INTEGRATION OF HORDE EMAIL SYSTEM AND MOBILE APPLICATION SYSTEM

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INTEGRATION OF HORDE EMAIL SYSTEM AND MOBILE APPLICATION SERVICE

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ABSTRAK

Penggunaan teknologi sebagai satu alat komunikasi adalah bertujuan yang dapat membantu meningkatkan dan mempercepatkan proses komunikasi di antara kakitangan di dalam sesebuah organisasi. Tujuan penyelidikan ini adalah untuk menyediakan satu integrasi sistem di antara perkhidmatan aplikasi telefon dan juga sistem aplikasi emel sedia ada bagi menambah baik proses komunikasi organisasi. Bagi pembangunan integrasi ini, kajian perlu dibuat untuk mengenalpasti keperluan dan teknologi sedia ada bagi membantu dalam mempercepatkan proses pembangunan integrasi sistem ini. Keputusan daripada kajian ini diharapkan agar dapat digunapakai dan diperkembangkan untuk menghasilkan satu sistem yang dapat berintegrasi sepenuhnya di dalam mengoptimumkan penggunaan perkhidmatan aplikasi telefon dan juga aplikasi email yang lain.

ABSTRACT

Using technology as a communication tool within an organization can improve the communication process and make the communication process within an organization becomes easier. The aim of this research is to develop system integration between mobile application and email system to enhance the communication process in an organization. To develop this integration system, some researches have to be done in order to get all requirements need and to assist in system development. The result obtained from this study hopefully can be applied and the development of the system will be continued to build an integrated system using email and mobile application service.

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LIST OF ABBREVIATION

API	Application Programming Interface
BBA	Blackberry Application
BBS	BlackBerry Server
BES	BlackBerry Enterprise Server
CASE	Computer Aided Software Engineering
DM	Device Management
DS	Data Synchronization
GPS	Global Positioning System
ICT	Information and Communication Technology
IMAP	Internet Message Access Protocol
IP	Internet Protocol
JSR	Java Specification Request
MMS	Multimedia Messaging Service
MPKK	Majlis Perbandaran Kulim
OMA	Open Mobile Alliance
OS	Operating System
RAD	Rapid Application Development
RDBMS	Relational Database Management System
RIM	Research In Motion
SMS	Short Message Service
UML	Unified Modeling Language
XML	Extensible Markup Language

CHAPTER 1

INTRODUCTION

1.1 Background Study

Communication is vital in our life; where communication facilitates the exchange of the information. According to Simon Thompson (2002), the communication is the method by which information travels from a source such as mouth, to a receiver such as an ear and is understood as intended. On top of that, communication is an important element in delivering information from one side of party to the others. Many years ago, face to face communication was the only form of communication and it's a way for people communicated with each other. Nowadays, with the development of the civilization and technologies, the way of communication is also been improved. People invented letter, telephone call and e-mail in which to improve communication practice becomes much easier and faster.

It is a well known fact that tremendous communication is the back bone of any organizations. Sharing information throughout organization is the key factor that

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