

UNIVERSITI TEKNOLOGI MARA

**A DATA WAREHOUSE DATA MODEL
FOR ROYAL MALAYSIAN CUSTOMS**

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Report submitted in partial fulfilment of the requirements
for the degree of

Master of Science (Information Technology)

Faculty of Computer and Mathematical Sciences

July 2012

ABSTRACT

Present age, data warehouse has become a primary agenda to every organization in the world including government agencies. Since the first concept of data warehouse has been around in late 1980s, it became apparent valuable information to the top level management as well as operational team. Having a good data warehouse solution is tremendously beneficial many organisations in the world including Malaysian Government to study the consumer trends and pattern for better business strategy formulation. Royal Malaysian Customs (RMC) in which is a government agency under the Ministry of Finance (MOF) has played a vital role as the key revenue collection agency for the Malaysian Government and RMC is the second largest revenue collection agency for the country. Since 1992, RMC has actively developed their ICT solution in stages to support their businesses in facilitating business trade and community. Everyday RMC is dealing with a lot of Customs transactions which generated a million of trade records. These records are valuable information for the country to be analysed in order to identify the business pattern, develop economic planning and national decision making. A proper data warehouse design and architecture must be in place to support RMC to prepare the organisation in fulfilling National Agenda towards Vision 2020 via new strategic plan which recently introduced by the seventh Malaysia Prime Minister. Realizing the importance of having a suitable design for RMC data warehouse and preliminary study found that RMC does not have a suitable design for data warehouse for data visualizing and decision making, this research is intend to evaluate current practice of data warehouse at RMC, then to specify the requirements and later do re-design new data warehouse data model for RMC.

ACKNOWLEDGEMENT

In the name of Allah, the most gracious and the most merciful. Alhamdulillah, thanks to the Almighty for blessing me with ideas, strength, and courage to complete this thesis as a partial fulfilment of the requirements for Master of Science in Information Technology of Universiti Teknologi MARA.

First of all, I would like to take this opportunity to dedicate my sincere appreciation and deepest gratitude especially to my dedicated supervisor, Dr. Ariza Binti Nordin, who had sacrificed her precious time and effort in helping me to complete this research. Again, a million of thanks to Dr. Ariza Binti Nordin for your guidance, suggestions, encouragement, constructive criticism and excellent advice in the preparation of this thesis.

I also would like to thanks to all people involved in finishing this study especially Royal Malaysian Customs personnel who provide me a lot of information in completing this study directly or indirectly.

I also would like to thank my beloved wife, _____ for her patient, love, encouragement, understanding and support during my whole study. To my loving kids _____ who always give me the inspiration and strength. Special thanks also to my parents, _____ and _____ for their untiring support and unconditional love.

Last but not least, I would like to extend my gratitude to all my fellow graduate friends for the priceless support, assistant, suggestion, and valuable friendship in completing this thesis. Hopefully Allah S.W.T. blesses all of you.

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