamat, membazir masa dan sebagainya. Hasil kajian yang dijalankan itu dapat dijadikan panduan dalam membangunkan sistem daripada sistem manual ke online sistem melalui website.

TABLE OF CONTENTS

CHAPTER	SUBJECT	PAGE
	DECLARATION	ii
	DEDICATION	iii
	ACKNOWLEDGEMENTS	iv
	ABSTRACT	v
	ABSTRAK	vi
	TABLE OF CONTENTS	vii
	LIST OF TABLES	xi
	LIST OF FIGURES	xiv
	LIST OF ABBREVIATIONS	xvii
 CHAPTER I	 INTRODUCTION	 1
	1.1 Project Background	1
	1.2 Problem Statement	2
	1.3 Objective	3
	1.4 Scopes	4
	1.5 Project Significance	6
	1.5.1 Expected Output	6
	1.6 Conclusion	8
 CHAPTER II	 LITERATURE REVIEW & METHODOLOGY	 9
	2.1 Introduction	9
	2.2 Fact And Finding	9
	2.2.1 Case Studies on SMPro System	10
	2.2.2 Case Studies on Customer Management System	11
	2.2.3 Case Studies on manual system	13
	2.2.4 Comparison in DBMS	14
	2.2.5 MySQL	15

2.3 Project Methodology	16
2.3.1 Object-Oriented Analysis and Design	16
2.3.2 Case Study	20
2.4 Project Requirements	20
2.4.1 Software Requirement	20
2.4.2 Hardware Requirement	22
2.5 Project Schedule And Milestones	22
2.5.1 Identification of Project Activities	23
2.6 Conclusion	25
CHAPTER III	ANALYSIS
	27
3.1 Introduction	27
3.2 Problem Analysis	27
3.2.1 Problem Statement	29
3.3 Requirement Analysis	30
3.3.1 Functional Requirement	30
3.3.1.1 Scope	30
3.3.2 Analysis Of To Be System	32
3.3.3 Use Case Diagram	34
3.3.4 Use Case Description	36
3.3.5 Software Requirement	51
3.3.6 Hardware Requirement	52
3.3.7 Network Requirement	53
3.4 Conclusion	53
CHAPTER IV	DESIGN
	54
4.1 Introduction	55
4.2 High-Level Design	55
4.2.1 Raw Data	55
4.2.2 System Architecture	57
4.2.3 Static Organization	60
4.2.4 High-Level Class Diagram	63
4.2.5 Development View	64
4.2.6 User Interface Design	65

	4.2.3.1 Navigation Design	72
	4.2.3.2 Input Design	74
	4.2.3.3 Output Design	77
	4.2.4 Database Design	78
	4.2.4.1 Entity Relationship Diagram	79
	4.4 Conclusion	80
CHAPTER V	IMPLEMENTATION	81
	5.1 Introduction	81
	5.2 Software Development Environment Setup	82
	5.2.1 Environment Setup	83
	5.3 Software Configuration Management	84
	5.3.1 Configuration Software Setup	84
	5.3.2 Implementation Status	87
	5.4 Conclusion	89
CHAPTER VI	TESTING	90
	6.1 Introduction	90
	6.2 Test Plan	90
	6.2.1 Test Organization	91
	6.2.2 Test Environment	91
	6.2.3 Test Schedule	91
	6.3 Test Strategy	105
	6.3.1 Classes Of Tests	105
	6.4 Test Design	106
	6.4.1 Test Description	106
	6.5 Test Results And Analysis	116
	6.6 Conclusion	123
CHAPTER VII	PROJECT CONCLUSION	124
	7.1 Observation On Weaknesses And Strengths	125
	7.2 Propositions For Improvement	125
	7.3 Conclusion	126

REFERENCES	127
BIBLIOGRAFI	128
APPENDICES	129

LIST OF TABLES

TABLE	TITLE	PAGE
2.1	Comparison between the Systems	14
2.2	Comparison DBMS Features	15
2.3	Advantages of MySQL	15
2.4	Type of UML Diagram	18
2.5	Hardware Requirement	22
3.1	Hardware/ Firmware Requirement	52
4.1	Raw Data for RM65SPS Database	56
4.2	Architecture Layer of RM65SPS Description	59
4.3	Administrator Login-Input design Field	74
4.4	Staff Login-Input design Field	75
4.5	Registration Form Interface-Input design Field	76
5.1	Server	83
5.2	Client	83
5.3	Personal Computer	83
5.4	Browser	83
5.5	Implementation Status	87
6.1	Unit Test for Administration / Staff Login	92
6.2	Unit Test for Customer	93
6.3	Unit Test for User Feedback	94
6.4	Unit Test for Staff Info	95
6.5	Unit Test for Add Agent Info	96
6.6	Unit Test for Update Staff Info	97
6.7	Unit Test for Update Agent Info	98
6.8	Unit Test for Update Customer Info	99
6.9	Unit Test for Delete Staff	100

6.10	Unit Test for Delete Agent	101
6.11	Unit Test for Delete Customer	102
6.12	Unit Test for View Staff, Agent and Customer	103
6.13	Unit Test for Search Customer	104
6.14	Unit Test for Admin Login	107
6.15	Unit Test for Staff Login	107
6.16	Unit Test for Registration	107
6.17	Unit Test for Update Customer Info	109
6.18	Unit Test for Add Customer Info	109
6.19	Unit Test for Delete Customer Info	109
6.20	Unit Test for Search Customer Info	109
6.21	Unit Test for View Customer Info	109
6.22	Unit Test for Customer Info	110
6.23	Unit Test for Update Staff Info	111
6.24	Unit Test for Add Staff Info	111
6.25	Unit Test for Delete Staff Info	111
6.26	Unit Test for Search Staff Info	111
6.27	Unit Test for View Staff Info	112
6.28	Unit Test for Staff Info	112
6.29	Unit Test for Update Agent Info	113
6.30	Unit Test for Add Agent Info	113
6.31	Unit Test for Delete Agent Info	113
6.32	Unit Test for Search Agent Info	113
6.33	Unit Test for View Agent Info	113
6.34	Unit Test for Agent Info	114
6.35	Unit Test for View Report	115
6.36	Unit Test for Add Feedback	115
6.37	Unit Test for Delete Feedback	115
6.38	Unit Test for View Feedback	115
6.39	Unit Test for Feedback	116
6.40	Unit Test for Administrator Login	117
6.41	Unit Test for Staff Login	117
6.42	Unit Test for Registration	117
6.43	Unit Test for Customer	119

6.44 Unit Test for Staff Info	120
6.45 Unit Test for Agent Info	121
6.22 Unit Test for Report	122
6.22 Unit Test for Feedback	122
6.22 Unit Test for Feedback	116

LIST OF FIGURES

FIGURE	TITLE	PAGE
2.2.1	SBMPro System	10
2.2.2	Customer Management System (CMS)	11
2.2.3	'Sistem Pakej RM65'	13
2.2.4	OOAD Phase	17
3.1	As-Is System Modeling	29
3.2	Overview of Telekom's RM65 Smart Package System	32
3.3	To-Be System Process Model	34
3.4	Use Case Diagram	35
3.5	Interaction diagram for Customer Registration	49
3.6	Interaction diagram for Administration	50
4.1	Package Representing Layers in System Architecture	58
4.2	The CSCI RM65SPS packages	60
4.3	The High level class diagram	63
4.4	The Deployment View	64
4.5	Home	65
4.6	Company	65
4.7	Registration form	66
4.8	Admin login	66
4.9	Login error message	67
4.10	Staff login	67
4.11	Login error message	67
4.12	Customer Information	68
4.13	Staff Info	68
4.14	Agent Info	69
4.15	Daily Report	69

4.16	Monthly Report	70
4.17	Feed back form	71
4.18	Administration Navigation Design	72
4.19	Staff Navigation Design	73
4.20	Customer Navigation Design	73
4.21	Administration Login Interface	74
4.22	Staff Login Interface	75
4.23	Registration Form Interface	76
4.24	Login Error Message	77
4.25	Admin Login Success	77
4.26	Customer Register Success	78
5.1	Three tier architecture	82
5.2	Php Triad Installer	84
5.3	License Agreement	84
5.4	Php Triad in Start Menu	85
5.5	Interface localhost	85
5.6	Interface PhpMyAdmin	86
5.7	Dreamweaver MX 2004	86
5.8	Interface Dreamweaver MX 2004	87
A.1	Interface Home	130
A.2	Interface Company Info	131
A.3	Interface Contact Us	132
A.4	Interface Feedback	133
A.5	Interface Vision	134
A.6	Interface Registration	135
A.7	Interface Package Info	137
A.8	Interface Term	138
A.9	Interface Admin Login	139
A.10	Interface Staff Login	140
A.11	Interface Admin Menu	141
A.12	Interface Staff Info	142
A.13	Interface View and Delete Feedback	144
A.14	Interface Statistic Menu	145
A.15	Interface Statistic Registration	146

A.16	Interface Statistic Customer	147
A.17	Interface Staff Menu	149
A.18	Interface Update Staff Menu	150
A.19	Interface Search Customer Record	151
A.20	Interface Update Customer Record	152
A.21	Interface Agent Info	153
A.22	Interface Update Agent Info	155
B.1	Gantt Chart 1	158
B.2	Gantt Chart 2	159
B.3	Gantt Chart 3	160
C.1	Sequence Diagram for Use Case Registrtion Package	162
C.2	Sequence Diagram for Use Case Make Feedback	163
C.3	Sequence Diagram for Use Case Login	164
C.4	Sequence Diagram for Use Case Check Status	165
C.5	Sequence Diagram for Use Case Login	166
C.6	Sequence Diagram for Use Case View Report	167
D.1	Use Case Diagram	169
D.1	Use Case Diagram	169
E.1	As-Is System Modeling	171
E.2	To-Be System Process Model	172

LIST OF ABBREVIATIONS

DEL : Direct Exchange Line

HOMP : Home Prepaid

TM : Telekom Malaysia

BP : Bill Period

SEG : Segment

CHAPTER I

INTRODUCTION

1.1 Project Background

Telekom's RM65 Smart Package System (RM65SPS) is constructed aim to help side management (Unit Consumer Sales Kedah/Perlis) and customer Telekom. This call plan offers customers unlimited outstation calls to any fixed line phone and the fee RM65 is include rental. This package RM65 is offered to home telephone number only. Besides that, this package is not eligible for TM Home Prepaid and telephone number for business. The types of calls are not eligible for this package is for local call and calls to mobile phone. If the customer takes this package, they have to pay extra payment when they make a call to local call and calls to mobile phone.

The Telekom's RM 65 Smart Package System is develop to make easier to staff use to key in data customer, find the data and auto make statistic (for daily and month), can auto calculate payment to agent. When the customer register for the package, staff in Unit Consumer Sales must to get the customer registration data to update the RM65 package direct in the customer profile.

In Telekom, the agent duty is make a promotion about package to customer for register this package. After that, the agent can get RM3 for each customer when the customer make a registration with them. Then, the online system can make an automatic calculation payment for agent.

Before that, side management in Telekom Malaysia Sungai Petani use manual system to key in customer data registration (use Microsoft Excel). The old system no security system and anyone can changes the data.

The main purpose of this application is to make the registration of the customer become easier. The customer also no need to waste their time to come to the company just to fill the application forms registration. Besides that this application can helps the side management to makes the data more systematic, where staff can save and reach the information from the database easily.

1.2 Problem Statement

Nowadays, in this modern technology with use of information technology in many field and area, has improved the quality and effectiveness in each department or an organization. In the old system is used a lot of the people's energy and the cost of management are always at high.

Telekom's RM 65 Smart Package System proudly develops to provide an effective communication medium between customer and staff Telekom Malaysia. Current system does not have any required capability to overcome the dynamic progress. As the result, few problems have occurred as listed below:

(i.) **No Security system**

Anyone can make changes the data. The old system in Telekom Malaysia Sungai Petani not user friendly because the database customers saving in Microsoft Excel.

(ii.) **Not User Friendly**

No specific interface that may facilitate those authorized user to access. Manual system is not as systematic or efficient in finding and updating record or certain information. Manual system may cause the problem of duplicate data

because the officer may record the same data more than one times until they are unable to check the data easily and quickly. There is clearly waste of time because the organization has to find data one by one manually when they are needed the information. The creation of Telekom's RM 65 Smart Package System will lead to the solutions.

1.3 Objective

The Telekom's RM 65 Smart Package System (RM65SPS) will help Telekom Malaysia Sungai Petani to make decision on auto calculate, view the statistic and updated data customer (day and monthly).

There are several objectives can be archived by develop this system. The objectives are:

- a) The new system can help the staff to complete the task more quickly than the manual system and more systematic.
- b) As a security, password just for staff and admin to access all the secret information's about data customer, statistic, and payment for agent.
- c) Customer can make registration the online from home, office and they can get the detail information about RM65 package.
- d) Staff will view the data customer registration to know how much customer make a registration.
- e) To simplify the process of recording data customer in the database.
- f) Help management in collecting and saving all data
- g) To make the job searching much easier and faster where users only have to choose the type searching and key in the words to search.
- h) This system it makes the data more systematic, where users can save and reach the information from the database easily.

- i) To avoid data overlapping when users key in new data.

1.4 Scope

The Telekom's RM 65 Smart Package System (RM65SPS) is developing for Unit Consumer Sales in Telekom Malaysia Sungai Petani. Below the scope of the Telekom's RM65 Smart Package System:

1. Company

Company profiles which view all the information about these portions:

- (i.) The Company Telekom Background
- (ii.) Mission and Vision in Telekom
- (iii.) Information about RM65 package
- (iv.) Condition about RM65 package before registration.

2. Registration Package

- (i.) Customer fills the form registration in to the website. If the customer wants to make registration they must to fill the form registration.

4. Login

- (i.) In this website has a login password to protect the data.
- (ii.) Enable authorized staff access those internal systems

5. Information

In the Module Information the staff can get the customer information, staff information and agent information to make reference or updating the data.

(i.) Customer Information

This submodule is about customer information data in Unit Consumer Sales in Telekom Malaysia Sungai Petani. In this submodule the staff can make updating data customer.

(ii.) Staff Information

This submodule is explained about staff information in Unit Consumer Sales in Telekom Malaysia Sungai Petani. In this submodule the staff can make updating their own data such as address and telephone number. Before that, staff must to enter their password to make update their own data. In staff information the side management can view the staff profile to get more information about the staff.

(iii.) Agent Information

This submodule is explained about agent information. In the agent information staff can manage the payment for agent. In the agent information can make an automatically calculation for the payment agent. The agent can get RM3 for each customer if the customers make a registration with them. After that, staff prints the payment receipt to the agent.

6. Report

(i.) Statistic for customer data registration for a daily and month

(ii.) View the list customer registration with the enter the date searching.

(iii.) The staff can check the customer data registration easily and quickly without wasting their times.

7. Feed Back/Comment

(i.) Customer may send their comment and feedback about services or product offer in Telekom. Admin can review feed back and delete feed backs.

With these functions, Telekom's RM65 Smart Package System absolutely provided valuable services.

1) Platforms

The platform should be selected depending on the preliminary number of end user for the system. Different platform will support different software. The

proposed system will develop using Windows XP Professional as it is reliable, secure enough and easy-to-administrate.

1.5 Project Significance

Compared to previous manual system, Telekom's RM65 Smart Package System provides better functions, attractive interface and user friendly. It's not anymore limited to dummy appearance. It is designed to be useful and effective.

Hopefully with the existence of Telekom's RM65 Smart Package System, user will retrieve those benefits:

1. Company is able to communicate with their customer effectively
2. User will be validates accurately according to their ID and Password.
3. All the privileges that they suppose obtain set by the administrator
4. Provide stable, effective, efficient and user friendly interface which can facilitate user to gain the maximum exposure, information and benefit from this website
5. Cost effective but profitable

Via Telekom's RM65 Smart Package System, user is encouraged to use latest technology rather than conventional technique.

1.5.1 Expected Output

Telekom's RM65 Smart Package System it has to be a user friendly system where user can easily learn and know how to use it. Below, there are summary of expected output following by the main features and functions in the Telekom's RM65 Smart Package System.

i.) Login system function

- a. The user name and password can enter to update the customer data.
- b. The system shall inform the user the staff is authorized.
- c. The system shall give the response for invalid username and password.
- d. The system can allow protecting password.

ii.) Customer registration online

- a. The customer can make the registration online.
- b. The customer can make a comment or feedback about the package or services in Telekom.
- c. The system can view the condition and information about the package RM65.

iii.) Unit Consumer Sales online

- a. Staff can view the customer data for every day and month. To find the daily data, staff can search use a date.
- b. The system shall make the automatically statistic customer data for every day and month.
- c. The system shall be automatically calculating the payment for the agent in Telekom Malaysia Sungai Petani and print the payment receipt.
- d. The system can make easy to be use because user can process the customer registration direct to the system.
- e. Easy to key in the status customer into the database customer registration.