UNIVERSITI TEKNOLOGI MARA

EVALUATING QUALITY OF TELEKOM MALAYSIA BUSINESS INTELLIGENCE SOFTWARE

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IT Project submitted in fulfillment of the requirements
For the degree of

Master of Science in Information Technology

Faculty of Computer and Mathematical Sciences

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STUDENT'S DECLARATION

I declare that the work in this report was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as reference work. This report has not been submitted to any other academic institution or non-academic institution for any other degree of qualification.

In the event that my report be found to violate the conditions mentioned above, I voluntarily waive the right of conferment of my degree and degree to be subjected to the disciplinary rules and regulations of Universiti Teknologi MARA.

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ABSTRACT

Business Intelligence has been a popular effective tool among corporation and small businesses. However, with the unknown assessment of business intelligence tool used by the company, it will leads towards no improvement in productivity and bad investment. In business, it is vital for top management to control their data in order to effectively use towards gaining the profit for the company. The tools also can be considered as expensive tools because of the complexity of system they have. Today, with lots of business intelligence tools booming in the market, it is time to have an evaluation or assessment on the business intelligence tool in order to understand more about what the company needs and what the product offers. The purpose of this study is to identify and evaluate business intelligence tool in context of company called Telekom Malaysia Berhad. The focus inside Telekom Malaysia will be in billing department whereby the business intelligence tool have been actively used to provide top management with intelligence data forecasting and mining. There are some researches had been done on evaluating the business intelligence but none had been focusing on telecommunication industry. Interviews with person in charge in billing data warehouse area have been done to learn more about the activity happened there. Quality of BI Tool will be examined based on quality model from earlier study a match with the environment of Telekom Malaysia. The quality model will determine whether the tool exist in Telekom is up to the standard of quality. There were certain criteria that will be look into the tool to get the result of quality from the research. Ten experienced business intelligence tool users were given a survey to answer about the quality of the tools they used. From the survey, evaluation has been done and it is found that some characteristics of the tool might need to be considered important for times to come. It is suggested that mobile platform should also ben take into consideration. The results of this study will contribute for future research on evaluating business intelligence technology.

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