

Universiti Teknologi MARA

**A Case Study on the Open Source Software
Deployment for Total Hospital Information
Systems at Hospital Universiti Sains Malaysia
(Kubang Kerian, Kelantan)**

**Haslinda Binti Mohamed
(BSc in Information Technology, UiTM)**

Independent Study submitted in partial fulfilment of the
requirements for the degree of
Master of Science in Information Technology
Faculty of Information Technology and Quantitative Science

APRIL 2005

ACKNOWLEDGEMENTS

Bismillaahirrahmaanirrahiim.

First and foremost, I am happy and very grateful to be able to complete this paper. I wish to praise to Allah for giving me the strength and good health to work on this research. I wish to extend my greatest appreciation to my supervisor, Puan Anitawati Binti Mohd Lokman, a lecturer at Universiti Teknologi MARA Shah Alam, for her invaluable guidance throughout the process. I would also like to thank specifically to Encik Azuddin Bin Abdul Rahman, the Director of Information Technology department at Hospital Universiti Sains Malaysia Kubang Kerian, for his time in providing invaluable information and sharing of his experience, which are the core theme of this paper. I would not have been able to do this without his support and assistance. Last but not least, I am also very grateful to Dr. Nor Laila Binti Mohd Noor and Puan Zaiha Binti Mat Nor, who have helped me enormously, at the beginning of my research. I am very happy that I am able to learn something very new and gain incredibly useful experience during the independent study process, which insyaallah, will be beneficial for my future undertakings. Thank you also to my family and friends for their encouragement and love. I hope that all the readers will be able to get something valuable out of this research.

Syukur Alhamdullillah.

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ABSTRACT

This study describes the implementation of Open Source software in a large public sector organisation, Hospital Universiti Sains Malaysia, Kubang Kerian in Kelantan, Malaysia. The findings reveal a radical shift in Open Source deployment from invisible horizontal infrastructure systems to highly visible applications. The case study describes the implementation of these systems, the difficulties encountered, and also the benefits in terms of utilising the most from existing resources and the available R&D. Cost and benefits analysis are recommended to show the cost saving because these details will be useful. Furthermore, few studies have thus far quantified the savings from the deployment of Open Source software (OSS). Also, in many cases, the extra functionality available in the OSS systems deployed allowed for a richer feature set overall. The study also identifies the primary drivers in the move to OSS, namely principle, simplicity and practicality. This is useful, since, while several studies have considered the motivation of OSS developers, the motivation of the users of OSS needs attention as well. The study also indicates how a typical company can contribute back to the OSS community in their own unique way, by distributing applications from their own domain of expertise.