

**UNIVERSITI TEKNOLOGI MARA**

**NETWORK PERFORMANCE IN  
KUMPULAN IKRAM SDN BHD: A  
CASE STUDY**

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# TABLE OF CONTENTS

	Pages
<b>ACKNOWLEDGEMENT</b>	ii
<b>TABLE OF CONTENTS</b>	iii
<b>LIST OF FIGURES</b>	v
<b>LIST OF ABBREVIATIONS</b>	vi
<b>ABSTRACT</b>	viii
<b>CHAPTER 1: INTRODUCTION</b>	
1.1 Introduction	1
1.2 Objective	4
1.3 Problem Description	4
1.4 Scope of Project	5
1.5 Problem Significance	5
1.6 Thesis Outline	6
<b>CHAPTER 2: LITERATURE REVIEW</b>	
2.1 Introduction	7
2.2 Defining Network Performance	7
2.3 Measuring Network	8
<b>CHAPTER 3: METHODOLOGY</b>	
3.1 Introduction	15
3.2 Finding and Locating Information	16
3.3 Identify Research Requirement	18
3.4 Data Collection	18

3.4.1 Ping Program	19
3.4.2 <i>CommView</i> Software	21
3.5 Analyzing Data	24

## **CHAPTER 4: NETWORK PERFORMANCE OVERVIEW**

4.1 Network Performance Overview	27
4.1.1 Performance Management Process Flow	28
4.1.2 The Elements of Network Performance	30
4.1.2.1 Availability	30
4.1.2.2 Response Time	31
4.1.2.3 Throughput	31
4.1.2.4 Utilization	32
4.1.2.5 Network bandwidth	33

## **CHAPTER 5: RESULT AND FINDING**

5.1 Result by Using Ping Program	35
5.2 Result By Using <i>CommView</i> Software	37
5.3 Kumpulan IKRAM Network Architecture	41

## **CHAPTER 6: CONCLUSION AND RECOMMENDATIONS**

6.1 Conclusion	44
6.2 Recommendations	46
<b>References</b>	<b>49</b>

## ABSTRACT

In general, network management is a service that employs a variety of tools, applications, and devices to assist network administrator or network managers in monitoring and maintaining networks. There are five conceptual areas of network management which are network performance management, configuration management, accounting management, fault management, and security management. This research will concentrate on network performance management. The goal of network performance management is to measure and make available various aspects of network performance so that Internetwork performance can be maintained at sufficient level. Examples of performance variables that might be provided include network throughput, network availability, response times, bandwidth, and utilization. There are two types of network performance tools that will be used in this research which is Ping program and CommView network performance software. This case study also will find out whether network architecture can affect the network performance or not. The case study is being made in Kumpulan IKRAM Sdn Bhd.

**Keywords:** Network management, Network performance management, network throughput, network availability, response times, bandwidth, utilization, network architecture.