EXPERT TRACKING

AND

MAINTENANCE SYSTEM

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ABSTRACT

The purpose of this project is to generate a Web-based database system model for medium-size organizations to improve the efficiency and effectiveness of the organization's functions. The Unified Approach methodology is used and model has been developed using the Unified Modeling Language (UML). A prototype system named Expert Tracking and Management System has also been developed. The MySQL Database, PHP Server-side scripting language and Apache web server are used to develop the System. The system model is defined to acts as a reference model of the organization's Tracking and management system. Some problems and limitations that were discovered during the development of project are discussed. Finally some recommendations to overcome the limitations for the future development of this project are presented.

ABSTRAK

Tujuan projek ini adalah untuk menghasilkan satu model prototaip sistem pangkalan data yang berasaskan web untuk sebuah organisasi bersaiz sederhana. Sistem ini diharapkan dapat menambah baik keupayaan dan kebekesanan fungsi-fungsi dalam organisasi tersebut. Metodologi Pendekatan Unified telah digunakan untuk membangunkan sistem ini melalui Bahasa Permodelan Unified atau *Unified Modeling Language* (UML). Satu prototaip yang dikenali sebagai Sistem Pengesanan dan Penyenggaraan Pintar atau *Expert Tracking and Maintenance System* telah dibangunkan. Pangkalan Data MySQL, *PHP Server-side scripting language* dan Pelayan Web Apache telah digunakan untuk membangunkan sistem ini. Sistem ini akan bertindak sebagai satu model rujukan untuk sistem pengesanan dan penyenggaraan bagi organisasi tersebut. Semasa membangunkan projek ini beberapa masalah dan kekangan dapat dikenalpasti dan cadangan-cadangan telah dikemukakan untuk mengatasi kekangan ini untuk memperkembangkan projek ini pada masa akan datang.

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CHAPTER 1

INTRODUCTION

This project is initiated and the fulfillment of course Project (TZ6996) as one of the graduation requirements for MSc-Information Technology in University Utara Malaysia. The purpose of this project is to generate a model of a Web-based database system for medium-size organizations. The Unified Approach methodology is used and for the notation the Unified Modeling Language (UML) is chosen. A prototype system named Expert Tracking and Management System has also been developed. The model is defined to acts as a reference model of the organization's Tracking and management system.

This chapter gives an overview of organization's requirements, brief explanation about Database, Model and web database application and further discusses the problem statement, objectives, project scope, hardware and software requirements of the project.

The contents of the thesis is for internal user only

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