Mobile Reservation System for Hotels in Malaysia

A thesis submitted to the Faculty of Information Technology in partial fulfillment of the requirements for the degree Master of Science (Information and Communication Technology)

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ABSTRACT

Wireless Networks and mobile computing had been explored growth up, millions of users and explores its usage in many ways depend on their desire to fulfill their needs. As can see for instance a traveler (tourist or a businessman) has to travel quite frequently to the different places around the world. One of the technologies used called WAP (Wireless Application Protocol) has enabled mobile service providers to offer another step forward the promise of mobility to its customers in a very useful way. Hotels operate around the clock or 24 hours a day to fulfill traveler's demand and providing an excellent service to their customers in all areas. It is envisaged that the objectives of my paper are:

i. to design the system requirements for Mobile Hotel Reservation System (MHRS) for Hotels in Malaysia that will include all information of hotels;

ii. to develop MHRS in Malaysia which will help tourists find accommodations, hotels and any related information from the convenience of their mobile devices;

iii. to propose new and useful system or tools by the use of mobile devices for hotels reservation in Malaysia; and

iv. to facilitate travelers with a self service system for hotel reservation.

As travelers are always on the move, so should be with hoteliers to adopt new technologies to get a hold of customers' attention and make it easy and satisfaction for them.

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LIST OF ABBREVIATIONS

AIML = Artificial Intelligence Markup Language

GPRS = General packet radio service

HTML = Hyper Text Markup Language

IHR = Intelligent Hotel Portal

MHRS = Mobile Hotel Reservation System

PMS = Property Management System

OMA = Open Mobile Alliance

SDLC = Systems Development Life Cycle

SPSS = Statistical Package for Social Sciences

UPR = Uniform Resource Locator

UML = The Unified Modeling Language

XSP = extensile Server Pages

XML = eXtended Markup Language

XHTML = Extensible Hypertext Markup Language

WAP = Wireless Application Protocol

WDP = WAP datagram protocol

WTP = WAP transaction protocol

WML = Wireless Markup Language

WTLS = the Wireless Transport Layer Security

WWW = World Wide Web

CHAPTER ONE

INTRODUCTION

1.1 Introduction

Today world Internet or Web service technology becomes important for living life to provide many kinds of services that facilitate the users to fulfill their needs. Users can search for any information, do reservation on any hotels or airline, or do online shopping etc. but still it is rather difficult to use and often require service consumers to spend too much time manually browsing and selecting service descriptions (Crasso, 2008).

WAP (Wireless Application Protocol) defined as a worldwide standard for the delivery and presentation of wireless information to mobile phones and other wireless devices. As the world are moving towards a net-centric world, where Internet is becoming a world environment, along with the physical environment which acquires information and knowledge from Internet, WAP had been designed to enable the user to access those information via mobile phones in a small display and limited keys on the keypad (Talukder, 2005). Frick (1999) said that WAP devices have a variety of interfaces; output can be displayed as text, formatted text, or graphics. Input is provided by touch screens and/or buttons. Moreover, WAP is an application environment and a set of communication protocols for wireless devices designed to give manufacturer,

The contents of the thesis is for internal user only

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