

Universiti Teknologi MARA

**Development Online Reservation of Pet
Care by Using First Come First Served
Scheduling Technique**

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**Thesis submitted in fulfillment of the requirements for
Bachelor of Information Technology (Hons.)
Information Systems Engineering
Faculty of Computer and Mathematical Sciences**

July 2015

SUPERVISOR'S APPROVAL

DEVELOPMENT ONLINE RESERVATION OF PET CARE BY USING FIRST COME FIRST SERVED SCHEDULING TECHNIQUE

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This report was prepared under the direction of project supervisor's, Sir Jamaluddin Bin Jasmis. It was submitted to Faculty of Computer and Mathematical Sciences and was accepted in partial fulfillment of the requirements for the degree of Bachelor of Information Technology (Hons.) Information Systems Engineering.

Approved by

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Project Supervisor

JULY 30, 2015

STUDENT'S DECLARATION

I certify that this report and the research to which it refers is the product of my own work and that any idea or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline.

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ACKNOWLEDGEMENT

First and foremost, praises and thanks to Allah SWT for giving me a chance and opportunity in completing this research project. There were many challenges that I have been through in completing this project, but from the blessing from Him had given me strength and patience till I was successfully completing this research project within the time duration given.

A special thanks and appreciation to my project supervisor Sir Jamaluddin Bin Jasmis, for giving me continuous advice, support, guidance, comments, ideas and giving the concern from the earlier progress until the accomplishment of this project. Not to forget to both of project lecturers, PM Aishah Binti Ahmad, Mdm Hazlifah Binti Rusli and Dr. Elin Eliana Binti Abdul Rahim for their guidance, comments, suggestions and criticisms. Thank you from the bottom of my heart.

Special appreciation also goes to my beloved parents and my sibling for the love and faith they have in me to complete my three-year course in Information System Engineering.

Last but not least, I would like to give my gratitude to all my classmates for giving me all the support, ideas and guidance in order to do this task as a final year student. Thank you all.

ABSTRACT

This project aims is to develop an Online Reservation System of Pet Care by using First Come First Served (FCFS) scheduling technique for Mesra Pet Shop at Seksyen 7 Shah Alam. Mesra Pet Shop is a pet store and animal clinic that provides a variety of services to fulfill the needs and well-being of pet. This project focused on the pet boarding reservation service. Staffs in MPS was difficult to arrange the schedule and manage the reservation of pet care during the peak day. Hence, the main highlight of this project is to apply first come first served scheduling technique in order to solve the problem in the Mesra Pet Shop. Originally this scheduling technique which means the first task that arrive first will get the service first. By using this definition, the researcher is trying to apply this scheduling technique in Online Reservation System to control the reservation that made by the customer. Besides, System Development Life Cycle (SDLC) model was selected for this project and the researcher has followed several phases in SDLC model in order to complete this project. Based on adoption of this model, the requirements gathered from the users will be modeled and analyzed and validated requirement will be presented in the prototype to show the verification requirement for Online Reservation of Pet Care. In order to accomplish all the objectives of this project, the selected of scheduling technique is applied. As a conclusion, by applying FCFS scheduling technique to solve the problem that were faced by Mesra Pet Shop, it can conclude that all the objectives of this research are achieved.