Universiti Teknologi MARA

Development of PPS’ Document Management System towards Integration in Producing an Efficient Performance

Nor Azlin Binti Rosli

Thesis submitted in fulfillment of the requirements for Bachelor of Science (Hons) Information Technology Faculty of Information Technology And Quantitative Science

October 2004
DECLARATION

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

OCTOBER, 2004

NOR AZLIN BINTI ROSLI
2002325217
TABLE OF CONTENTS

PROJECT TITLE i
DECLARATION ii
ACKNOWLEDGEMENT iii
TABLE OF CONTENTS iv
LIST OF FIGURES vii
LIST OF ABBREVIATIONS ix
ABSTRACT x

CHAPTER 1 : INTRODUCTION
1.1 Background 1
1.2 Problem Statement 2
1.3 Objective of the Research 3
1.3 Project Scope 4
1.4 Significance of the Research 4
1.5 Conclusion 6

CHAPTER 2 : THEORETICAL CONSIDERATION
2.1 Research Framework
   2.1.1 Introduction 7
   2.1.2 Project Development Framework 8
      2.1.2.1 PPS Environment 9
      2.1.2.2 eDMS Concept 10
      2.1.2.3 Problem 13
      2.1.2.4 Solution and Enhancement 14
CHAPTER 3 : LITERATURE REVIEW

3.1 Knowledge management
   3.1.1 Definition 16
   3.1.2 Benefit of knowledge management 17
   3.1.3 Knowledge Management Component Architecture 18

3.2 Document Management 19
   3.2.1 Document Definition 20
   3.2.2 Document Strategy 21
   3.2.3 Document Life-Cycle 23
   3.2.4 Document Technology 28

3.3 Definition of Pertinent Technical Terminologies
   3.3.1 Lotus Notes 29
   3.3.2 Lotus Domino Designer 29
   3.3.3 Lotus Domino Document Manager 29
   3.3.4 Java Script 30
   3.3.5 Lotus Script 31
   3.3.6 Formula Language 31

3.4 Brief Description on Similar Project
   3.5.1 eProjectDM by Hong Kong-based Wincas Technology 34

CHAPTER 4 : RESEARCH METHODOLOGY

4.1 Introduction 40
4.2 Phase 1 : Planning 42
4.3 Phase 2 : Analysis 43
4.4 Phase 3 : Procurement, Installation, Testing 50
4.5 Phase 4 : Development 64
4.6 Phase 5 : Implementation 65
4.7 Phase 6 : Post-Implementation Review 66
ABSTRACT

This report was focused on Development on PPS' Document Management System towards Integration in Producing an Efficient Performance. The purpose of this project was to make integration between the eDMS (Enterprise Document Management System) and other application that existed especially with the e-mail application used and to make an enhancement on the eDMS interface to have more functionality. This project was basically developed for Centre for Strategic Planning, one of the departments in MARA University of Technology (UiTM), Shah Alam. The eDMS is actually the Enterprise Document Management System which is used to manage all the important document, data and information that have been handled by this department. The Intranet is an ever changing medium that has been used to get connected with each other. A hybrid methodology taken from Knowledge Management Methodology and the EDMS Methodology will be mainly used in this project development which it consists of six phase that is planning, analysis, procurement, installation and testing, followed by development, implementation and finally the post implementation review for the project development. In order to meet the aim stated, a study had been made which started with problem investigation and ended with the development of the system. The Lotus Software such as Lotus Domino.Doc, Lotus Notes, and Lotus Domino Designer were used in the development of the eDMS.