

**Mobile Tracking Report System
for MayBank College at UUM**

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ABSTRACT

The development of technologies has brought a lot of changes as well as advantages in the life. The emergence of the Wireless Application Protocol (WAP) technology has made a lot of changes as well as advantages to the daily routines in many fields. Students used to use their mobile devices to do their tasks. Many organizations change to develop WEB and WAP sites to enhance their services. The current system in Maybank Office is to fill reports manually and students find difficulties to get the information about their report especially when they are away or outside of the Universiti. This study led to the development of Mobile web-based prototype to help the students to make reports forms about their problems in the rooms from their mobiles and track their reports by using the mobile report tracking system which reduces the efforts for the students to follow up their problems. Maybank office can view and follow up the status of reports directly by using web tracking system which has been developed. Two systems prototype has been developed and tested successfully. The future work is how to implement those systems online in the web world to be used by the students and Maybank office as well as make some enhancements make integration with the current systems in UUM.

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LIST OF ABBREVIATIONS

APMC	Agricultural Produce Marketing Committees
HTTP	Hypertext Transfer Protocol
ICT	Information and Communications Technology
IDE	Integrated Development Environment
PDA	Personal Digital Assistant
POTS	Plain Old Telephone Service
SMS	Short Message Service
UML	Unified Modelling Language
WAP	Wireless Application Protocol
WML	Wireless Markup Language
WWW	World Wide Web

CHAPTER ONE

INTRODUCTION

This chapter describes in detail about the background of the Wireless Application Protocol (WAP) and its solution in related environment and the problem statement which is related to the Tracking Report for Maybank Office at UUM that necessarily to be solved and gives the motivation to this study. The research questions and research objectives are expressed as in the section 1.3 and section 1.4 respectively. The scope of the study and significance of the study expressed as in the section 1.5 and section 1.6 respectively.

1.1 Introduction

The development of technologies has brought a lot of changes as well as advantages in the life. In additional, Silva and Mateus (2003) stated that a lot of opportunities can be created with the combination of three technologies which are Internet, mobile communication and location technologies. In other words, it means that the mobile and wireless devices technologies included the 3G mobile phones, wireless application protocol (WAP) and others (McManus and Scornavacca, 2005).

Kumar *et. al*, (2003) mentioned that Wireless Application Protocol (WAP) emerges as a standard Internet-enabling wireless protocol and a browser framework for small, limited-

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