

**MOBILE BASED MULTI-APPOINTMENT  
MANAGEMENT SYSTEM FOR ITU-UUM**

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# **MOBILE BASED MULTI-APPOINTMENT MANAGEMENT SYSTEM FOR ITU-UUM**

**A thesis submitted to the College of Arts and Sciences in  
partial Fulfillment of the requirements for the degree of  
Master of Science in  
(Information and Communication Technology)  
Universiti Utara Malaysia**

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## **ABSTRACT**

Managing appointment for the executives in any institution and especially to bring different people from different places together is really hard to coordinate. Technologies improve lives as many people are going to benefit from Information and Communication Technology to reduce time and effort in doing routine work. The objectives of this study are to develop and evaluate a mobile based multi-appointment management system. The proposed system would be easier to coordinate meetings. Moreover, the users will be aware of any modification or cancellation on the appointment timing. The system requirements have been achieved for these objectives. It is called Mobile-based Multi-Appointment Management System M-MAMS which was modeled, prototyped, and evaluated throughout this study. This study will also propose a new scheduling technique that relies on a managerial hierarchy of the meeting system of ITU-UUM ASP CoE.

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## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.0 BACKGROUND**

Mobility is probable to become the most widely used facility ever-invented, where people get benefit from being in-touch any time they wish and anywhere. This is because nowadays most of the people are using many infrastructures such as Bluetooth, GPRS, Wapre, WAP, 3G and many other technologies. These technologies can be used on many platforms and hardware such as PDAs, laptops and hand phones.

The most commonly used wireless technology nowadays is GPRS which stands for General packet Radio Services, which is a wireless connection that gives user a data speed from 56 up to 114 Kbps. It is used to make video calls with Multimedia by hand-phones and laptops much faster than ever before. In addition to that GPRS cost users less than circuit-switched services. This technology is also the main method that people today use to access the Internet using their own hand-phones, to employ mobility that ease use and enlarge the value of communication in their lives.

The contents of  
the thesis is for  
internal user  
only

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