

Universiti Teknologi MARA

**Online Reservation Sytem
for
UiTM Maintenance Department**

Nor Hashimah Muhammad

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

NOVEMBER 2006

ACKNOWLEDGEMENT

Praise be to Allah the Most Gracious, Most Beneficent

My utmost appreciation is bestowed upon my project supervisor Puan Haslizatul Fairuz Mohamed Hanum for her concern, continuous advice and encouragement throughout the course of this research. My gratitude also is dedicated to my thesis coordinator, Puan Marina Yusoff for her valuable guidance in the completion of this final project.

I would also like to convey my sincere thanks to Puan Zaidah Ibrahim, Faculty of Information Technology and Quantitative Sciences (FTMSK) academic staff for all the precious assistance given to me in order to turn this research into a life valuable experience.

My deepest gratitude to all of my friends for all the ideas and assistances rendered during the course of carrying out the research and development of my thesis.

Last but not least to my loving family; my parents and siblings, for their precious assistance, patience, understanding and support during the whole period of the research.

Thank you.

ABSTRACT

Currently, UiTM Maintenance Department approved reservation for program's equipment, facilities or UiTM's accommodation using manual process. Student must fill up the reservation form every time they want to make a reservation. It is not efficient because this manual system increase data redundancy, waste time and also face high risk of losing data. There is a need of online reservation system for the student and administration staff of maintenance. This project mainly focusing on developing an online reservation system for the user. Online Reservation System for UiTM Maintenance Department (ORSMD) is built to make the reservation process becomes easier and less time consuming. It is also built for administration staff whereby it enables them to approve the reservation application in more efficient, easier and systematic way . It also eliminates the problem of data redundancy. In order to develop this system, current process flow has been identified and analyzed. Prototype development is the method that is used to implement and develop the system. An object oriented approach has been stated in order to give more understanding in developing the system. On completion of this system, it will give benefits to its entire user.

2.5	ASP	13
2.5.1	Advantages of using ASP	14
2.5.2	Disadvantages of using ASP	15
2.6	Differences between ASP and PHP	15
2.7	MySQL	17
2.8	Apache	18
2.9	Internet Information Services	19
2.10	Security Comparison between IIS and Apache	19
2.11	Conclusion	20

RESEARCH APPROACH AND METHODOLOGY

3.1	Introduction	21
3.2	Planning Phase	23
3.2.1	Define the problem	23
3.2.1 [a]	Problem Description	23
3.2.1 [b]	Project Scope	23
3.2.2	Produce project schedule	24
3.3	Data Collection and Analysis	24
3.3.1	Gathering Information	24
3.3.1 [a]	Primary Data Source	24
3.3.1 [b]	Secondary Data Source	25
3.3.2	Define System Requirement	26
3.4	Prototype Design	26
3.4.1	Software Installation	26
3.4.2	Design User Interface	26
3.5	Prototype Development	27
3.5.1	Construction	27
3.6	Documentation	