Universiti Teknologi MARA

Implementation of Customer Service System Using Three-Tier Architecture

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SUPERVISOR'S APPROVAL

IMPLEMENTATION OF CUSTOMER SERVICE SYSTEM
USING THREE-TIER ARCHITECTURE

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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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ABSTRACT

Malacca Safety Driving Center (MSDC) Sdn Bhd is a driving school that provides services for people who want to get license for automobiles, such as driving lessons, lectures and tests. MSDC has four major departments; however, the project focused only on the Customer Service department, which involves processes such as registration of customers, storage of customers' data and appointment of classes. The department needs a web-based system that can keep the data in more organized way and easy to retrieve. Besides it also needs authorization and authentication on data access so that it is secured and the system also needs to have reusable and maintainable architecture so that it can cater for expansion happening in the business. As a result, this project is carried out with an aim to implement Customer Service System using the three-tier architecture and SDLC is carried out as methodology to develop the system. However, only four phases involved which are Requirement, Analysis, Design and Implementation. As a result, a prototype of Customer Service System is produced together with documentations of Software Requirements Specification (SRS) and Software Design Document (SDD). Future recommendations are also proposed at the end of this thesis, which are to carry out full testing on the system, integrate the system with other departments and enhance it by customer as user to make it an e-service system.

TABLE OF CONTENTS

CONTENT	PAGE

CHAPTER ONE : INTRODUCTION

CHAPTER TWO : LITERATURE REVIEW