



UNIVERSITI TEKNOLOGI MARA

CREDIT EXEMPTION DECISION

SUPPORT SYSTEM

(CEDSS)

ROHA BT MOHAMAD

2007277862

BACHELOR OF SCIENCE (Hons.) BUSINESS COMPUTING
FACULTY OF COMPUTER AND MATHEMATICAL SCIENCES

MAY 2009

ACKNOWLEDGEMENT

I thank Allah S.W.T for the blessing in completing this research paper. Without His consent, I would not be able to finish this research.

I would like to express my deep and sincere gratitude to my supervisor, Dr. Fariza Hanis Bt Abd Razak. Her wide knowledge and her logical way of thinking have been of great value for me. Her understanding, encouraging and personal guidance have provided a good basis for the present research paper.

I wish to express my warm and sincere thanks to my friends and classmates, who had given valuable advice and friendly help, and through the support and encouragement that they had given while I was working on this research paper until the late nights and some difficulties. They are my constant source of encouragement during completing this research. I also want to extend my warmest thanks to all those who have helped me with my work either directly or indirectly whose names I might forget.

Last but not least, I also owe my loving thanks to my family for their unflagging love and the support throughout my life; the financial and advice support means so much to me because without them, it would be almost impossible for me to do finish this.

Thank You.

ABSTRACT

This project is about a decision making model for credit exemptions. This credit exemption decision model is based on curriculum requirements of Business Computing (CS224) program at Faculty of Computer and Mathematical Sciences (FSKM). This decision making model is later used to design a prototype known as Credit Exemption Decision Support System (CEDSS). CEDSS will be used by CS224 Head of program to help her identify subjects that get credit exemptions and manage all of the files related to credit exemptions. This CEDSS is used to improve the traditional Credit Exemption Management System used by the head of program (CS224). Whereas, the decision making model can be used for advanced learning of credit exemption management task.

TABLE OF CONTENTS	PAGE
ACKNOWLEDGEMENT	iii
LIST OF FIGURES	iv
LIST OF TABLES	viii
ABSTRACT	ix
CHAPTER 1 - INTRODUCTION	
1.0 Background	1
1.1 Problem Statement	3
1.2 Research Questions	3
1.3 Objective	4
1.4 Scope	4
1.5 Significance	4
CHAPTER 2 – LITERATURE REVIEW	
2.0 Introduction	5
2.1 Knowledge Management	6
2.2 Decision Support System (DSS)	7
2.3 DSS Process Model	9
2.4 Prototyping Techniques	12
CHAPTER 3 – METHODOLOGY	
3.0 Introduction	15
3.1 Project Approach and Methodology	16
3.2 Project Overview	17
3.3 Project Analysis	17
3.3.1 Primary Data	17
3.3.2 Secondary Data	18

CHAPTER 1

INTRODUCTION

This chapter provides the research overview about the project that has been done. It's exemplified about the title, the scope, the objective, research question, and problem statement and significance of this project.

1.0 Background

Today, most of universities in Malaysia using system for the repetitive task because they realized the potential of system will improve the effectiveness and efficiency of the work done in their daily operation. One of the public universities in Malaysia that are use technology for the most of its operation is Mara Technology University (UiTM). UiTM is the largest university in Malaysia. It has 13 branch campuses and offers 144 programs and has 18 faculties with total number of students approaching 100,000.

The Malaysia government has planned to increase the intake of UiTM student to 200,000 by the year 2010. The main campus of UiTM is Shah Alam. UiTM Shah Alam campus has 40,275 students. Each program has its own head of program. The head of program is act as the manager for that program to ensure the smoothest of operation. He/she has conduct many tasks and one of the tasks is credit exemption management. This credit exemption management is one of the operations that are still managed in traditional way. In other words, it is not computerized yet.

Usually, the credit exemption management should be managed in the beginning of every semester. The operation is begin when the new student enter to the program. This credit exemption is very important for student from diploma program to make sure that student not wasted time to learn the same subject in different level of study.